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Judul : Hubungan Response Time Perawat Dengan Tingkat Kepuasan Pasien

ABSTRAK

Latar Belakang: Respon time atau waktu tanggap pelayanan gawat darurat merupakan lamanya waktu saat pasien datang ke IGD sampai pasien dilakukan penanganan pertama kali dalam hitungan menit. Kecepatan response time dalam pelayanan darurat sangat penting di seluruh dunia, studi dari National Health Service di Inggris, Amerika, Kanada, dan Australia menunjukkan bahwa tingkat kepuasan pasien dipengaruhi oleh pelayanan yang diberikan tenaga kesehatan. Tujuan penelitian ini ialah mengidentifikasi hubungan antara *response time* perawat dengan tingkat kepuasan pasien di IGD Rumah Sakit MH Thamrin Cileungsi.

Metode: Jenis penelitian deskriptif dengan desain *Cross Sectional*. Pengambilan sampel dalam penelitian ini menggunakan teknik Non Probability, khususnya teknik Acidental. Dengan menggunakan rumus Slovin, diperoleh jumlah sampel sebanyak 93, peneliti memutuskan untuk menambahkan 10% dari jumlah sampel, sehingga total sampel 102.

Hasil: Hasil uji Chi Square diperoleh p value 0.000. Hasil PR 2.062 (1.294-3.284) pasien yang mendapatkan response time ≤ 5 dan merasa puas lebih tinggi 2.062 dibandingkan pasien yang mendapat response time 5 menit. Sebagian besar responden mendapatkan response time cepat ≤ 5 menit dari perawat sebanyak dengan (72.5%).

Kesimpulan: Sebagian besar responden berada ditingkat kepuasan merasa puas. Adanya Hubungan Antara Hubungan Response Time Perawat Dengan Tingkat Kepuasan Pasien.

Kata Kunci : Response Time, Tingkat kepuasan, Instalasi Gawat Darurat

Daftar Pustaka : 61 Kepustakaan (2010-2024)

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Title : Relationship between Nurse Response Time and Patient Satisfaction Level

ABSTRACT

Background: Response time is the length of time from the time a patient arrives at the emergency room until the patient is treated for the first time in minutes. The speed of response time in emergency services is very important throughout the world, studies from the National Health Service in England, America, Canada, and Australia show that the level of patient satisfaction is influenced by the services provided by health workers. The purpose of this study was to identify the relationship between nurse response time and the level of patient satisfaction in the emergency room of MH Thamrin Cileungsi Hospital.

Objective: Knowing the characteristics of respondents based on age, gender, education and occupation in the emergency room of MH Thamrin Cileungsi Hospital. Knowing the description of nurse response time in the emergency room of MH Thamrin Cileungsi Hospital. Knowing the description of the level of patient satisfaction in the emergency room of MH Thamrin Cileungsi Hospital.

Knowing the relationship between nurse response time and patient satisfaction level in the emergency room of MH Thamrin Cileungsi Hospital.

Methods: Descriptive research with Cross Sectional design. Sampling in this study used non-probability techniques, especially accidental techniques. By using the Slovin formula, a sample size of 93 was obtained, the researcher decided to add 10% of the sample size, so that the total sample was 102.

Results: Chi Square test results obtained p value 0.000. PR results 2,062 (1,294-3,284) patients who get a response time ≤ 5 and feel satisfied are 2,062 higher than patients who get a response time of 5 minutes Most respondents get a fast response time ≤ 5 minutes from the nurse as many as (72.5%).

Conclusion: Most of the respondents are at the level of satisfaction are satisfied. There is a relationship between nurse response time and patient satisfaction level.

Keywords : Response Time, Satisfaction level, Emergency Room Installation

Bibliography : 61 Literature (2010-2024)