ABSTRACT

ZULKARNAIN LABABA. The Implementation of Standard Operating Procedures for Patient Services in the IGD of RSUD dr. MM. Dunda Limboto, Gorontalo District. Supervised by WIDYA KURNIATI MOHI as chairman and UMAR SAKO BADERAN, as member.

This research aims to determine the application of standard operating procedures for patient care in the emergency room of dr. MM. Dunda Limboto, Gorontalo District. The research method used is a qualitative research approach with descriptive research type. The results showed that the Application of Standard Operating Procedures (SOP) for Patient Services in the IGD RSUD dr. MM. Dunda Limboto, Gorontalo District, in general, has not been implemented optimally, this can be seen from the 7 SOP indicators, only 4 have been implemented properly, the indicators are: 1) The registration officer registers patients, the results of the study found that the procedure for registering patients in the ER has not running optimally, 2) Doctors / nurses / midwives receive patients in the patient reception room, the results of the study found that this procedure has not been optimally carried out, 3) The doctor prepares for the examination including: Preparation of patients, tools, washing hands and wearing PPE, research results It was found that this procedure was carried out well, 4) The doctor conducted an examination including: history, physical examination and examination of the patient's vital signs, supporting examinations, the results of the study found that these are procedure had not been carried out properly, 5) The doctor determined a provisional diagnosis, this procedure has been implemented well, 6) The doctor determines the treatment and medical action on the patient, the results of the research are found that this procedure has been carried out in accordance with the SOP, and 7) The doctor observes and evaluates the results of treatment or action, the results of the study found that this procedure has been carried out in accordance with the SOP which exists.

Keywords: Application, SOP, RSUD, IGD

ABSTRAK

ZULKARNAIN LABABA. Penerapan Standar Operasional Prosedur Pelayanan Pasien di IGD RSUD dr. MM. Dunda Limboto Kabupaten Gorontalo. Dibawah bimibingan SRIHANDAYANI SUPRAPTO sebagai pembimbing 1 dan UMAR SAKO BADERAN, sebagai pembimbing 2.

Penelitian bertujuan untuk mengetahui Penerapan Standar Operasional Prosedur Pelayanan Pasien di IGD RSUD dr. MM. Dunda Limboto Kabupaten Gorontalo. Metode penelitian yang digunakan adalah Pendekatan penelitian Kualitatif dengan Jenis Penelitian Deskriptif. Hasil penelitian didapatkan bahwa Penerapan Standar Operasional Prosedur (SOP) Pelayanan Pasien di IGD RSUD dr. MM. Dunda Limboto Kabupaten Gorontalo secara umum belum diterapkan secara maksimal hal ini dapat dilihat dari 7 indikator SOP hanya ada 4 yang telah diterapkan sebagaimana mestinya adapun indikator-indikator tersebut adalah: 1) Petugas pendaftaran mendaftar pasien, hasil penelitian ditemukan bahwa prosedur pendaftaran pasien di IGD belum berjalan dengan maksimal, 2) Dokter/Perawat/Bidan menerima pasien di ruang penerimaan pasien, hasil penelitian ditemukan bahwa indikator ini belum optimal dilakukan, 3) Dokter melakukan persiapan pemeriksaaan meliputi: Persiapan pasien, alat, melakukan cuci tangan dan memakai APD, hasil penelitian ditemukan bahwa Prosedur ini dilaksanakan dengan baik, 4) Dokter melakukan pemeriksaaan meliputi: anamnesa, pemeriksaan fisik dan memeriksa tanda vital pasien, pemeriksaan penunjang, hasil penelitian ditemukan bahwa prosedur ini belum dijalankan dengan baik, 5) Dokter menentukan diagnosa sementara, hasil penelitian ditemukan bahwa prosedur ini telah dilaksanakan dengan baik, 6) Dokter menentukan pengobatan dan tindakan medis pada pasien, hasil penelitian ditemukan bahwa prosedur ini telah dilakukan sesuai dengan SOP, dan 7) Dokter melakukan observasi dan evaluasi hasil pengobatan atau tindakan, hasil penelitian ditemukan bahwa prosedur ini telah dilaksanakan sesuai dengan SOP yang ada.

Kata kunci: Penerapan, SOP, RSUD, IGD