

ABSTRAK

Kejadian protes keluarga pasien masih sering ditemukan di Instalasi Gawat Darurat (IGD). Berdasarkan hasil observasi peneliti selama seminggu pada bulan Maret 2024 di IGD RSUD Ibnu Sina Gresik, setiap harinya dijumpai keluarga pasien yang protes kepada pihak perawat dan tenaga medis lainnya akibat menunggu terlalu lama. Tujuan penelitian ini menggambarkan persepsi keluarga pasien tentang alur pelayanan pasien di IGD RSUD Ibnu Sina Gresik. Penelitian ini menggunakan metode penelitian kuantitatif deskriptif dengan mengambil data kuesioner keluarga pasien di IGD selama seminggu pada periode tanggal 24 Juni – 30 Juni 2024. Hasil penelitian menunjukkan kebanyakan keluarga pasien yang menjaga di IGD RSUD Ibnu Sina Gresik adalah perempuan berjumlah 56 responden (58.3%), berpendidikan terakhir SMA berjumlah 57 responden (59.4%) dan berrentang umur 30-40 tahun berjumlah 48 responden (50.0%). Berdasarkan penelitian nilai keseluruhan persepsi yaitu negatif sebanyak 13 responden (13.5%), netral sebanyak 74 responden (74%), dan positif sebanyak 12 responden (12.5%) dan banyak persepsi negatif berada pada indikator *triage* yang berjumlah 14 responden, pendaftaran dan diagnostik berjumlah 10 responden, indikator penanganan medis awal berjumlah 46 responden. Dengan demikian untuk meningkatkan persepsi keluarga pasien dapat dengan cara meningkatkan komunikasi efektif antara tenaga medis dengan pasiendan keluarga pasien, serta dapat meningkatkan fasilitas kesehatan dalam bidang pengetahuan dengan memperbanyak informasi yang tertulis terutama tentang *triage*.

Kata Kunci : Alur Pelayanan, Instalasi Gawat Darurat, Persepsi, *Triage*

ABSTRACT

Incidents of patient family protests are still often found in IGD RSUD Ibnu Sina Gresik. Based on the results of the researcher's observations during a week in March 2024 in IGD RSUD Ibnu Sina Gresik, every day patient families were found protesting to the nurses and other medical personnel because they had waited too long. The aim of this research is to describe the patient's family's perception of the flow of patient care in RSUD Ibnu Sina Gresik. This research uses descriptive quantitative research methods by taking questionnaire data from families of patients in the emergency room for a week in the period 24 June - 30 June 2024. The results of the research show that most of the families of patients who guard the emergency room at RSUD Ibnu Sina Gresik are women, numbering 56 respondents (58.3%) 57 respondents (59.4%) had a high school education and 48 respondents (50.0%) were aged 30-40 years. Based on research, the overall perception value is Negative as many as 13 respondents (13.5%), Neutral as many as 74 respondents (74%), and Positive as many as 12 respondents (12.5%) and many negative perceptions are in the triage indicators totaling 14 respondents, registration and diagnostics totaling 10 respondents, initial medical treatment indicators totaled 46 respondents. Thus, increasing the perception of patient families can be done by increasing effective communication between medical personnel and patients and patient families, as well as improving health facilities in the field of knowledge by increasing written information, especially about triage.

Keywords: *Emergency Room, Perception, Service Flow, Triage*