

ABSTRACT**Analysis of The Influence of Patient Factors to The Rationality of Non Emergency Patients at Semen Gresik Hospital Emergency Room**

The use of Emergency Room (ER) by the patients with non-urgent medical condition is a general problem at the hospital. The use of ER for non emergency cases can complicate the guarantee of access to the emergency cases, reduce the alertness of service, lower the quality of emergency service and increase the cost of health care. Several factors that affect the non emergency visits are grouped in patient, hospital and environment factors. This study aims to determine the influence of patient factor to the rationality of non emergency patients in Semen Gresik Hospital ER. The rationality of patients was measured by using indicators that are arranged based on criteria of emergency and rational choice model. According to the rational choice model theory the rationality of non emergency patient is divided into preferences, opportunity costs and constraints.

This research was an observational analytic cross sectional study. The data were collected in October – November 2015 using questionnaires. Population of the study was non emergency patients at Semen Gresik Hospital ER. There are as many as 39.0% rational patients and 61.0% irrational patients utilizing ER services. Both groups represent different expectations toward the desired health services. A different approach is needed in dealing with rational and irrational patients who utilizing ER services. Result showed the patient factors influences the rationality of non emergency patients in ER. The patient factor that affects the rationality can be seen on income level and the use of health insurance. Patients with higher income level tend to be more irrational. Patients who use health insurance are more irrational than those who do not use health insurance. Study of the rationality of the non emergency patients in ER will be useful to the hospitals especially in organizing the services as an effort to decrease the number of non emergency visits at ER.

Keywords: non emergency visits, non emergency patients, rationality, rational choice.