

Hubungan Indikator Mutu Dan Standar Pelayanan Minimal Rumah Sakit Syariah Terhadap Kinerja Pelayanan Medical Check-Up Di Rumah Sakit YARSI Jakarta = Relationship of Quality Indicators and Minimum Service Standards of Sharia Hospital on the Performance of Medical Check-Up Services at YARSI Hospital Jakarta

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Abstrak

Rumah sakit (RS) Syariah adalah RS yang melaksanakan semua aktivitas, baik pelayanan pasien maupun pengelolaan manajemennya berdasarkan pada prinsip-prinsip Maqashid Al-Syari'ah. Penelitian ini bertujuan untuk mengetahui hubungan indikator mutu dan standar pelayanan minimal RS Syariah terhadap kinerja pelayanan Medical Check-Up (MCU) di RS YARSI Jakarta. Desain yang digunakan dalam penelitian ini adalah metode campuran (mixed methods research) secara cross-sectional. Dari hasil penelitian diperoleh bahwa kepatuhan petugas melakukan identifikasi pasien, kepatuhan petugas melaksanakan cuci tangan 6 langkah 5 momen, hijab (kerudung, baju pasien, atau kain) untuk pasien, pemasangan EKG sesuai gender, mengingatkan waktu salat ke pasien, dan gharar (ketidakpastian) mempunyai hubungan terhadap kinerja pelayanan MCU setelah sertifikasi Syariah di RS YARSI Jakarta berupa memperpanjang waktu pelayanan MCU, mencegah terjadinya infeksi kepada pasien MCU, tercegah dari kontaminasi, mengurangi keraguan dalam tindakan, tepat waktu, dan tidak ada pihak-pihak yang merasa dirugikan. Disarankan kepada RS YARSI Jakarta, khususnya di instalasi MCU agar alur pelayanan pasien MCU diikuti oleh seluruh petugas MCU, dilakukan pengarahan secara berkala untuk keseragaman pelayanan MCU, dan pemberian rewards/punishments kepada petugas MCU.

..... Sharia hospital is a hospital that carries out all activities, both patient care and management based on the principles of Maqashid Al-Shari'ah. This study aims to determine the relationship between quality indicators and minimum service standards of Sharia Hospital on the performance of Medical Check-Up (MCU) services at YARSI Hospital Jakarta. The design used in this research is a mixed methods research in a cross-sectional way. From the results of the study, it was found that the compliance of officers in identifying patients, compliance by officers in washing hands 6 steps 5 moments, hijab (veil, patient clothes, or cloth) for patients, installation of an ECG according to gender, reminding patients to pray, and gharar (uncertainty) had a relationship with the performance of MCU services after Sharia certification at YARSI Hospital Jakarta in the form of extending MCU service time, preventing infection to MCU patients, preventing contamination, reducing doubts in action, being on time, and no parties feeling aggrieved. It is recommended to YARSI Hospital Jakarta, especially at the MCU installation so that the flow of MCU patient care is followed by all MCU officers, regular briefings for uniformity of MCU services, and giving rewards/punishments to MCU officers.