

## Analisis pola pembagian jasa pelayanan di unit rawat inap RSUD kelas C Sumatera Barat : suatu studi komparatif

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### Abstrak

Jasa Pelayanan adalah suatu imbalan atau kompensasi yang diterima oleh pelaksana pelayanan di rumah sakit atas perlakuan yang diberikannya kepada klien atau pasien. Oleh karena belum ada aturan baku yang mengatur pola pembagian Jasa Pelayanan di RSUD Sumatera Barat, khususnya RSUD Kelas C, sehingga dijumpai variasi pola pembagian Jasa Pelayanan.

Penelitian ini dilakukan untuk mendapatkan pola pembagian Jasa Pelayanan di Unit Rawat inap RSUD Kelas C dengan pendekatan kualitatif. Suatu studi komparatif dilakukan pada 3 (tiga) RSUD Kelas C yang hampir sama kinerjanya. Dengan adanya faktor internal dan faktor eksternal yang berhubungan dengan pola pembagian Jasa Pelayanan, dicari dokumen/arsip dan beberapa orang informan yang mengetahui tentang pola pembagian Jasa Pelayanan di RSUD.

Dari hasil penelitian didapatkan bahwa Pola Pembagian Jasa Pelayanan di RSUD yang diteliti masih bervariasi, tergantung dari kebijakan Direktur masing-masing dan secara garis besar masih mengacu pada SK Menkes No.66/II/1987. Faktor tenaga profesional terutama Dokter Spesialis mendominasi pola pembagian Jasa Pelayanan di ketiga RSUD. Dokter spesialis mengusulkan pola fee for service, sedangkan lainnya dapat dibuat berdasarkan bobot.

Peneliti menyarankan agar pihak manajemen selalu mensosialisasikan pemahaman tentang kerja tim di rumah sakit sehubungan dengan pembagian Jasa Pelayanan.

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The Analysis of Health Service Incentive Patterns at Inpatients Unit of General District Hospital (RSUD) Class C West Sumatra (A Comparative Study) Health services incentive are compensations accept by the administration of services at hospitals for the treatment they give to the client or patients. There have not been any fixed rules regulating the patterns of health services incentive at District Hospital (RSUD) in West Sumatra, especially those categories in Class C.

The research is conducted to obtain some patterns of health services incentive at Inpatients Unit of RSUD Class C by employee qualitative approach. A comparative study was conducted at 3 (three) District Hospitals (RSUD) Class C whose performance are nearly similar. Having some internal and external factors related to health services incentive patterns, some documents/ file and some informants knowing the patterns of health service incentive at RSUD were searched.

The result of this study is found that the patterns of health services incentive at District Hospital (RSUD) investigated is still widely varied, depending on the policy of respective directors. In generally, it still refers to the regulation of health ministry No.66/II/1987. The factor of professional, especially medical specialist, dominates the patterns of health services incentive at the three District Hospital.

It is recommended that the health services incentive for medical specialist is separated based on fee for services, while for the others a pattern of health services incentive can be made based on score system. The conclusion of thus study is that the pattern of health services incentive still varied, medical specialist want to

fee for services and there have not been fixed rules regulation the patterns of health services incentive.