

## Analisis waktu tunggu di unit rawat jalan RSUD H Hanafie Muara Bungo tahun 2019

Mardiah

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### Abstrak

**ABSTRAK**

**ANALISIS WAKTU TUNGGU DI UNIT RAWAT JALAN RSUD H. HANAFIE MUARA BUNGO TAHUN 2019**

Mardiah<sup>1</sup>, Anhari Anchadi<sup>2</sup>

**Latar Belakang:** Waktu tunggu rawat jalan adalah waktu yang diperlukan seorang pasien mulai dari saat mendaftar sampai dengan dipanggil untuk diperiksa oleh dokter spesialis. Merupakan gambaran dari kemampuan fasilitas sarana dan prasarana serta SDM dalam memberikan pelayanan kepada masyarakat. Di RSUD H Hanafie, waktu tunggu masih menjadi kendala dalam pelayanan terhadap pasien poliklinik. Masih cukup sering didapatkan keluhan dari pasien baik yang disampaikan langsung maupun lewat kotak saran.

**Tujuan:** Penelitian ini bertujuan untuk mengetahui waktu tunggu pasien rawat jalan, waktu pendaftaran, waktu tunggu rekam medik, waktu tunggu spesialis serta mengetahui faktor-faktor penyebabnya. Serta mengetahui persepsi dan harapan pasien terhadap pelayanan rawat jalan.

**Metode:** Penelitian ini menggunakan metode Cross Sectional, dengan pendekatan kuantitatif dan kualitatif. Teknik sampel Systemic Random Sampling, Instrumen penelitian Formulir Observasi, Pedoman wawancara mendalam dengan informan, pedoman wawancara mendalam (FGD). Data kuantitatif di analisa univariat dan multivariat menggunakan software SPSS versi 26.

**Hasil:** Rata-rata waktu tunggu 109±25 menit, waktu tunggu pendaftaran 51±20 menit, waktu tunggu rekam medik 20±9 menit dan waktu tunggu spesialis 38±15 menit. Waktu tunggu poli terbaik adalah poli Syaraf dan Poli Paru dengan waktu rata-rata 99 dan 98 menit dan berbeda bermakna dengan P masing-masing 0,012 dan 0,010. Terdapat sejumlah faktor yang menyebabkan waktu tunggu memanjang, baik kendala SDM, sarana dan prasarana serta regulasi.

**Kata kunci:** Waktu tunggu, Rawat jalan, Pendaftaran, Rekam Medik, Pasien ulangan

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**ABSTRACT**

**ANALYSIS OF WAITING TIME IN THE OUTPATIENT UNIT OF RSUD H. HANAFIE MUARA BUNGO IN 2019**

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**Background:** Outpatient waiting time is the time it takes the patient from registering until being called to be examined by a specialist. This is an overview of the ability of facilities and infrastructure as well as human resources in providing services to the community. At H. Hanafie Hospital, waiting time is still an obstacle in providing services to patients at the polyclinic. Complaints of patients are still quite common, either directly or through the suggestion box.

**Objectives:** This study aims to determine outpatient waiting time, registration waiting time, medical record waiting time, specialist waiting time, and to determine the factors that cause it. As well as knowing the patient's perceptions and expectations of outpatient services.

**Method:** This research uses cross sectional method, with quantitative and qualitative approaches, Systemic Random Sampling, Research Instrument Observation Form, Guidelines for in-depth interviews from informants, and in-depth

interview guidelines (FGD). Quantitative data were analyzed univariate and multivariate using SPSS version 26. Result: The average waiting time was 109 ± 25 minutes, registration waiting time was 51 ± 20 minutes, medical record waiting time was 20 ± 9 minutes and specialist waiting time was 38 ± 15 minutes. The best waiting time for the polyclinic was the neurology department and the pulmonology department with a mean time of 99 and 98 minutes and significantly different with P 0.012 and 0.010, respectively. There are a number of factors that lead to prolonged waiting times, including human resource constraints, facilities and infrastructure and regulations. Keywords: Waiting time, Outpatient, Registration, Medical record waiting time, re-treatment patients

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