

## Analisis peran Case Manager dalam pelayanan pasien Covid-19 di Rumah Sakit Universitas Indonesia tahun 2021 = Analysis of the role of Case Manager in Covid-19 patient services at the University of Indonesia Hospital in 2021

Ahmad Safar N., author

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### Abstrak

Pandemi Covid-19 menjadi tantangan bagi RS UI dalam mengedepankan pelayanan kepada pasien yang bersifat holistik, demi kepentingan dan keselamatan pasien. Case manager merupakan jabatan baru di RS UI, sehingga dianggap masih memiliki banyak celah dalam penerapannya. Peran case manager dirasakan belum optimal di lapangan, terutama oleh klinisi dan manajemen. Tujuan penelitian adalah untuk merumuskan tugas pokok fungsi case manager dalam pelayanan pasien Covid-19, dan mengidentifikasi peran yang telah dilaksanakan oleh case manager. Penelitian ini merupakan penelitian non eksperimental kualitatif, menggunakan pendekatan fenomenologi dengan desain potong lintang. Peneliti menemukan bahwa case manager RS UI belum menjalankan peran sesuai rumusan tugas pokok fungsi case manager yang ada dalam standar akreditasi RS; rumusan tugas pokok fungsi case manager belum sesuai dengan kebutuhan pelayanan pasien Covid-19 di RS UI, sehingga case manager RS UI belum menjalankan peran sesuai rumusan tugas pokok fungsi case manager untuk kebutuhan pelayanan pasien Covid-19 di RS UI. Secara garis besar, terdapat tiga hambatan peran case manager, yaitu hambatan pengorganisasian, hambatan aktivitas, dan hambatan evaluasi. Peneliti merekomendasikan agar tupoksi case manager tetap memenuhi standar akreditasi, dan disesuaikan dengan karakteristik RS. Selain itu, perlu dilakukan penguatan case manager secara kualitas dan kuantitas, agar dapat berperan lebih optimal.

.....The Covid-19 pandemic is a challenge for UI Hospital in prioritizing its services to patients that are holistic in nature, for the benefit and safety of patients. Case manager is a new position at UI Hospital, so it is considered that there are still many gaps in its implementation. The role of the case manager is felt to be not optimal in the field, especially by clinicians and management. The purpose of the study was to formulate the main duties and functions of the case manager in the service of Covid-19 patients, as well as to identify the roles that have been carried out by the case manager. This research was a non-experimental qualitative using a phenomenological approach with a cross-sectional design. The researcher found that the case manager of the UI Hospital had not carried out the role according to the formulation of the main duties and functions of the case manager in the hospital accreditation standard; The formulation of the main duties and functions of the case manager was not in accordance with the service needs of Covid-19 patients at the UI Hospital. Therefore, the case manager was considered not to have carried out the roles accordingly for the service needs of Covid-19 patients at the UI Hospital. Thus, in general terms, there are three barriers to the role of the case manager, namely organizational barriers, activity barriers, and evaluation barriers. The researcher recommends that the main duties of the case manager still meet accreditation standards, and are adjusted to the characteristics of the hospital. In addition, it is necessary to strengthen case managers in terms of quality and quantity, so that they can play a more optimal role.