

Faktor-Faktor Yang Berhubungan Dengan Kualitas Layanan Pasien Peserta JKN Di Poli Gigi RSUD Kota Tangerang Selatan Tahun 2022 = Factors Related To The Quality Of Service For JKN Patients At The Dental Poly Clinic At South Tangerang City General Hospital In 2022

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Abstrak

Peningkatan jumlah pasien JKN ke Poli gigi RSUD Kota Tangerang Selatan setelah kasus COVID-19 mulai jauh menurun, menuntut penyedia layanan memberikan pelayanan berkualitas sesuai standar dan aman bagi pasien. Penelitian ini membahas tentang faktor-faktor yang berhubungan dengan kualitas layanan pasien JKN di Poli gigi RSUD Kota Tangerang Selatan menurut pihak penyedia layanan (RS) dan dari persepsi pasien. Disain penelitian Convergent Mixed Methods. Disain studi kasus digunakan pada penelitian kualitatif dengan wawancara terhadap penyedia layanan dan disain cross sectional untuk mengetahui persepsi pasien tentang kualitas layanan peserta JKN di Poli Bedah Mulut dan Penyakit Mulut. Pengambilan sampel secara consecutive sampling didapatkan 40 responden. Hasil penelitian mendapatkan bahwa masih terdapat ketidaksesuaian jumlah dan jenis SDM, jumlah ruangan, alat dan alat penunjang medis, kebijakan peningkatan mutu layanan, monitoring pelaksanaan SPO dan pemberian layanan sesuai indikasi. Faktor-faktor yang mendapat penilaian sangat baik dari pasien yaitu: ketersediaan obat, kemampuan dokter, pemanfaatan JKN tanpa biaya tambahan untuk tindakan, karyawan yang responsif, ramah dan perhatian, serta kebersihan peralatan dan prosedur tindakan. Faktor-faktor yang masih dapat ditingkatkan diantaranya: kebersihan ruangan, alat penunjang medis, kejelasan informasi dan waktu tunggu pasien. Dengan mengetahui faktor-faktor tersebut dapat bermanfaat untuk peningkatan kualitas layanan peserta JKN di Poli gigi RSUD Kota Tangerang Selatan.

.....The increase in the number of JKN participant patients attending the dental clinic at RSUD Kota Tangerang Selatan after COVID-19 cases began to decline, considerably requires service providers to provide quality services that meet standards and are safe for patients. This thesis discusses the factors related to the quality of service for JKN participant patients at the dental clinic at RSUD Kota Tangerang Selatan in 2022 according to the provider (RS) and from patient perceptions. This research uses Convergent Mixed Methods design. The case study design was used in qualitative research by conducting interviews with service providers and a cross-sectional research design was carried out to determine patient perceptions of the quality of services for JKN participants at the Oral Surgery and Oral Medicine Polyclinic. The samples were 40 patients by using consecutive sampling technique. The results of the study found that the number of human resources, the availability of facilities and infrastructure, policies to improve service quality, monitoring the implementation of SOP and providing services according to indications are related to service quality. Factors received very good evaluations from patients, namely: availability of medicines, ability of doctors, utilization of JKN without additional costs for procedures, the responsiveness, friendly and caring employees, as well as sterilized of equipment and procedures. Factors that can still be improved include: cleanliness of the room, additional costs for supporting examinations outside the hospital, clarity of information and patient waiting times. Knowing these factors can be useful for efforts to improve the quality of service for JKN participant at dental poly clinic at RSUD Kota Tangerang Selatan.