

ABSTRACT
**THE ROLE OF HEALTH PROMOTION IN THE HOSPITAL (PKRS) IN
FULFILLING PATIENTS AND FAMILY'S RIGHTS
IN RA. BASOENI GENERAL HOSPITAL IN 2016**

Nowadays, the orientation of hospital services is not only focusing on curative and rehabilitative, but also prioritizing on preventive and promotive aspects in order to be a health promoter hospital.

The research was a qualitative study that analyze the implementation of health promotion of RA. Basoeni General Hospital based on Ministry of Health RI the standard of hospital as health promoter which includes the management policy aspects and intervention to the patient in health promotion aspects in relation to patient and family right. The research applied in-depth interview, observation and document study as data collection methodes.

The research indicated that RA. Basoeni General Hospital had try to fulfilled the standard of Ministry of Health RI as health promotion hospital. The management policy aspect of RA. Basoeni General Hospital had been implemented in a strategic plan such as annual work plan. The human resources in RA. Basoeni General Hospital is sufficient in quantity, but training on health promotion in the hospital is needed to improve the quality. The budget had been included in the budget plan of RA. Basoeni General Hospital. The facilities and infrastructure were not good qualitatively, and quantitatively it must be increased. The documentation of intervention had been implemented routinely. The evaluation was also conducted in monthly or annually meetings. The study of patients intervention, and the assessment on health promotion requirement for the patients need was obtained from the medical record of health history of patient since the patient's visit to the hospital. The access of information about health promotion for the patient had been presented either verbally or written, in addition it has also been presented in audio and visual forms. The study also shows that there is a correlation between the implementation of health promoting hospital and patients and family's rights to get information. The result of the study shows that health promotion in hospital's (PKRS) role in fulfilling patient's right by giving information during PKRS activities and discussion can meet patient and family's right standard point 3 and 5 in RA Basoeni General Hospital.

Keywords : Health Promotion in the Hospital, Management Aspects, Patient Intervention Aspect, patient and family's rights.

ABSTRAK

PERAN PROMOSI KESEHATAN RUMAH SAKIT (PKRS) DALAM MEMENUHI HAK PASIEN DAN KELUARGA (HPK) DI RSUD R.A BASOENI KABUPATEN MOJOKERTO

Pelayanan kesehatan rumah sakit paripurna adalah orientasi pelayanan rumah sakit tidak hanya pada pelayanan kuratif dan rehabilitatif saja, melainkan juga memprioritaskan aspek promotif dan preventif untuk menjadi rumah sakit promotor kesehatan.

Penelitian ini merupakan penelitian kualitatif dengan pendekatan studi kasus yang menganalisa pelaksanaan Promosi Kesehatan Rumah Sakit (PKRS) di RSUD RA. Basoeni Kabupaten Mojokerto berdasarkan standar Kemenkes untuk menjadi rumah sakit promotor kesehatan yang meliputi aspek kebijakan manajemen dan kajian intervensi pasien yang dihubungkan dengan hak pasien dan keluarga. Penelitian ini menggunakan penentuan jumlah subjek penelitian dengan metode purposive sampling. Data dikumpulkan dengan wawancara mendalam, studi dokumen dan observasi lapangan.

Hasil penelitian ini menunjukkan bahwa RSUD RA. Basoeni berusaha memenuhi standar Kemenkes untuk rumah sakit promotor kesehatan. Aspek kebijakan manajemen di RSUD RA. Basoeni diwujudkan dalam rencana strategis seperti rencana kerja tahunan. Jumlah sumber daya manusia secara kuantitas sudah memenuhi tetapi dari segi kualitas masih diperlukan pelatihan kemampuan edukasi. Dokumentasi untuk intervensi pelaksanaan PKRS pada pasien telah diterapkan secara rutin. Proses evaluasi juga telah dilaksanakan rutin setiap bulan dan tahunan.

Kajian intervensi terhadap kebutuhan pasien dan akses kemudahan pasien untuk mendapatkan informasi akan promosi kesehatan sudah dilaksanakan sejak pertama kali pasien mendapat pelayanan kesehatan dan dapat dilihat dari catatan rekam medis pasien. Akses informasi promosi kesehatan di dapatkan dengan cara penjelasan lisan, atau tulisan/ leaflet, juga melalui media audio visual tetapi minim. Hasil penelitian juga menunjukkan bahwa peran PKRS dalam memenuhi hak pasien dan keluarga yang dirawat di rumah sakit melalui pemberian informasi dan akses informasi serta diskusi saat kegiatan PKRS diharapkan akan memenuhi standar HPK 3 dan HPK 5 di RSUD RA. Basoeni Kabupaten Mojokerto.

Kata kunci: Rumah Sakit Promotor Kesehatan, Aspek kebijakan manajemen, Aspek kajian intervensi pasien, hak pasien dan keluarga (HPK 3 dan HPK 5)