

PENINGKATAN KINERJA RUMAH SAKIT UMUM DAERAH NURDIN HAMZAH BERBASIS PELAYANAN

ABSTRAK

Kesehatan adalah hak asasi manusia yang mendasar. Cara terbaik untuk mencapainya adalah melalui cakupan kesehatan semesta (universal health coverage, UHC), yang berarti setiap orang dapat menerima layanan kesehatan berkualitas, kapan dan di mana pun dibutuhkan, tanpa mengalami kesulitan keuangan. Rumah sakit melakukan upaya peningkatan mutu secara berkelanjutan yaitu penetapan, pengukuran, pelaporan, evaluasi indikator mutu, dan pelaporan indikator mutu. Insiden keselamatan pasien, evaluasi primer, dan evaluasi keseluruhan. Tujuan penelitian untuk mengidentifikasi tingkat Pelayanan menggunakan kriteria MBNQA pada Rumah Sakit Nurdin Hamzah, Untuk dapat mengidentifikasi organisasi Rumah Sakit Rumah Nurdin Hamzah menurut kriteria MBNQA, dan Untuk dapat mengusulkan rencana tindak lanjut berdasarkan hasil analisis kriteria MBNQA. Penelitian dilakukan dengan metode deskriptif melalui pendekatan kuantitatif objek penelitiannya pegawai rumah sakit, Tempat penelitian di rumah sakit Nurdin Hamzah, penelitian dilakukan dengan penyebaran kuisioner melalui google form. Berdasarkan hasil penelitian ditemukan bahwa hasil pengukuran kinerja dengan menggunakan Malcolm Baldrige menunjukkan kategori *Industry Leader / Excellent* namun pada implikasinya hanya variabel strategi yang berpengaruh signifikan terhadap Peningkatan Kinerja Rumah Sakit sedangkan variabel lainnya tidak berpengaruh signifikan.

Kata Kunci : Kinerja, Rumah Sakit, berbasis pelayanan

SERVICE-BASED PERFORMANCE IMPROVEMENT OF NURDIN HAMZAH REGIONAL GENERAL HOSPITAL

ABSTRACT

Health is a fundamental human right. The best way to achieve this is through universal health coverage (UHC), which means everyone can receive quality health services, when and where needed, without experiencing financial hardship. Hospitals undertake continuous quality improvement efforts by establishing, measuring, reporting, evaluating quality indicators, and reporting quality indicators. Patient safety incidents, primary evaluation, and overall evaluation. The purpose of the study was to identify the level of service using MBNQA criteria at Nurdin Hamzah Hospital, to be able to identify the organisation of Nurdin Hamzah Hospital according to MBNQA criteria, and to be able to propose an action plan based on the results of the MBNQA criteria analysis. The research was conducted with a descriptive method through a quantitative approach, the object of research was hospital employees, the place of research was at Nurdin Hamzah Hospital, the research was conducted by distributing questionnaires via google form. Based on the results of the study it was found that the results of performance measurement using Malcolm Baldrige showed the Industry Leader / Excellent category but in its implications only strategic variables had a significant effect on improving hospital performance while other variables had no significant effect.

Keywords: Performance, Hospital, service-based