

GAMBARAN TINGKAT KEPUASAN DALAM PELAYANAN ANESTESI PADA IBU YANG MENJALANI OPERASI CAESAR DENGAN ANESTESI SPINAL DI RSUD GUNUNG JATI

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ABSTRAK

Kepuasan pasien merupakan konsep kompleks yang sangat bergantung pada penilaian subjektif pasien. Saat ini masih ditemukan keluhan terhadap pelayanan anestesi pada ibu yang menjalani operasi caesar dengan anestesi spinal. Tujuan dari penelitian ini untuk mengetahui tingkat kepuasan ibu yang menjalani operasi caesar dengan anestesi spinal di RSUD Gunung Jati. Jenis penelitian yang digunakan adalah penelitian kuantitatif dengan metode penelitian deskriptif analitik, dilakukan pada bulan Maret-April 2024 di RSUD Gunung Jati Kota Cirebon. Sampel pada penelitian ini melibatkan pasien elektif dan darurat yang telah dilakukan operasi caesar dengan anestesi spinal yang berjumlah 50 responden. Pengumpulan data menggunakan lembar kuesioner. Data analisa pada penelitian ini menggunakan analisa univariat. Ditemukan hasil dari 50 responden, tingkat kepuasan pasien yang menjalani operasi caesar dengan anestesi spinal terhadap pelayanan anestesi di RSUD Gunung Jati secara keseluruhan yaitu 88,2%, kepuasan pasien pada pra anestesi sangat puas sebanyak 41 responden (82%), intra anestesi sangat puas sebanyak 49 responden (98%) dan pasca anestesi sangat puas 40 responden (80%). Tingkat kepuasan pasien yang menjalani operasi caesar dengan anestesi spinal terhadap pelayanan anestesi di RSUD Gunung Jati hampir seluruh dari responden sangat puas. Sehingga penelitian ini perlu dikembangkan kembali dengan menambahkan faktor-faktor yang diduga berpengaruh terhadap tingkat kepuasan pelayanan anestesi pada ibu yang menjalani operasi Caesar dengan anestesi spinal.

Kata Kunci: Kepuasan pasien, pelayanan anestesi, operasi caesar, spinal

DESCRIPTION OF THE LEVEL OF SATISFACTION IN ANESTHESIA SERVICES FOR MOTHERS UNDERGOING CAESAR OPERATION WITH SPINAL ANESTHESIA AT GUNUNG JATI HOSPITAL

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ABSTRACT

Patient satisfaction is a complex concept that relies heavily on the patient's subjective assessment. Currently there are still complaints regarding anesthesia services for mothers undergoing cesarean section with spinal anesthesia. The aim of this study was to determine the level of satisfaction of mothers who underwent caesarean section with spinal anesthesia at Gunung Jati Regional Hospital. The type of research used is quantitative research with analytical descriptive research methods, carried out in March-April 2024 at Gunung Jati Regional Hospital, Cirebon City. The sample in this study was elective and emergency patients who had undergone caesarean section with spinal anesthesia, totaling 50 respondents. Data collection uses a questionnaire sheet. Data analysis in this study used univariate analysis. The results from 50 respondents showed that the overall satisfaction level of patients who underwent spinal anesthesia caesarean section with anesthesia services at Gunung Jati Regional Hospital was 88.2%, pre-anesthesia patient satisfaction was very satisfied as many as 41 respondents (82%), intra-anesthesia was very satisfied 49 respondents (98%) felt satisfied and 40 respondents (80%) felt very satisfied after anesthesia. The level of satisfaction of patients who underwent spinal anesthesia caesarean section with anesthesia services at Gunung Jati Regional Hospital, almost all respondents were very satisfied. So this research needs to be developed further by adding factors that are thought to influence the level of satisfaction with anesthesia services in mothers undergoing caesarean section with spinal anesthesia.

Keywords: Patient satisfaction, anesthesia services, sectio caesarea, spinal