

Evaluasi Mutu Pelayanan Instalasi Rawat Inap ICCU Menggunakan Metode IPA (*Importance Performance Analysis*) di RSUD dr Moh Saleh Probolinggo tahun 2016 (*Evaluation of Quality of Care Inpatient ICCU Method Using IPA (Importance Performance Analysis) in dr Mohammad Saleh Probolinggo 2016*)

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ABSTRAK

Mutu Pelayanan Kesehatan adalah derajat dipenuhinya kebutuhan kesehatan yang diselenggarakan secara aman, memuaskan, sesuai norma dan etika yang baik. Tingginya mortalitas menjadi indikator mutu pelayanan. di RSUD dr Moh Saleh selama 3 tahun posisi tertinggi adalah mortalitas pasien jantung, tahun 2013 CVA *Haemoragik* 67 kasus, 2014 meningkat 78 kasus, dan 2015 *Heart Failure* 142 kasus, dokter spesialis jantung hanya 1 orang melayani 8-10 pasien, pasien mengeluh ketersediaan fasilitas sarana dan terjadi penurunan kunjungan pasien dari tahun 2013 ke 2015. Penelitian ini bertujuan mengukur mutu pelayanan di instalasi rawat inap ICCU RSUD dr Moh Saleh Probolinggo. Pengukuran menggunakan metode *Importance Performance Analysis (IPA)*. Hasil pengukuran mutu melalui 5 dimensi yaitu *Tangibles* dengan prosentase terbesar pasien merasa kecewa 39,02%, *Responsiveness* pasien merasa cukup puas 36,58%, *Reliability* pasien merasa puas 34,14%, *Assurance* pasien merasa cukup puas 31,70% dan *Empathy* pasien merasa sangat puas 21,95%. Hasil perhitungan *Importance Performance Analysis (IPA)* diketahui gab pada *Tangibles* (-0,03), gab pada *Responsiveness* (-0,24), gab pada *Reliability* (-0,08), gab pada *Assurance* (-0,21) dan gab pada *Empathy* (-0,09) dengan hasil pemetaan diagram kartesius diperoleh 9 atribut mutu pelayanan pada kaudran A sebagai prioritas utama untuk segera diperbaiki mutu pelayanannya.

Kata Kunci : Evaluasi Mutu Pelayanan, ICCU, IPA

Evaluation of Quality of Care Inpatient ICCU Method Using IPA (Importance Performance Analysis) in dr Mohammad Saleh Probolinggo 2016 (Evaluasi Mutu Pelayanan Instalasi Rawat Inap ICCU Menggunakan Metode IPA (Importance Performance Analysis) di RSUD dr Moh Saleh Probolinggo tahun 2016)

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ABSTRACT

Quality Health Care is the degree for fulfill health necessary to safe and satisfactorily as the norm and ethics. The high mortality rates is indicators of service quality. In the dr Moh saleh Hospitals during 3 years the number of death heart patient was highest position, on 2013 CVA haemoragik 67 cases, 2014 increased to 78 cases, 2015 Heart Failure 142 cases, a heart specialists serving 8-10 patient, several patient complains the availability of infrastructure and a decline in the number of visits patients from 2013 to 2015. this study aims to measure the quality of care in instalation ICCU dr Mohammad Saleh Hospitals. Measurements using Importance Performance Analysis (IPA) methods. The results of quality measurements through five dimensions: Tangibles patients feel disappointed 39.02%, Responsiveness patients were quite satisfied 36.58%, Reliability patients were satisfied 34.14%, Assurance patients were quite satisfied 31.70% and Emphaty patients were very satisfied 21.95%. The result Importance Performance Analysis (IPA) is known to gab on the Tangibles (-0.03), gab on the responsiveness (-0.24), gab on the Reliability (-0.08), gab on the Assurance (-0.21) and gab on Emphaty (-0.09) with the results obtained 9 cartesisus diagram mapping service quality attributes on kaudran A as top priority to be fixed immediately the service of quality.

Keywords: Evaluation of Quality of Service, ICCU, IPA