

Abstrak

UNIVERSITAS MUHAMMADIYAH JEMBER
PROGRAM STUDI S1 KEPERAWATAN
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Hubungan implementasi discharge planning dengan kepuasan pasien di ruang rawat inap Anggrek RSD Balung Jember.

Ixii + 65 hal + 1 tabel + 1 skema + 2 gambar + 7 lampiran

Discharge planning merupakan proses terintegrasi yang terdiri dari fase-fase yang ditujukan untuk memberikan asuhan keperawatan yang berkesinambungan dimana perawatan yang dibutuhkan dan diberikan mulai pasien masuk rumah sakit sampai keluar rumah sakit, Kepuasan pasien terhadap kualitas jasa pelayanan dipengaruhi oleh beberapa faktor penentu yakni berwujud, handal, mempunyai daya tanggap, serta terjaminan, dan mempunyai perhatian. Penelitian ini menggunakan penelitian *cross sectional* dengan pendekatan *cross sectional* pengambilan data dalam penelitian ini sampel yang diteliti sebanyak 35 Responden adalah pasien diruang rawat inap Anggrek RSD Balung Jember yang diberikan implementasi discharge dan diberikan kuisioner untuk mencari nilai kepuasan dari implementasi discharge planning, setelah data terkumpul dilakukan analisa data secara computerized dengan menggunakan *Spearman Rank*, karena data yang diuji meliputi data Ordinal. Hasil yang diperoleh menunjukkan dari 21 responden mengatakan puas dan 2 responden mengatakan kurang puas dengan implementasi discharge planning di ruang rawat inap Anggrek RSD Balung Jember. Berdasarkan hasil uji statistik Spearman Rank terdapat hubungan implementasi discharge planning dengan tingkat kepuasan pasien di Ruang rawat inap Anggrek RSD Balung Jember. Implementasi discharge planning hendaknya dijalankan dan dilaksanakan sesuai dengan standart operasional prosedur, dimana perawatan yang dibutuhkan pasien harus diberikan mulai pasien masuk sampai pulang mulai dari penjelasan penyakit, pola diet, tatacara meminum obat serta perubahan aktifitas selama dirumah sehingga pasien dan keluarga mampu melaksanakan sendiri selama perawatan di rumah serta implementasi discharge planning agar di aplikasikan semua ruang rawat inap.

Kata kunci: Implementasi Discharge Planning, Kepuasan Pasien.

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Abstract

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Relation Between Discharge Planning Implementation With Hospitalized Patient's Satisfaction at Anggrek Room RSD Balung Jember

Ixii + 64 case + 1 table + 1 Scheme + 2 picture + 7 appendix

Discharge planning is integrated process that consist of phases that aim to give nursing care that continuously where the care is needed and given from patient enter the hospital until leave from hospital, patient's satisfaction against service quality affected by some determine factors these are tangible, reliable, have responsiveness, guaranteed and also have attention. This research use *cross sectional* research with *cross sectional* approaching, data taking in this research the sample researched as many as 35 respondents are patient in hospitalized room Anggrek RSD Balung Jember that discharge implementation given and questionnaire given to find value of satisfaction from discharge planning implementation, after the data were collected to data analysis on computerized by using *Spearman Rank*, because the data that were tested include the Ordinal data. The Result that obtained showing from 21 respondents said satisfied and 2 respondents said satisfied less with discharge planning implementation in hospitalized room Anggrek RSD Balung Jember. Based on Spearman Rank statistic test occurred relation between discharge planning implementation and with patient satisfaction at hospitalized room Anggrek RSD Balung Jember. Discharge planning implementation should be do according with operational standard procedure, where the care is needed by patient should be given from patient enter until leave, from explanation of disease, diet rules, how to drink medicine also change of activity during at home so patient and family be able to do by theirself during the care at home and so that discharge planning implementation to be applied on all hospitalized room.

Key word : Implementation of discharge planning, patient of satisfaction.

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