

Hubungan Karakteristik Dan Kepuasan Pasien Terhadap Mutu Pelayanan Kesehatan Dengan Minat Kunjungan Ulang Pada Pasien Jaminan Kesehatan Nasional (JKN) Di Instalasi Rawat Jalan Rumah Sakit Bakti Timah Mentok Tahun 2023 = The Relationship Between Characteristics and Patient Satisfaction With The Quality Health Service With Interests Repeat Visits To National Health Insurance (JKN) Patients At Outpatient Installations Of Bakti Timah Mentok Hospital In 2023

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Abstrak

Bagi pasien rumah sakit, pelayanan kesehatan yang berkualitas tidak hanya dirasakan dengan sembuhnya dari penyakit secara fisik namun juga menyangkut kepuasan pasien terhadap sikap, pengetahuan dan keterampilan tenaga kesehatan dalam memberikan pelayanan serta tersedianya sarana dan prasarana yang memadai. Pasien akan puas apabila layanan yang diterimanya setidaknya sama atau melampaui harapan pasien. Sedangkan pasien merasa tidak puas apabila layanan yang diterimanya tidak sesuai dengan harapan pasien. Berdasarkan data capaian indikator mutu di Rumah Sakit Bakti Timah (RSBT) Mentok Tahun 2022, terdapat beberapa indikator mutu yang belum mencapai target. Selain itu angka kunjungan pasien JKN di instalasi rawat jalan RSBT Mentok Tahun 2020-2022 juga mengalami penurunan. Tujuan penelitian ini adalah untuk mengetahui gambaran kepuasan pasien dan gambaran minat kunjungan ulang pada pasien JKN di instalasi rawat jalan RSBT Mentok Tahun 2023. Desain penelitian ini adalah Cross Sectional dengan jumlah sampel sebanyak 120 orang. Analisis statistik menggunakan uji Chi Square atau uji Fisher Exact. Berdasarkan uji statistik untuk melihat hubungan karakteristik responden dengan minat kunjungan ulang didapat hasil seluruh karakteristik responden memiliki p value $> 0,05$ yang artinya tidak ada hubungan yang signifikan antara karakteristik responden dengan minat kunjungan ulang. Sedangkan hasil uji statistik antara kepuasan responden pada dimensi Tangibles dengan minat kunjungan ulang diketahui p value $> 0,05$ yang artinya tidak ada hubungan yang signifikan antara kepuasan responden pada dimensi Tangibles dengan minat kunjungan ulang. Dan hasil uji statistik antara kepuasan responden pada dimensi Reliability, Responsiveness, Assurance dan Emphaty dengan minat kunjungan ulang diketahui p value $0,05$ yang artinya ada hubungan yang signifikan antara kepuasan responden pada dimensi Reliability, Responsiveness, Assurance dan Emphaty dengan minat kunjungan ulang. Hubungan kepuasan pasien secara keseluruhan didapat hasil p value $0,05$ yang artinya ada hubungan yang signifikan antara kepuasan pasien dengan minat kunjungan ulang. Hasil pemetaan unsur pelayanan pada diagram Kartesius didapat hasil 5 (lima) unsur pelayanan berada pada kuadran A yang artinya menjadi prioritas utama untuk dilakukan upaya perbaikan. Kelima unsur pelayanan tersebut yaitu kondisi ruang tunggu

pasien, ketersediaan alat kesehatan, ketersediaan jenis pemeriksaan di laboratorium, ketersediaan obat di instalasi farmasi rumah sakit dan kehadiran dokter sesuai jadwal pelayanan. Oleh karena itu pihak RSBT Mentok harus lebih memperhatikan unsur-unsur pelayanan yang belum memberikan kepuasan maksimal kepada pasien

.....For hospital patients, quality health services are not only felt by recovering from physical illness but also regarding patient satisfaction with the attitudes, knowledge and skills of health workers in providing services and the availability of adequate facilities and infrastructure. Patients will be satisfied if the service they receive at least equals or exceeds patient expectations. Meanwhile, the patient feels dissatisfied if the service he receives does not match the patient's expectations. Based on the achievement data of quality indicators at Bakti Timah Mentok Hospital in 2022, there are several quality indicators that have not reached the target. In addition, the number of JKN patient visits at the outpatient installation at Bakti Timah Mentok Hospital in 2020-2022 has also decreased. The purpose of this study was to describe patient satisfaction and interest in revisiting JKN patients at the outpatient installation at Bakti Timah Mentok Hospital in 2023. The study design was cross sectional with a sample size of 120 people. Statistical analysis using Chi Square test or Fisher Exact test. Based on statistical tests to see the relationship between the characteristics of the respondents and the interest in repeat visits, it was found that all of the characteristics of the respondents had p value > 0.05 , which means that there was no significant relationship between the characteristics of the respondents and the interest in repeat visits. While the results of statistical tests between respondents' satisfaction on the Tangibles dimension and intention to revisit, it is known that p value > 0.05 , which means that there is no significant relationship between respondent's satisfaction on the Tangibles dimension and intention to revisit. And the results of statistical tests between respondents' satisfaction on the dimensions of Reliability, Responsiveness, Assurance and Empathy with interest in repeat visits are known to be p value > 0.05 , which means that there is a significant relationship between respondents' satisfaction in the dimensions of Reliability, Responsiveness, Assurance and Empathy with interest in repeat visits. The relationship between patient satisfaction as a whole resulted in p value > 0.05 , which means that there is a significant relationship between patient satisfaction and interest in repeat visits. The results of the mapping of service elements in the Cartesian diagram show that 5 (five) service elements are in quadrant A, which means they are a top priority for improvement efforts. The five elements of service are the condition of the patient's waiting room, the availability of medical devices, the availability of types of laboratory examinations, the availability of drugs in the hospital pharmacy installation and the presence of doctors according to the service schedule. Therefore, the Bakti Timah Mentok Hospital must pay more attention to service elements that have not provided maximum satisfaction to patients.