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PROGRAM STUDI KESEHATAN MASYARAKAT
PEMINATAN ADMINISTRASI KEBIJAKAN KESEHATAN
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ABSTRAK

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**ANALISIS MUTU PELAYANAN RAWAT INAP BERDASARKAN
KEJADIAN *NET DEATH RATE* (NDR) DI RUMAH SAKIT A
KABUPATEN B**

Pencapaian indikator mutu pelayanan yang paling bermasalah di Rumah Sakit A adalah pencapaian indikator mutu NDR rawat inap. Pencapaian NDR di Rumah Sakit A ini bermasalah karena selalu tidak sesuai dengan standar yang ditentukan Depkes.

Penelitian ini merupakan penelitian kualitatif yang menggunakan metode pengumpulan data berupa wawancara, daftar tilik, observasi dan telaah dokumen. Informan yang akan menjadi narasumber dalam pengambilan data primer di Rumah Sakit A meliputi bidang pelayanan profesi dokter dan perawat, komite medik, komite mutu, kepala instalasi rawat inap, 2 orang kepala ruangan perawatan, perawat yang ikut merawat pasien yang diambil secara *purposive sampling*.

Hasil penelitian ini menunjukkan bahwa dari bulan Oktober sampai Desember tahun 2023 terdapat 36 pasien kasus NDR dengan 15 rekam medis yang ditemukan. Jumlah 15 pasien meninggal > 48 jam dari total 36 pasien yang meninggal selama 3 bulan ini mengartikan bahwa terjadi 0,41% kejadian NDR, sedangkan standar dari Depkes (2008) untuk kematian > 48 jam adalah 0,24%. Hal ini mengartikan bahwa di Rumah Sakit A angka kematian > 48 jam masih tinggi dan belum memenuhi standar. Kejadian ini disebabkan beberapa faktor yaitu sumber daya manusia baik dari segi kuantitas dan kualitasnya yang masih kurang, SOP yang belum lengkap dan pelaksanaannya belum maksimal, penatalaksanaan medis maupun keperawatan yang belum maksimal serta evaluasi dari penatalaksanaan medis maupun keperawatan belum maksimal juga.

Kata Kunci: Mutu, *Net Death Rate* (NDR), Rawat Inap, Rumah Sakit.

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ABSTRACT

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***ANALYSIS OF THE QUALITY OF INPATIENT SERVICES BASED OF
THE NET DEATH RATE (NDR) IN HOSPITAL A DISTRICT B***

The achievement of the most problematic service quality indicator at Hospital A is the achievement of the inpatient NDR quality indicator. Achieving NDR at Hospital A is problematic because it always does not comply with the standards determined by the Ministry of Health.

This research is qualitative research that uses data collection methods in the form of interviews, checklists, observations and document reviews. Informants who will be sources in collecting primary data at Hospital A include the professional services of doctors and nurses, medical committee, quality committee, head of inpatient installation, 2 heads of treatment rooms, nurses who take part in caring for patients taken by purposive sampling.

The results of this research show that from October to December 2023 there were 36 NDR case patients with 15 medical records found. The number of 15 patients who died > 48 hours out of a total of 36 patients who died during these 3 months means that 0.41% of NDR events occurred, while the standard from the Ministry of Health (2008) for deaths > 48 hours is 0.24%. This means that at Hospital A the death rate > 48 hours is still high and does not meet the standards. This incident was caused by several factors, namely human resources both in terms of quantity and quality which were still lacking, SOPs which were not yet complete and their implementation was not optimal, medical and nursing management which was not yet optimal and evaluation of medical and nursing management which was not optimal either.

Keywords: *Quality, Net Death Rate (NDR), Inpatient, Hospital*