

EFEKTIVITAS *PATIENT CENTERED CARE* DALAM MENURUNKAN TINGKAT KECEMASAN DAN MENINGKATKAN KEPUASAN PASIEN OPERASI KATARAK

Mochammad Sjarifudhin¹, Elsy Maria Rosa¹

¹Program Studi Manajemen Rumah Sakit, Program Pascasarjana,
Universitas Muhammadiyah Yogyakarta

INTISARI

Latar Belakang: *World Health Organization* (WHO) menyebutkan bahwa katarak merupakan penyebab utama kebutaan (35%). Beberapa penelitian menyebutkan bahwa kurangnya pemahaman pasien mengenai operasi katarak berhubungan dengan peningkatan ketidakpuasan dan kecemasan pasien. Penelitian tentang PCC pada pasien operasi katarak masih terbatas, dan belum ditemukan di Indonesia, khususnya yang menganalisis efektivitas PCC dalam menurunkan tingkat kecemasan dan meningkatkan kepuasan pasien.

Metode: Penelitian ini merupakan *quasi-experimental pre and post-test design*, yang melibatkan 30 responden perlakuan PCC dan 30 responden kontrol. Instrumen penelitian menggunakan kuesioner *State Anxiety Inventory* (SAI) untuk mengukur kecemasan dan modifikasi SERVQUAL untuk mengukur kepuasan pasien. Penelitian dilakukan di Klinik Mata Nganjuk pada Oktober-November 2018. Analisis data menggunakan *paired t-test* dan *independent t-test*.

Hasil dan Pembahasan: Hasil pengukuran uji beda tingkat kecemasan sebelum (*mean* = 45,9000) dan sesudah (*mean* = 54,6000) PCC serta uji beda tingkat kecemasan kelompok kontrol (*mean* = 46,7333) dan PCC (*mean* = 54,6000) menunjukkan hasil *sig. 2-tailed* = 0,000. Sedangkan uji beda tingkat kepuasan antara kelompok kontrol (*mean* = 91,3667) dan PCC (*mean* = 94,1000) diperoleh *sig. 2-tailed* = 0,035. Uji beda dikatakan bermakna apabila *p value* < 0,05. *Effect Size* PCC didapatkan *strong effect* (2,59 dan 4,31) terhadap penurunan kecemasan dan *average effect* (0,56) terhadap peningkatan kepuasan.

Kesimpulan: Terdapat perbedaan bermakna tingkat kecemasan maupun kepuasan pada kedua kelompok tersebut. Hasil penelitian menunjukkan bahwa PCC sangat efektif dalam menurunkan tingkat kecemasan dan cukup efektif dalam meningkatkan kepuasan pasien operasi katarak.

Kata Kunci: *Patient Centered Care*, Kecemasan, Kepuasan, Operasi Katarak

EFFECTIVENESS OF PATIENT CENTERED CARE TO REDUCE ANXIETY LEVEL AND IMPROVE SATISFACTION IN PATIENTS UNDERGOING CATARACT SURGERY

Mochammad Sjarifudhin¹, Elsy Maria Rosa¹

¹Hospital Management of Study Program, Magister Program,
Muhammadiyah University of Yogyakarta

ABSTRACT

Background: World Health Organization (WHO) states that cataracts are the main cause of blindness (35%). Some studies suggest that a patient's lack of understanding of cataract surgery is related to an increase in patient dissatisfaction and anxiety. Research on PCC in cataract patients is still limited, and have not found in Indonesia, especially those that analyze the effectiveness of PCC in reducing anxiety levels and improving the patient satisfaction.

Methods: This study was a quasi-experimental pre and post test design, which involved 30 treatment respondents and 30 control respondents. The research instrument used a State Anxiety Inventory (SAI) questionnaire to measure anxiety and SERVQUAL modifications to measure patient satisfaction. The study was conducted at Nganjuk Eye Clinic in October-November 2018. Analysis of data using paired t-test and independent t-test.

Results and Discussion: The results of difference tests of anxiety levels before (mean = 45.9000) and after (mean = 54,6000) PCC and difference tests of anxiety levels of the control (mean = 46,7333) and PCC group (mean = 54,6000) showed the results of sig . 2-tailed = 0,000. Whereas the difference tests of satisfaction levels between the control (mean = 91,3667) and PCC (mean = 94,1000) were obtained sig. 2-tailed = 0.035. The difference test is said to be meaningful if p value <0.05. The PCC Effect Size obtained strong effects (2.59 and 4.31) in reducing anxiety and average effect (0.56) on improving satisfaction.

Conclusions: There were significant differences in the level of anxiety and satisfaction in both groups. The results showed that PCC was very effective in reducing anxiety levels and was quite effective in improving the satisfaction on cataract surgery patients.

Keyword: Patient Centered Care, Anxiety, Satisfaction, Cataract Surgery