

Evaluasi Pelaksanaan *Patient Centered Care* di RS PKU Muhammadiyah Yogyakarta Unit 1

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ABSTRAK

Latar belakang: Rekam medis memfasilitasi dan mencerminkan integrasi dan koordinasiperawatan pasien melalui komunikasi tertulis. Contoh kurangnya komunikasi antara berbagai profesi kesehatan adalah catatan medis yang terpisah dengan catatan perawatan dan catatan profesi kesehatan lainnya sehingga akan mempengaruhi kelengkapan dokumen. Beberapa studi mengungkapkan ketidaklengkapan dokumen rekam medis karena tulisan dokter yang sulit terbaca dan pengelolaan yang terkesan seadanya. Begitu juga di Rumah Sakit PKU Muhammadiyah Yogyakarta dimana kendala pengelolaan rekam medis antara lain kurangnya partisipasi tenaga medis dalam pengisian rekam medis.

Metode Penelitian : Penelitian ini merupakan jenis penelitian *mix method* rancangan *cross sectional* untuk kuantitatif dan studi kasus untuk kualitatif. Subyek penelitian adalah rekam medis, dokter, perawat, ahli gizi, fisioterapis, apoteker, dan pasien. Data diambil dengan cara analisa dokumen dan wawancara.

Hasil Penelitian : Standar yang perlu ditingkatkan pengisiannya yaitu Pelayanan Anestesi dan Bedah 5.1 (22,7%), Pelayanan Anestesi dan Bedah 7.1 (22,7%), Manajemen Penggunaan Obat 4 (38,6%), Manajemen Penggunaan Obat 7 (50%), Assesmen Pasien 1.6 (43,2%), dan Pendidikan Pasien dan Keluarga 2.1 (29,5%). Petugas RS PKU Muhammadiyah Yogyakarta sudah memiliki kesadaran yang tinggi, sikap profesional, kerjasama yang baik, tanggung jawab, dan hubungan antar profesi sudah baik. Namun pelaksanaan *Patient Centered Care* belum berjalan maksimal dikarenakan kurangnya tenaga medis di bagian tertentu dan keterbatasan waktu sehingga membutuhkan peran Rumah Sakit seperti monitor dan evaluasi, logistik, dan sumber daya manusia.

Simpulan : Kelengkapan dokumen rekam medis di RS PKU Muhammadiyah Yogyakarta sesuai dengan standar akreditasi RS tahun 2012 yaitu sebesar 79,16% (lengkap). Catatan perkembangan pasien terintegrasi merupakan implementasi dari Pelayanan Berpusat Pasien ini sudah berjalan, namun kendalanya keterbatasan waktu, kurangnya tenaga medis di bagian tertentu, kurang maksimal pengorganisasian rekam medis, dan kurang maksimalnya pembinaan dan pengawasan dari pihak manajemen Rumah Sakit PKU Muhammadiyah Yogyakarta.

Kata Kunci : Rekam medis terintegrasi, kelengkapan rekam medis, pelayanan berpusat pada pasien.

***Evaluation of progress Patient Centered Care at PKU Muhammadiyah Hospital
Unit 1***

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ABSTRACT

Background: Medical records facilitates and reflects the integration and coordination of patient care through written communication. The example of a lack of communication between the various health professions are the use of medical records separate from records maintenance records and other health professionals that will affect the completeness of documents. Several studies reveal the incompleteness of the document in medical records for physician's writings are difficult to read and the management were impressed potluck. Likewise at PKU Muhammadiyah Hospital in Yogyakarta, where medical records management constraints include lack of participation by medical personnel in filling of medical records.

Research Methods: This study is a mix method research with cross sectional design for quantitative and case study for qualitative. Subjects were medical records, doctors, nurses, dietitians, physiotherapists, pharmacists, and patients. Data were collected by analysis documents and interview.

Research Results: The standards needed to be improved, namely filling Anesthesia and Surgical Services 5.1 (22.7%), Anesthesia and Surgical Services 7.1 (22.7%), Management of Drug Use 4 (38.6%), Management of Drug Use 7 (50%), patient assessment 1.6 (43.2%), and patient and Family Education 2.1 (29.5%). PKU Muhammadiyah Yogyakarta Hospital officials already have a high awareness, professional attitude, a good cooperation, responsibility, and the relationship between the professions has been good. However, the implementation of the Patient Centered Care not running optimally due to a lack of human resources in certain part and time constraints. Thus requiring the hospital's role as monitoring and evaluation, logistics, and human resources.

Conclusion: Completeness documents medical records at RS PKU Muhammadiyah Yogyakarta hospital according to accreditation standards in 2012 which is 79,16% (complete). Note the development of an integrated patient is an implementation of Patient Centered Care is already running, but the problem are time constraints, a lack of medical personnel in certain part, organizing medical records run less than the maximum, and the guidance and supervision of the management of PKU Muhammadiyah Hospital in Yogyakarta running underutilization.

Keywords: Integrated medical records, medical records completeness, patient-centered care