

## Efektivitas Implementasi Program Rawat Jalan Sore di RSAL Dr. Mintohardjo = The Effectiveness of the Implementation of the Afternoon Outpatient Program at RSAL Dr. Mintohardjo

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### Abstrak

Rumah sakit adalah institusi pelayanan kesehatan yang menyelenggarakan pelayanan kesehatan perorangan secara paripurna yaitu promotif, preventif, kuratif, dan rehabilitatif, yang menyediakan pelayanan rawat inap, rawat jalan, dan gawat darurat. Rumah sakit harus mampu meningkatkan pelayanannya agar lebih bermutu dan terjangkau demi terwujudnya derajat kesehatan yang setinggi-tingginya. Oleh sebab itu rumah sakit diharapkan memiliki karakter mutu pelayanan prima sesuai dengan harapan pasien, serta memberikan pelayanan medis yang bermutu. RSAL Dr. Mintohardjo adalah salah satu rumah sakit milik pemerintah yang melayani pasien swasta maupun pasien JKN. Untuk meningkatkan kualitas pelayanannya, pada bulan Agustus 2017 RSAL Dr. Mintohardjo berinisiasi mengembangkan poli rawat jalan sore yang dibuka pada pukul 15.00 – 19.00 WIB. Tujuan penelitian ini adalah untuk mengetahui efektivitas implementasi program rawat jalan sore di RSAL Dr. Mintohardjo. Penelitian ini menggunakan metode kualitatif dengan pendekatan studi kasus di poli rawat jalan sore RSAL Dr. Mintohardjo pada bulan Juli – September 2018. Hasil penelitian menunjukkan bahwa implementasi program rawat jalan sore di RSAL Dr. Mintohardjo belum efektif. Beberapa kendala yang dihadapi adalah komitmen dari dokter pelaksana program yang masih kurang, promosi mengenai program dan komunikasi antar organisasi yang belum maksimal, jumlah dokter & perawat yang terbatas, serta belum dibentuknya struktur organisasi khusus yang mengatur pelaksanaan poli sore. Dibutuhkan suatu strategi yang dapat berjalan simultan, salah satu caranya adalah dengan melakukan promosi besar-besaran dan melakukan kerja sama dengan klien lain seperti asuransi swasta yang dilakukan bersamaan dengan pembenahan kualitas pelayanan poli sore di RSAL Dr. Mintohardjo.

.....The hospital is a health service institution that organizes individual health services in a comprehensive manner that is promotive, preventive, curative, and rehabilitative, which provides inpatient, outpatient, and emergency services. Hospitals must be able to improve their services to be more qualified and affordable for the sake of achieving the highest degree of health. Therefore hospitals are expected to have the character of excellent service quality in accordance with patient expectations, as well as providing quality medical services. RSAL Dr. Mintohardjo is one of the government-owned hospitals that serve private patients and JKN patients. To improve the quality of service, in August 2017 RSAL Dr. Mintohardjo took the initiative to develop an afternoon outpatient poly that was opened at 15.00 - 19.00 WIB. The purpose of this study was to determine the effectiveness of the implementation of the afternoon outpatient program at RSAL Dr. Mintohardjo. This study used a qualitative method with a case study approach at the afternoon outpatient clinic RSAL Dr. Mintohardjo in July - September 2018. The results of the study showed that the implementation of the afternoon outpatient program at RSAL Dr. Mintohardjo has not been effective. Some of the obstacles faced were commitments from program administrators who were still lacking, promotion of programs and communication between organizations that were not optimal, the number of doctors & nurses was limited, and the formation of a special organizational structure that regulated the implementation of the afternoon poly. A strategy that can run simultaneously is needed, one of the ways is by conducting large-

scale promotions and collaborating with other clients such as private insurance which are carried out simultaneously with improving the quality of afternoon poly services at RSAL Dr. Mintohardjo.