

Analisis upaya peningkatan mutu pelayanan poliklinik spesialis rumah sakit citama di Bogor tahun 2015

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Abstrak

Tujuan penelitian adalah untuk mengetahui pelaksanaan upaya peningkatan mutu pelayanan di poliklinik spesialis RS Citama. Penelitian dilakukan dengan mengumpulkan informasi sebanyak-banyaknya tentang upaya yang dilakukan untuk peningkatan mutu pelayanan di poliklinik spesialis rumah sakit tersebut selama tahun 2015. Upaya peningkatan mutu pelayanan yang baik adalah dengan menerapkan manajemen mutu terpadu. Keberhasilan upaya peningkatan mutu pelayanan di poliklinik spesialis di rumah sakit ditentukan oleh input yang tersedia, yaitu tenaga, sarana dan prasarana, dana dan metoda yang tersedia, serta bagaimana proses peningkatan itu sendiri berlangsung sehingga pada akhirnya akan mempengaruhi pencapaian atau output. Proses perbaikan mutu yang digunakan melalui langkah-langkah identifikasi sikap karyawan, identifikasi kebutuhan pelanggan, identifikasi masalah, analisis masalah, solusi potensial dan implementasi solusi (Gaspersz, 2003). Wawancara mendalam dilakukan untuk mendapatkan informasi mengenai bagaimana upaya peningkatan mutu pelayanan di poliklinik spesialis RS Citama. Dapat disimpulkan dari penelitian ini bahwa tenaga kesehatan di poliklinik RS Citama jumlahnya belum mencukupi untuk kebutuhan pelayanan di rumah sakit tersebut. Sarana dan prasarana dan metode yang tersedia perlu diperbaiki. Sedangkan dana yang disiapkan untuk upaya peningkatan mutu sudah dialokasi dengan cukup baik. Proses pelaksanaan manajemen mutu terpadu sudah ada tetapi tidak berjalan dengan baik. Kata kunci : mutu pelayanan, poliklinik spesialis, manajemen mutu terpadu

This thesis is a study with qualitative research methods towards improving the quality of service of a specialist policlinic Citama Hospital in Bogor during 2015. The purpose of research is to investigate the implementation of quality improvement efforts in the specialist policlinic Citama hospital. The study was conducted by gathering as much information about the efforts made for improving quality of service in the hospital specialist policlinic during 2015. Efforts to improve the quality good service is to implement an integrated quality management. The success of quality of service improvement in specialist policlinic in hospitals is determined by the input provided, namely personnel, facilities, funding and methods are available, and how the upgrade process itself takes place that will ultimately affect the achievement or output. Quality improvement process used through measures employee attitudes identification, identification of customer needs, problem identification, problem analysis, potential solutions and implementation of solutions (Gaspersz, 2003). Depth interviews were conducted to obtain information on how efforts to improve the quality of service in a specialist policlinic Citama hospital. It can be concluded from this study that the health worker at the specialist policlinic Citama hospital was not sufficient for the needs of his number of services at the hospital. Facilities and infrastructure and the available methods need to be improved. While funds are prepared for quality improvement efforts also allocated fairly well. The process of implementing integrated quality management already exists but it is not going well. Key word : quality of service, specialist policlinic, integrated quality management