

**IMPLEMENTASI CASE MANAGEMENT DALAM MENINGKATKAN MUTU
PELAYANAN DI RUMAH SAKIT ISLAM PURWOKERTO
(STUDI KASUS PASIEN DM TIPE II)**

Rini Indrian, Ikhlas Muhammad Jenie, Arlina dewi
Program Studi Manajemen Rumah Sakit ,Program Pascasarjana
Universitas Muhammadiyah Purwokerto
Email : nersindri@gmail.com

ABSTRAK

LATAR BELAKANG : Pelayanan yang bermutu merupakan pelayanan berdasarkan *Patient Centre Care* yang membutuhkan integrasi dan koordinasi dari berbagai profesi pemberi asuhan. Kurangnya komunikasi, koordinasi, dan kolaborasi pemberi asuhan serta ketidakpuasan pasien dapat mempengaruhi mutu pelayanan, sehingga rumah sakit perlu menerapkan strategi dalam peningkatan mutu di instalasi rawat inap, salah satunya dengan menggunakan implementasi *Case Management*.

TUJUAN : Untuk mengetahui komunikasi, kolaborasi, koordinasi dan kepuasan pemberi asuhan serta kepuasan pasien setelah implementasi *Case Management*.

METODE : Penelitian ini merupakan penelitian Kualitatif menggunakan metode *Action Reaserch*. Alat yang digunakan dalam penelitian menggunakan wawancara.

HASIL : Hasil penelitian menunjukkan sebelum dilakukan treatment implementasi *Case Management* 3 dari 4 *Case Manager* mengatakan bahwa (komunikasi, koordinasi dan kolaborasi) pemberi asuhan masih kurang, dan belum puas dalam memberikan pelayanan, dan 3 responden pasien mengatakan belum merasa puas dengan pelayanan di rawat inap. Sesudah dilakukan treatment implementasi *Case Management*, 5 dari 6 *Case Manager* mengatakan (komunikasi, koordinasi, dan kolaborasi) lebih meningkat dibandingkan sebelumnya, serta merasa puas dalam memberikan pelayanan kepada pasien di instalasi rawat inap. Sedangkan bagi responden dengan kepuasan pasien (studi kasus pasien DM), 11 dari 15 pasien mengatakan sudah puas, 4 pasien mengatakan kurang puas dengan pelayanan.

KESIMPULAN : Implementasi *Case Management* yang dilakukan di instalasi rawat inap mampu meningkatkan mutu pelayanan (komunikasi, koordinasi, dan kolaborasi) para pemberi asuhan serta meningkatkan kepuasan petugas dalam memberikan pelayanan kepada pasien di rawat inap, dan memberikan kepuasan pasien selama mendapatkan pelayanan di instalasi rawat inap rumah sakit islam purwokero.

Kata Kunci : *Case management, Case Manager, Kolaborasi*

IMPLEMENTATION OF CASE MANAGEMENT IN IMPROVING QUALITY OF SERVICE IN ISLAMIC HOSPITAL PURWOKERTO (CASE STUDY PATIENT DM TYPE II)

Rini Indrian, Ikhlas Muhammad Jenie, Arlina dewi
Program Studi Manajemen Rumah Sakit ,Program Pascasarjana
Universitas Muhammadiyah Purwokerto
Email : nersindri@gmail.com

A B S T R A C T

BACKGROUND: Quality service is a service based on Patient Center Care that requires the integration and coordination of various caring professions. Lack of communication, coordination, and collaboration of the caregiver and patient dissatisfaction can affect the quality of service, so the hospital needs to implement the strategy in improving the quality of inpatient installation, one of them is by using Case Management implementation.

OBJECTIVES: To know the communication, collaboration, coordination and satisfaction of caregiver and patient satisfaction after implementation of Case Management.

METHOD: This research is a qualitative research using Action Reaserch method. The tools used in the study using interviews.

RESULTS: The results of the study showed that before the implementation of Case Management 3 of 4 *Case Manager* said that (the communication, coordination and collaboration) of the caregiver is still lacking, and not yet satisfied in providing services, and 3 respondents said they are not satisfied with the service in hospitalization . After the treatment of Case Management implementation, 5 of 6 *Case Manager* said (communication, coordination, and collaboration) were more than ever before, and were satisfied in providing services to patients in inpatient installation. As for respondents with patient satisfaction (case study of DM patients), 11 out of 15 patients said satisfied, 4 patients said less satisfied with the service.

CONCLUSION: Implementation of Case Management conducted in inpatient installation can improve the quality of service (communication, coordination, and collaboration) of the caregiver as well as improve the satisfaction of officer in giving service to patient at inpatient, and give patient satisfaction during get service at inpatient installation purwokero Islamic hospital.

Keywords: *Case management, Case Manager, Collaboration*