

MUTU PELAYANAN DI TPPRI BAGI PASIEN BPJS KESEHATAN DI RUMAH SAKIT UMUM SANTA MARIA PEMALANG TAHUN 2017

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ABSTRAK

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MUTU PELAYANAN DI TPPRI BAGI PASIEN BPJS KESEHATAN DI RUMAH SAKIT SANTA MARIA PEMALANG TAHUN 2017

Berdasarkan survei awal di rumah sakit santa maria Pemalang, terdapat 30% pasien (3/10) yang merasakan mutu pelayanan RS kurang baik. Faktor utama pasien yang tidak merasa mutu pelayanannya kurang baik adalah pasien kurang memahami alur prosedur pelayanan dengan BPJS dan petugas terkadang kurang lengkap dalam menjelaskan informasi dan pasien merasa tidak nyaman di TPPRI. Penelitian deskriptif kuantitatif dengan pendekatan cross sectional dilakukan untuk menilai pelayanan petugas TPPRI pada pasien BPJS, alur prosedur pendaftaran TPPRI pada pasien BPJS, sarana di TPPRI bagian pasien BPJS, kelengkapan persyaratan pendaftaran rawat inap peserta BPJS dengan menggunakan kuesioner dan wawancara terbuka. Hasil penelitian menunjukkan sebagian besar pasien rawat inap di RSU Santa Maria Pemalang menyatakan mutu pelayanan petugas TPPRI tidak baik (36%), mutu pelayanan prosedur pendaftaran TPPRI tidak baik (22%), Sarana TPPRI kurang nyaman (18%). 90% pasien membawa KTP, 100% membawa surat rujukan, 100% membawa surat pengantar rawat inap dan 84% membawa kartu BPJS. Berdasarkan penelitian petugas harus mengisins papan informasi secara lengkap dan pemilik rumah sakit harus menambahkan sarana yang ada di ruang tunggu pendaftaran.

Kata Kunci: Mutu Pelayanan, TPPRI, BPJS

Daftar Pustaka: 19 (tahun 1994-2017)

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QUALITY SERVICES IN TPPRI FOR PATIENTS HEALTH BPJS IN HOSPITAL SANTA MARIA PEMALANG YEARS 2017

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ABSTRACT

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SERVICE QUALITY OF BPJS KESEHATAN PATIENT AT HOSPITAL SANTA MARIA PEMALANG YEAR 2017

Based on initial survey at Santa maria hospital Pemalang, there were 30% of patients (3/10) who felt that hospital service less good was patient did not understand service procedures with BPJS and officers sometimes incomplete in explaining information and patients feel uncomfortable in inpatient registration counter. Quantitative descriptive study with cross sectional approach was conducted to assess the service of inpatient registration counter officer for BPJS patient, inpatient registration procedures for BPJS patient, facility in inpatient registration counter for BPJS patient, completion of BPJS participant registration requirement by using questionnaire and open interview. The results showed that most of inpatients at Santa Maria Hospital Pemalang stated that service quality of inpatient registration officer was not good (36%), service quality of inpatient registration procedure was not good (22%), Inpatient registration facilities was uncomfortable (18%). 90% patients carry ID cards, 100% carry referral letters, 100% carrying hospital delivery and 84% carrying BPJS cards. Based on these study, officer should fill the information board completely and the hospital owner must added existing facilities in registration waiting room.

Keywords: Service Quality, inpatient registration counter, BPJS

Literature: 19 (1994-2017)

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