

Abstrak

UNIVERSITAS MUHAMMADIYAH JEMBER
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Hubungan *Discharge Planning* Dengan Tingkat Kepuasan Pasien Rawat Inap Di Ruang Cathleya RS. Perkebunan Jember Klinik.

xv + 101 halaman + 1 bagan + 11 tabel + 14 lampiran

ABSTRAK

Discharge planning harus dilaksanakan oleh perawat secara terstruktur dimulai dari pengkajian saat pasien masuk ke rumah sakit sampai pasien pulang. Pelaksanaan *discharge planning*, sebagian besar belum dilaksanakan oleh perawat di rumah sakit. Kendatipun dilakukan, belum dilaksanakan sesuai dengan standar dan prosedur pelaksanaan. Tujuan penelitian ini adalah menganalisis hubungan *discharge planning* dengan tingkat kepuasan pasien rawat inap di Ruang Cathleya RS. Perkebunan Jember Klinik. Desain yang digunakan adalah desain korelasional dengan pendekatan *cross sectional* proses penelitian dilaksanakan pada bulan Juli 2018. Teknik pengambilan sampel menggunakan *quota sampling* dengan jumlah responden sebanyak 32 responden. Instrumen penelitian yang digunakan adalah lembar kuesioner. Analisa data menggunakan analisis statistik *spearman's rho*. Hasil penelitian menunjukkan ada hubungan pelaksanaan *discharge planning* dengan tingkat kepuasan pasien rawat inap dengan tingkat kemaknaan p value=0,000 dan nilai *coefficient correlation spearman's rho* 0,623. Pelaksanaan *discharge planning* harus ditingkatkan sehingga tercapai kualitas pelayanan yang bermutu dan menunjang rasa puas pada pasien dan keluarga pasien.

Kata kunci: *Discharge planning*, kepuasan pasien
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Abstract

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The Correlation between Discharge Planning and Complacency Level of Hospitalized Patients in Cathleya Room Hospital of Perkebunan Jember Klinik.

xv + 101 pages + 1 chart + 11 table + 14 appendices

ABSTRACT

Discharge planning had to be implemented by the nurses structurally by investigating the hospitalized patients in the hospital until when the patients went home. The implementation of discharge planning mostly had not been done by the nurse in the hospital;. Meanwhile, it had not been done based on the standard and implemented procedure. The objective of this research was to analyze the correlation between discharge planning and complacency level of hospitalized patients in Cathleya Room Hospital of Perkebunan Jember Klinik. The design used was correlation design by using cross sectional approach. The process of the research was conducted on July 2018. The sample collecting technique used was quota sampling by the total of the respondents were 32 respondents. The research instruments used was questioner sheets. The data analysis used was spearman's rho statistic analysis. The research result showed that there was correlation between discharge planning and complacency level of hospitalized patients by the level of p value=0.000 and the coefficient correlation of Spearman's rho value was 0.623. The implementation of discharge planning had to be improved to get a better service quality and could improve the complacency of the patients and their family.

Key words: Discharge planning, patients' complacency

References 25 (2006-2018)