

Analisis Kesiapan Rumah Sakit Universitas Indonesia (RSUI) Dalam Melayani Pasien Di Era COVID-19 Tahun 2020

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Abstrak

Tren kasus penyebaran COVID-19 di Indonesia selalu mengalami peningkatan dan saat ini Indonesia menjadi salah satu negara dengan kasus COVID-19 tertinggi di Asia Tenggara. Tren peningkatan kasus juga terjadi di Kota Depok Jawa Barat. Per 17 Juli 2020 terdapat 1.058 kasus positif di Kota Depok. Kondisi ini menjadi challenge bagi RSUI sebagai rumah sakit yang baru berdiri di Kota Depok. Namun di satu sisi sudah ditunjuk menjadi RS rujukan COVID-19 di Kota Depok. Tujuan penelitian adalah untuk mengetahui kesiapan RSUI dalam melayani pasien di era COVID-19. Penelitian kualitatif ini menggunakan metode wawancara mendalam, observasi, telaah dokumen (dokumen dan media sosial RSUI) untuk memperoleh informasi. Penelitian memanfaatkan pendekatan Hospital Readiness for COVID-19 WHO yang bersifat komprehensif dalam mempersiapkan rumah sakit menghadapi COVID-19. Hasil penelitian dalam penelitian ini didapatkan kesiapan RSUI secara umum sudah baik dalam memberikan pelayanan kepada pasien di era COVID-19. Secara umum 3 komponen yang siap seluruhnya, sedangkan 7 komponen masih terdapat kekurangan 2-3 rekomendasi aksi WHO. Kata kunci: COVID-19, hospital readiness, hospital preparedness, kesiapan rumah sakit.

Trends in the case of the spread of COVID-19 in Indonesia is always increasing and currently Indonesia become a country which having the highest number of COVID-19 cases in South East Asia. The trend of increasing cases of COVID-19 is also occurred in Depok City, West Java. On July 17, 2020 there were 1.058 positive cases in Depok City. This situation absolutely become a challenge for University of Indonesia Hospital as a new Hospital in Depok City. But in the other side, nowadays University of Indonesia Hospital is appointing as referral hospital for COVID-19 in Depok City. The purpose of this research is to learn University of Indonesia Hospital readiness in serving patients during COVID-19. This qualitative study used in depth interview, observation, document review (document and social media). The research utilizes approach of Hospital Readiness for COVID-19 WHO which have comprehensive recommendations for preparing hospital in the COVID-19 era. The results of this research found that University of Indonesia Hospital readiness was generally good in providing service for patients in the COVID-19 era. In general, only three components are fully prepared, while seven components still lack 2 until 3 recommendations action of WHO. Key words: COVID-19, hospital readiness, hospital preparedness, kesiapan rumah sakit.