

Analisis mutu pelayanan rawat inap selama pandemi COVID-19 berdasarkan kriteria Malcolm Baldrige di Charitas Hospital Palembang tahun 2021 = Analysis of the quality of inpatient services during the COVID-19 pandemic based on Malcolm Baldrige's criteria at Charitas Hospital Palembang in 2021

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Abstrak

Pandemi COVID-19 menyebabkan disrupsi layanan kesehatan. Dalam menghadapi pandemi COVID-19, rumah sakit harus memperhatikan mutu pelayanan dalam memberikan pelayanan kesehatan yang diperlukan masyarakat. Mutu pelayanan kesehatan merupakan jaminan bagi masyarakat dalam meningkatkan derajat kesehatan masyarakat. Penelitian ini bertujuan untuk mengetahui mutu pelayanan rawat inap selama pandemi COVID-19 berdasarkan kriteria Malcolm Baldrige di Charitas Hospital Palembang tahun 2021. Jenis penelitian yang dilakukan adalah mix method dimana dilakukan penelitian kuantitatif terlebih dahulu dengan menggunakan kuesioner Malcolm Baldrige dan dilanjutkan penelitian kualitatif berupa wawancara mendalam dan telaah dokumen. Didapatkan hubungan yang signifikan antara variabel kepemimpinan, perencanaan strategis, fokus sumber daya manusia, fokus pelanggan, pengukuran, analisis dana manajemen pengetahuan, dan fokus proses terhadap variabel hasil. Dari analisis multivariat, didapatkan variabel yang paling berpengaruh terhadap hasil mutu pelayanan adalah variabel fokus proses, dan pengukuran, analisis dan manajemen pengetahuan. Nilai variabel hasil yang diatas nilai rata-rata dinyatakan baik tidak sejalan dengan indikator pelayanan rumah sakit yang menurun selama pandemi COVID-19. Variabel yang perlu diperhatikan rumah sakit karena nilai dibawah nilai rata-rata dari ketujuh variabel yang diteliti adalah variabel kepemimpinan, perencanaan strategis, dan fokus sumber daya manusia. Diharapkan manajemen rumah sakit dapat memanfaatkan dan menerapkan kriteria Malcolm Baldrige dalam meningkatkan mutu pelayanan rumah sakit, dan pemilik rumah sakit dapat melakukan re-evaluasi dan meningkatkan program manajemen mutu dalam meningkatkan mutu pelayanan rawat inap rumah sakit dengan menerapkan Malcolm Baldrige.

.....The COVID-19 pandemic has disrupted healthcare services. In dealing with the COVID-19 pandemic, hospitals must pay attention to the quality of services in providing health services needed by the community. The quality of health services is a guarantee for the community in improving the health status of the community. This study aims to determine the quality of inpatient services during the COVID-19 pandemic based on Malcolm Baldrige's criteria at Charitas Hospital Palembang in 2021. The type of research carried out is a mix method where quantitative research is carried out first using the Malcolm Baldrige questionnaire and followed by qualitative research in the form of in-depth interviews, and review documents. There was a significant relationship between the variables of leadership, strategic planning, human resource focus, customer focus, measurement, knowledge management fund analysis, and process focus on the outcome variables. From the multivariate analysis, it was found that the variables that have the most influence on the results of service quality are process focus variables, and measurement, analysis and knowledge management. The value of the outcome variable that is above the average value is declared good, which is not in line with the declining hospital service indicators during the COVID-19 pandemic. The

variables that need to be considered by the hospital because the values are below the average value of the seven variables studied are leadership variables, strategic planning, and human resource focus. It is hoped that hospital management can utilize and apply Malcolm Baldrige's criteria in improving the quality of hospital services, and hospital owners can re-evaluate and improve quality management programs in improving the quality of hospital inpatient services by applying Malcolm Baldrige.