

ABSTRAK

Kepuasan pelayanan di Instalasi Gawat Darurat dapat tercapai dengan adanya pelaksanaan triase, sehingga dapat meminimalisir terjadinya kematian dan kecacatan dalam kasus kegawatdaruratan. Dalam pelaksanaan triase masih banyak keluarga pasien yang komplain terhadap pelayanan, karena beranggapan bahwa yang datang terlebih dahulu seharusnya dilakukan penanganan dengan segera. Keluarga pasien harus memiliki pengetahuan yang memadai tentang sistem triase yang diterapkan di IGD, agar dapat memahami tenaga kesehatan di pelayanan kegawatdaruratan. Penelitian ini bertujuan untuk mengetahui hubungan tingkat pengetahuan keluarga tentang level kegawatdaruratan berdasarkan triase dengan kepuasan pelayanan di IGD RSUD Kabupaten Sumedang. Metode dalam penelitian ini menggunakan desain penelitian korelasi dengan pendekatan *cross sectional*. Sampel yang digunakan dalam penelitian ini yaitu 72 responden (keluarga pasien) dengan menggunakan teknik *purposive sampling*. Instrumen yang digunakan dalam penelitian ini adalah kuesioner pengetahuan triase dan kuesioner kepuasan pelayanan. Analisis data dalam penelitian ini menggunakan uji statistik Rank Spearman. Hasil penelitian menunjukkan bahwa pengetahuan tentang level kegawatdaruratan berdasarkan triase lebih dari setengah responden berada pada kategori cukup sebanyak 44 orang (61,1%) dan pada kepuasan pelayanan di IGD lebih dari setengah responden merasa puas sebanyak 48 orang (66,7%). Terdapat hubungan antara pengetahuan keluarga tentang level kegawatdaruratan berdasarkan triase dengan kepuasan pelayanan di IGD RSUD Kabupaten Sumedang dengan p-value 0,002. Diharapkan dengan adanya hasil penelitian ini pihak Rumah Sakit dapat memberikan edukasi mengenai informasi triase dan mengadakan survei kepuasan pelayanan serta perawat dapat meningkatkan pelayanan agar lebih optimal.

Kata Kunci	: Kepuasan, Level Kegawatdaruratan, Pengetahuan Triase
Daftar Pustaka	: 28 Jurnal (2018-2023) 6 Buku (2014-2021) 2 Website (2016-2021)

ABSTRACT

Satisfaction of services in the Emergency Room can be achieved by carrying out triage, so as to minimize the occurrence of death and disability in emergency cases. In the implementation of triage there are still many patient families who complain about the service, because they think that those who come first should be treated immediately. The patient's family must have adequate knowledge of the triage system applied in the emergency room, in order to understand health workers in emergency services. This study aims to determine the relationship between the level of family knowledge about the emergency level based on triage and service satisfaction in the Emergency Room of Sumedang District Hospital. The method in this study used a correlation research design with a cross sectional approach. The sample used in this study was 72 respondents (patient's family) using a purposive sampling technique. The instruments used in this study were triage knowledge questionnaires and service satisfaction questionnaires. Data analysis in this study used the Spearman Rank statistical test. The results showed that knowledge about the level of emergencies based on triage, more than half of the respondents were in the sufficient category, as many as 44 people (61.1%) and on service satisfaction in the emergency room, more than half of the respondents were satisfied, as many as 48 people (66.7%). There is a relationship between family knowledge about emergency levels based on triage and service satisfaction in the emergency room at Sumedang District Hospital with a p-value of 0.002. It is hoped that with the results of this study the hospital can provide education regarding triage information and conduct service satisfaction surveys and nurses can improve services so that they are more optimal.

Keywords : Satisfaction, Emergency Level, Triage Knowledge
Bibliography : 28 Journals (2018-2023)
6 books (2014-2021)
2 Websites (2016-2021)