

## Analisis Implementasi Clinical Pathway Sectio Caesarea di Rumah Sakit Universitas Udayana Tahun 2020

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### Abstrak

Tesis ini membahas implementasi clinical pathway sectio caesarea yang telah berlaku. Rumah sakit ditantang untuk meningkatkan pelayanan dengan penekanan pada kendali mutu dan kendali biaya. Penerapan clinical pathway merupakan hal yang baru di lingkungan Rumah Sakit Universitas Udayana. Penelitian ini menggunakan studi kasus kualitatif. Data dikumpulkan dengan cara wawancara mendalam yang ditujukan kepada pemangku kebijakan dan pelaksana kebijakan dengan menggunakan metode purposive sampling. Hasil penelitian mengungkap bahwa implementasi clinical pathway sectio caesarea belum sepenuhnya berjalan dimana ada hambatan yang dapat dilihat dari faktor komunikasi, sumber daya, disposisi dan struktur birokrasi yang saling berkaitan. Penelitian ini menunjukkan belum adanya komunikasi efektif antara pemangku kebijakan dan pelaksana kebijakan serta antarpelaksana kebijakan, belum adanya sosialisasi dan edukasi terkait implementasi clinical pathway sehingga kurangnya pengetahuan staf tentang fungsi dan manfaat serta tugas dan kewenangannya dalam implementasi clinical pathway, belum adanya SOP terkait alur dan pengisian clinical pathway, serta belum adanya case manager yang memegang peranan penting dalam implementasi clinical pathway. Disarankan kepada pemangku kebijakan untuk melaksanakan sosialisasi dan pelatihan yang disampaikan secara jelas dan konsisten serta tersampaikan pada seluruh pelaksana kebijakan, menyusun rencana strategis dalam mengangkat case manager yang memegang peranan penting dalam proses implementasi clinical pathway. Serta untuk pelaksana kebijakan diharapkan dapat meningkatkan komitmen dalam implementasi clinical pathway yang lebih baik.

This thesis discusses the implementation of the clinical pathway for sectio caesarea that has been applied. Hospitals are challenged to improve services with an emphasis on quality control and cost control. The application of clinical pathways is new in the Udayana University Hospital environment. This research uses a qualitative case study. Data were collected by means of in-depth interviews aimed at policy makers and policy implementers using purposive sampling method. The results of the study revealed that the implementation of clinical pathway of caesarean section was not yet fully implemented where there were obstacles which could be seen from the interrelated factors of communication, resources, disposition and bureaucratic structure. This research shows that there is no effective communication between policy makers and policy implementation as well as between policy implementers, there is no socialization and education regarding the implementation of clinical pathways so that there is a lack of staff knowledge about the functions and benefits as well as their duties and authorities in implementing clinical pathways, there is no SOP related to the flow and filling. clinical pathway, and the absence of a case manager who plays an important role in the implementation of clinical pathways. It is recommended to policy makers to carry out socialization and training that is delivered clearly and consistently and delivered to all policy implementers, formulating a strategic plan in appointing case managers who play an important role in the process of implementing clinical pathways. As well as implementing policies, it is hoped that they can increase commitment in implementing better clinical pathways.