

ABSTRACT**The Effort To Increase Utilization Hospital Inpatient Ward of Emergency Patient Based On Perceived Illness and Evaluated Illness Analysis (Study in Sidoarjo District General Hospital)**

Emergency patients is special customer in a health utilization. Data from Sidoarjo District General Hospital (SDGH) emergency department in 2014 showed that patient who rejected medical advice for hospital inpatient admission are 1.407 patients (6,0%). It was indicated a high number of patients against medical advice. Perceived illness as one of essential elements for hospital inpatient ward of emergency patients. The objective of this study was provide recommendation to increase utilization hospital inpatient ward of emergency patients of SDGH based on perceived illness and evaluated illness analysis. This study was analytic observational study conducted 6-16 April 2015. Data were collected through questionnaires and medical record. The population of this study are emergency patients SDGGH from 6-16 April 2015. The sample are 67 patients who fulfilled inclusion criteria, which was determined by purposive sampling. The result from this study almost patients perception of SDGH were good for resources of emergency department, product, price, place, process, and physical facility. There was significant correlation between gravity of illness, disturbing level from patients and Emergency Severity Index (ESI) level. This study indicated that gravity of illness and anxiety level have significant effects for utilization hospital inpatient ward. Patient's perception for hospital place and process have significant effects for utilization hospital inpatient ward. Recommendation for this study are to: (1) improve patient's perceived illness by implementing persuasive Communication, Information, and Education, (2) held training for giving standard information to patient and their family, (3) improve process hospital admission by reducing waiting time, supported integrated hospital information system, and provide sufficient of patients helper transporter.

Keywords: perceived illness, evaluated illness, emergency patients, hospital inpatient ward