

**ANALISIS IMPLEMENTASI STANDAR PELAYANAN MINIMAL
(SPM) DI INSTALASI GAWAT DARURAT (IGD) RSU MAYJEN H.A
THALIB KABUPATEN KERINCI**

TESIS



**PROGRAM PASCA SARJANA KESEHATAN MASYARAKAT
PEMINATAN KAJIAN ADMINISTRASI RUMAH SAKIT
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ABSTRAK

ANALISIS IMPLEMENTASI STANDAR PELAYANAN MINIMAL (SPM) DI INSTALASI GAWAT DARURAT (IGD) RSUD MAYJEN H.A THALIB KABUPATEN KERINCI

Arya Vermasari

Rumah sakit merupakan sarana kesehatan yang berfungsi menyelenggarakan pelayanan pengobatan dan pemulihan kesehatan sesuai dengan standar pelayanan. Implementasi Standar Pelayanan Minimal (SPM) di RSUD Mayjen H.A Thalib Kabupaten Kerinci ditetapkan melalui Perbup Nomor 36 Tahun 2012 yang mengacu kepada Kepmenkes No.129/Menkes/SK/II/2008 tentang Standar Pelayanan Minimal Rumah Sakit. Pencapaian indikator SPM masih belum optimal karena petugas masih tidak paham dengan indikator SPM dan capaiannya, sehingga pelayanan yang diberikan tidak sesuai harapan pelanggan mengakibatkan keluhan dan ketidakpuasan pasien

Tujuan penelitian ini untuk mendapatkan gambaran mengenai implementasi SPM di IGD RSUD Mayjen H.A Thalib Kabupaten Kerinci dengan menganalisis faktor *input* : kebijakan, SDM, sarana prasarana, dan monitoring dan evaluasi. Faktor proses implementasi indikator SPM IGD dan faktor *output* terhadap pencapaian SPM IGD.

Penelitian ini menggunakan desain studi kebijakan dengan pendekatan kualitatif. Waktu penelitian bulan April sampai November 2018 di IGD RSUD Mayjen H.A Thalib Kabupaten Kerinci. Teknik pengumpulan data dilakukan melalui wawancara mendalam, FGD dan telaah dokumen.

Hasil penelitian menunjukkan bahwa kebijakan SPM dilaksanakan berdasarkan Perbup No 36 Tahun 2012, tenaga sudah mencukupi namun masih ada tenaga yang belum mempunyai sertifikat kegawatdaruratan (TLS/ACLS/BCTLS/PPGD), ketersediaan sarana prasarana belum memenuhi standar IGD, Monev tidak berjalan dengan baik. Pelaksanaan indikator *life saving* terlihat perbedaan kemampuan petugas yang telah pelatihan dan yang belum, Waktu tanggap masih ada yang ≥ 5 menit. Untuk itu diharapkan pihak rumah sakit mensosialisasikan SPM kepada petugas, mengalokasikan dana untuk pelatihan, perbaikan sarana dan prasarana serta melakukan tindak lanjut terhadap monitoring dan evaluasi.

Kata Kunci : Standar pelayanan minimal, IGD, input, proses, output

ABSTRACT

IMPLEMENTATION ANALYSIS OF MINIMUM SERVICE STANDARDS (MSS) IN EMERGENCY INSTALLATION (EI) OF MAYJEN H.A THALIB GENERAL HOSPITAL, KERINCI DISTRICT

Arya Vermasari

Hospital is a health facility that functions to provide medical treatment and recovery services in accordance with service standards. Implementation of Minimal Service Standart (MSS) in Mayjen H.A Thalib General Hospital, Kerinci District was determined through Perbup Number 36 of 2012 which refers to Kepmenkes No.129 / Menkes / SK / II / 2008 concerning Minimum Hospital Service Standards. The achievement of the SPM indicator is still not optimal because the officers still do not understand the SPM indicators and their achievements, so that the services provided do not match the customer's expectations resulting in patient complaints and dissatisfaction.

The purpose of this research was to obtain an overview of the implementation of MSS in Mayjen H.A Thalib General Hospital in Kerinci District by analyzing input factors: policy, human resources, infrastructure, and monitoring and evaluation. Factors in the implementation process, Emergency Installation's MSS indicators and output factors for the MSS of Emergency Installation approval.

This study used a qualitative approach. The research was conducted from April to November 2018 at the General Hospital of Mayjen H.A Thalib General Hospital in Kerinci District. Data collection techniques were carried out through in-depth interviews, FGDs and document review.

The results showed that the MSS policy was implemented based on Perpub No. 36 of 2012, the staff was sufficient but there were still workers who did not yet have an emergency certificate (TLS / ACLS / BCTLS / PPGD), the availability of infrastructure did not meet the Emergency Installation standards, Monitoring and evaluation did not work with well. The implementation of the lifesaving indicator shows the difference in the ability of the officers who have been trained and those who have not. The response time is still ≥ 5 minutes. For this reason, it is expected that the hospital will disseminate MSS to officers, allocate funds for training, improve facilities and infrastructure, and follow up on monitoring and evaluation.

Keyword : Minimum Service Standards, Emergency Installation, Input, Process, Output