

Alat Ukur Kepuasan Pasien, Adaptasi Lintas Budaya Kuesioner Academic Centre of Dentistry Amsterdam (ACTA) dan Kolerasinya dengan Keberhasilan Perawatan Ortodonti = Measurement tool for Patient Satisfaction - Cross Cultural Adaption from ACTA Questionnaire and Its Correlation with Treatment Outcome.

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Abstrak

Suatu pelayanan kesehatan belum dapat dikatakan berkualitas, jika pasien tidak merasa puas. Studi terkait kepuasan pasien telah banyak dilakukan dimanca negara antara lain Amsterdam, Swedia, Norwegia, Brazil, United Kingdom. Kepuasan pasien terhadap hasil perawatan Ortodonti berkisar antara 34% - 75 %. Rentang yang lebar ini kemungkinan disebabkan cukup sulit mencari Alat Ukur yang standar dan relevan untuk menilai kepuasan pasien. Tujuan : memperoleh Alat Ukur Kepuasan pasien Ortodonti yang valid dan reliabel. Menilai korelasi antara kepuasan pasien dengan keberhasilan perawatan yang diukur menggunakan Index Complexity Outcome and Need (ICON) Metode : Telah dilakukan studi potong lintang pada pasien Ortodonti di klinik Ortodonsia Rumah Sakit Khusus Gigi Mulut FKG-UI. Penelitian berlangsung 2 tahap, yaitu melakukan adaptasi lintas budaya kuesioner Academic Centre of Dentistry Amsterdam (ACTA). Mencari faktor risiko Usia, jenis kelamin, pendidikan, Etnis, sosio- ekonomi yang berperan terhadap Kepuasan pasien dan mencari korelasi antara Kepuasan Pasien (subjektif) dengan Keberhasilan perawatan (objektif) yang diukur menggunakan Index Complexity Outcome and Need. (ICON) Hasil: Setelah dilakukan Translasi dan Adaptasi Lintas Budaya kuesioner ACTA dan Principle Component Analysis diperoleh 5 domain dan 34 pertanyaan yang valid dan reliabel. Analisis multivariat menemukan faktor pendidikan dan sosio ekonomi yang berperan terhadap Kepuasan pasien. Korelasi antara Kepuasan pasien dengan keberhasilan perawatan ortodonti adalah sebesar $r=0.364$. Kesimpulan: Telah diperoleh Alat Ukur Kepuasan Pasien Adaptasi Lintas Budaya dari Kuesioner ACTA yang valid dan reliabel. Sebanyak 87,59 % responden puas dengan perawatan Ortodonti di RSKGM FKG-UI. Terdapat korelasi sedang antara Kepuasan pasien (subjektif) dengan keberhasilan perawatan ortodonti (objektif).

.....Health care can not be high quality unless the patient is satisfied. Studies about patient satisfaction have been done in Amsterdam, Swedia, Norwegia, Brazil, United Kingdom, and many more. Patient satisfaction with orthodontic results range from 34% - 75 %. Previous studies showed different factors have been explored and different instrument have been used. It makes comparisons between studies difficult. Objective : to obtain measurment tools for patients satisfaction which is valid and reliable through cross cultural adaptation; find out correlation between satisfaction with risk factors such age, gender, education, ethnic, socio-economic. Then correlation between satisfaction and treatment outcome using Index Complexity Outcome and Need. Method : a cross sectional studies was done on 137 patients from orthodontic clinic at Dental Hospital, Faculty of Dentistry Universitas Indonesia. Result : After Principle component analysis was done, we obtained the cross cultural adaptation questionnaire from ACTA which consist of 5 domain with 34 items that is valid and reliable. Multivariat analysed found that education and socioeconomic give an influenced on patient satisfaction. Conclusion: this study obtained questionnaire

that is cross cultural adaptation from ACTA which valid and reliable. Mostly patient 87,59 % who have been treated at RSKGM FKG Universitas Indonesia were satisfied with the result. And there is moderate correlation between patient satisfaction and treatment outcome which assed by Index of Complexity Outcome and Need (ICON)