

KARYA ILMIAH AKHIR

**KAJIAN PELAKSANAAN KEGIATAN LAYANAN ORIENTASI INTERNAL
PENERIMAAN PASIEN BARU DI RUANG BEDAH PRIA
RSUP DR M DJAMIL PADANG**

Peminatan Manajemen Keperawatan



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**Kajian Pelaksanaan Kegiatan Layanan Orientasi Internal
Penerimaan Pasien Baru Di Ruang Bedah Pria
Rsup. Dr.M.Djamil Padang**



ABSTRAK

Orientasi terhadap pasien baru merupakan usaha memberikan informasi atau sosialisasi kepada pasien dan keluarga tentang segala sesuatu yang berkaitan dengan pelayanan selama di Rumah Sakit. Penerimaan pasien baru merupakan pelayanan keperawatan yang komprehensif melibatkan klien, keluarga dan perawat. Hasil observasi peneliti, perawat belum optimal dalam melaksanakan pemberian Layanan Orientasi Internal (LOI) pasien baru. Tujuan dari penelitian ini adalah untuk mengobservasi kegiatan Layanan Orientasi Internal (LOI) penerimaan pasien baru di Ruang Bedah RSUP Dr.M.DJamil Padang. Penelitian ini dilakukan pada perawat sebanyak 5 orang perawat yang menerima pasien baru. Observasi menggunakan lembar checklist sesuai SOP pada pasien baru. Hasil observasi ini menunjukkan bahwa penerapan LOI dilakukan pada setiap penerimaan pasien baru masuk, pada mekanisme kegiatan LOI tidak ada kegiatan yang sesuai SOP, dan beberapa aspek LOI tidak dilaksanakan pada penerimaan pasien baru seperti aspek denah gedung dan ruangan serta fasilitas bangsal. Diharapkan kepada kepala ruangan berupaya untuk terus mengembangkan kualitas pelayanan dengan cara sosialisasi dan melakukan kegiatan edukasi serta melakukan supervisi secara berkala terhadap pelaksanaan kegiatan Layanan Orientasi Internal (LOI) pada penerimaan pasien baru.

Kata Kunci : Layanan Orientasi Internal, Perawat, Pasien baru
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***Study of the Implementation of Internal Orientation Service Activities
Receiving New Patients in the Men's Surgery Room
Rsup. Dr.M.Djamil Padang***



ABSTRACT

Orientation for new patients is an effort to provide information or socialization to patients and families about everything related to services while in the hospital. Acceptance of new patients is a comprehensive nursing service involving clients, families and nurses. The results of the researchers' observations showed that nurses were not optimal in providing Internal Orientation Services (LOI) for new patients. The aim of this research is to observe the activities of the Internal Orientation Service (LOI) for accepting new patients in the Surgical Room at Dr.M.DJamil Hospital Padang. This research was conducted on nurses who received new patients regarding the implementation of Internal Orientation Service (LOI) activities. Observation using a checklist sheet according to SOP on new patients. The results of this observation show that the application of LOI is carried out at every new patient admission, in the LOI activity mechanism there are no activities that comply with the SOP, and several aspects of LOI are not implemented when admitting new patients, such as aspects of building and room plans and ward facilities. It is hoped that the head of the room will strive to continue to develop the quality of service by means of outreach and carrying out educational activities as well as carrying out regular supervision of the implementation of Internal Orientation Service (LOI) activities for accepting new patients.

***Keywords: Internal Orientation Service, Nurses, New Patients
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