

Hubungan Antara Beban Kerja Mental dan Ketepatan Triage di Instalasi Gawat Darurat RS X di Jakarta = The Relationship Between Mental Workload and Accuracy of Triage in the Emergency Room of X Hospital in Jakarta

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Abstrak

Keputusan triage sangat penting dalam menentukan kesegeraan pemberian pertolongan kepada pasien yang datang ke IGD. Kesalahan pengambilan keputusan triage berdampak pada risiko keselamatan pasien. Salah satu faktor eksternal yang dapat mempengaruhi ketepatan pelaksanaan triase adalah beban kerja mental. Penelitian ini merupakan penelitian kuantitatif dengan pendekatan cross sectional yang bertujuan untuk mengidentifikasi gambaran dan hubungan beban kerja mental perawat dengan ketepatan triage di RS X. Penelitian dilakukan dengan 47 sampel, diambil menggunakan kriteria inklusi dan eksklusi. Hasil analisis didapatkan gambaran karakteristik perawat rata-rata berusia 35.04 tahun dengan masa kerja 12.63 tahun, sebagian besar berjenis kelamin perempuan dengan tingkat pendidikan DIII serta memiliki jenjang karier PK 3 dan tidak ada hubungan antara beban kerja mental perawat dengan ketepatan triage di RS X ($p = 0.352, ? > 0.05$). Penelitian ini merekomendasikan upaya peningkatan kemampuan triage perlu dilakukan dengan memberi kesempatan perawat untuk mengembangkan ilmu pengetahuan yaitu melanjutkan pendidikan menjadi Sarjana Keperawatan (Ners).

.....Triage decisions are very important in determining the immediate provision of assistance to patients who come to the emergency room. Errors in triage decision making have an impact on patient safety risks. One of the external factors that can affect the accuracy of triage is the mental workload. This research is a quantitative study with a cross-sectional approach that aims to identify the description and relationship between the mental workload of nurses and the accuracy of triage at X Hospital. The study was conducted with 47 samples, taken using inclusion and exclusion criteria. The results of the analysis show that the average age of nurses is 35.04 years with a working period of 12.63 years, most of them are female with a DIII education level and have a PK 3 career path and there is no relationship between the mental workload of nurses and the accuracy of triage at X Hospital ($p = 0.352, ? > 0.05$). This research recommends that efforts to increase triage skills need to be carried out by giving nurses the opportunity to develop knowledge, namely continuing their education to become Bachelors of Nursing (Ners).