

# Analisis mutu pelayanan unit hemodialisis dan gambaran kualitas hidup pasien hemodialisis di Rumah Sakit Baiturrahim Jambi tahun 2019 = Analysis of hemodialysis unit service quality and description of quality of life of hemodialysis patients at Baiturrahim Hospital Jambi in 2019

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## Abstrak

**LATAR BELAKANG:** Meskipun dengan penambahan mesin, peningkatan utilisasi dan kunjungan unit hemodialisis Rumah Sakit Baiturrahim Jambi, namun masih banyak masalah terkait fasilitas, dana, pelayanan dan keluhan pasien hemodialisis. **TUJUAN:** Mengetahui mutu pelayanan unit hemodialisis Rumah Sakit Baiturrahim Jambi dan memperoleh gambaran kualitas hidup pasien yang menjalani hemodialisis di Rumah Sakit Baiturrahim Jambi Tahun 2019. **METODE:** Penelitian kualitatif dan kuantitatif deskriptif analitik potong lintang dengan menggambarkan mutu pelayanan unit hemodialisis dari segi struktur, proses dan outcome. Dilakukan dengan wawancara mendalam dengan 8 informan terpilih, observasi dan Focus Group Discussion. Kualitas hidup pasien dari 96 pasien HD dilakukan menggunakan kuesioner EQ-5D-5L. **HASIL:** RS Baiturrahim kekurangan 1 orang dokter spesialis penyakit dalam dan 11 perawat terlatih, 2 dari 5 SPO yang diobservasi belum dilaksanakan dengan optimal, (58,3% dan 72,2%), konseling dan monitoring juga belum optimal. Dari 96 pasien HD yang memiliki kualitas hidup baik sebanyak 62 pasien (64.58%), sedangkan pasien yang memiliki kualitas hidup kurang baik sebanyak 34 pasien (35,41) %. Domain dengan nilai 1 (tidak ada masalah) paling banyak adalah merawat diri (51 pasien, 53%), Sedangkan domain dengan nilai 5 (amat sangat bermasalah) terdapat pada domain kegiatan harian dan rasa cemas (7 pasien, 7%). **KESIMPULAN:** Mutu Pelayanan unit hemodialisis belum optimal, dan kualitas hidup pasien hemodialisis mayoritas baik.

.....**BACKGROUND:** Even with the addition of machines, increased utilization and visits to the hemodialysis unit at the Baiturrahim Hospital Jambi, there are still many problems relating to facilities, funds, services and complaints from HD patients. **PURPOSE:** This study aims to analyze the quality of service in the hemodialysis unit at Baiturrahim Hospital Jambi based on structure, process and outcome and to obtain descriptions of patients who undergo hemodialysis in Baiturrahim Hospital Jambi in 2019. **METHOD:** A qualitative and cross sectional descriptive analytic quantitative study by describing the service quality of the hemodialysis unit from the structure, process and outcome. Conducted by in-depth interview with 8 eligible respondents, observations and focus group discussion. Patient's quality of life was asked of 96 HD patients using the EQ-5D- 5L quality of life questionnaire. **RESULT:** Baiturrahim Hospital lacked 1 internist and 11 trained nurses. 2 of 5 observed service procedures were not optimally carried out (58,3% and 72,2%), counseling and monitoring were not optimal. From 96 HD patients, 62 patients had good quality of life (64.58%), and 34 patients had poor quality of life (35.41%), The domain with value of 1 (without problem) was self-care (51 patients, 53%). While the domain with a value of 5 (very very problematic) was found in the domain of daily activities and anxiety (7 patients, 7%). **CONCLUSION:** Service quality of hemodialysis unit was not optimal, and the quality of life of majority of hemodialysis patients was good.