

INTISARI

ANALISIS GAP PERSEPSI PIMPINAN, KARYAWAN SERTA MASYARAKAT DALAM PEMENUHAN SKOR *SELF ASSESSMENT* UNIT GAWAT DARURAT (STUDI KASUS DI RSIA SAKINA IDAMAN, SLEMAN, YOGYAKARTA)

NINA ALPRIANI

Program Studi Manajemen Rumah Sakit
Program Pascasarjana
Universitas Muhammadiyah Yogyakarta
2012

Rumah Sakit Ibu Anak Sakina Idaman adalah salah satu rumah sakit swasta yang sedang berkembang. Tahun 2012, tepatnya tanggal 21 Juni 2012 RSIA Sakina Idaman telah mengikuti akreditasi 5 pelayanan RS yang diselenggarakan oleh KARS. Tujuan Penelitian ini adalah untuk mengetahui gap skor self assessment akreditasi UGD dengan nilai yang diperoleh dari luar Pokja UGD.

Penelitian ini merupakan penelitian deskriptif kuantitatif dengan rancangan studi kasus. Cara pengumpulan data dilakukan dengan membagikan kuesioner kepada 26 orang karyawan dan 65 orang pasien/keluarga pasien. Selain membagikan kuesioner disertai juga observasi juga dilakukan untuk melihat keberadaan dan kelengkapan data/dokumen, SOP, fasilitas dan alat di Unit Gawat Darurat. Waktu penelitian ini telah dilaksanakan dari bulan Maret 2012 sampai bulan April 2012.

Berdasarkan hasil penelitian di UGD RSIA Sakina Idaman didapatkan gap yang sama pada standar 1 falsafah dan tujuan, standar 2 administrasi dan pengelolaan dan standar 5 kebijakan dan prosedur sedangkan pada standar 3 staff dan pimpinan, standar 4 fasilitas dan peralatan, standar 6 pengembangan staff dan program pendidikan dan standar 7 evaluasi dan pengendalian mutu) terdapat gap yang sedikit berbeda.

Kata Kunci: persepsi gap, standar akreditasi unit gawat darurat

ABSTRACT

GAP ANALYSIS PERCEPTION OF LEADER, EMPLOYEES AND THE PUBLIC WITH SELF ASSESSMENT SCORES OF COMPLIANCE UNIT EMERGENCY (STUDY CASES IN RSIA SAKINA IDAMAN SLEMAN, YOGYAKARTA)

NINA ALPRIANI

Hospital Management Studies Program
Graduate Program
Universitas Muhammadiyah Yogyakarta
2012

RSIA Sakina Idaman is one of the private hospitals is growing. In 2012, the exact date is June 21, 2012 RSIA Sakina has followed the five service hospital accreditation held by the KARS. The purpose of this study was to determine the gap self-assessment scores with perception of leader, employees and the public with accreditation standards of compliance unit emergency in RSIA Sakina Idaman.

This study is a descriptive study with a cuantitatif case study design. Method of data collection conducted by distributing questionnaires to 26 employees and 65 patients/patient families. In addition to distributing the questionnaire accompanied observations were also made to see the existence and completeness of data, standard operation procedure, facilities and equipment in the emergency room. The time of this study was conducted from March 2012 until April 2012.

Based on the results of research in the emergency room of RSIA Sakina Idaman by the standard 1 philosophy and goals, standard 2 administration and management and standard 5 policies and procedures have the same gap analysis, while the standard 3 staff and leadership, the standard 4 facility and equipment, standard 6 staff development and education programs and the standard 7 evaluation and quality control there is a gap that is slightly different.

Key words: gap perception , the emergency unit accreditation standards.