Analysis of Factor causing Inefficiency in Inpatient Services Indicators for Covid-19 Patients at Baladhika Husada Hospital Jember

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ABSTRACT

Assessment of the efficiency of inpatient services in hospitals can be carried out with BOR, LOS, TOI, and BTO parameters. Based on the results of a preliminary study, it was found that the value of indicators for inpatient services for Covid-19 patients in 2021 still contained indicators that were not in accordance with efficiency standards based on the Ministry of Health. This condition has an impact on the quality of hospital services and hospital revenue. The purpose of this study is to analyze the inefficiency factors of inpatient service indicators for COVID-19 patients in 2021 and to analyze input elements also process elements that cause the efficiency of inpatient service indicators at Baladhika Husada Jember Hospital. Interviews, observations, and documentation were used to collect the qualitative data. The subjects of the study were the head of medical service, facilities and infrastructure maintenance unit officers, human research department, and inpatient nurses. Data validity tested source and techniques triangulation. Data analysis tested data reduction, data display, and conclusion. The results of the study obtained are the lack of health workers and the lack of equal distribution of beds, the attitude of health workers who are still inconsistent in implementing smiles and greets and less communication between health workers and patients, while for health services are still not optimal related to the results of less specific supporting examinations and activities for isolation patients every day which are still lacking.

Keywords : Covid-19, Inpatient Service Indicators, Hospital