

# Service Quality in Emergency Room of Aisyiyah Ponorogo General Hospital

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**Abstract**-This study aims to identify the service quality in the emergency room of Aisyiyah Ponorogo General Hospital. This study was conducted through a questionnaire-based survey in the in emergency room of Aisyiyah Ponorogo Hospital in December 2016. Ability to handle the life saving of children and adults in emergency room of Aisyiyah Ponorogo Hospital in the period October until December 2016 is 100%. Open time for emergency services is 24 hours. Certified emergency service provider is 68%. The patient mortality rate  $\leq$  8 hours in emergency room of Aisyiyah Ponorogol General Hospital in October 2016 was 4.8 per thousand, November was 4.3 per thousand, and December 2016 was 2.4 per thousand. The absence of patients who are required to pay down payment is 100%. Customer satisfaction at emergency room according to the established standard is  $\geq$  70%.

**Keywords:** evaluation, health services; quality; emergency room

## 1. INTRODUCTION

Healthcare industries have seen recent movements towards continuous quality improvement and this has gained momentum since 1990 and according to Donabedian's declaration for incorporating patient perception into quality assessment, healthcare managers thus incorporate patient centered care as a major component in the healthcare mission. The hospital is a complex healthcare institution because of the service that involves various functions, including health services, education, and research. Therefore, for the hospital to perform such a complex function, the hospital must have professional human resources in both medical and health administration. Therefore, in maintaining and improving the quality of service the hospital must have a benchmark or indicator to monitor the improvement of service quality at all levels. This study aims to identify the service quality in the emergency room of Aisyiyah Ponorogo General Hospital.

## 2. METHOD

This study was conducted through a questionnaire-based survey in the in emergency room of Aisyiyah Ponorogo Hospital. Data collection in December 2016. While data processing in January 2017. The research variables include ability to handle the life saving of children and adults, open time for emergency services, certified emergency services, response time for emergency services, death patients  $\leq$  8 hours, the absence of patients who are required to pay down payment and customer satisfaction.

## 3. RESULTS AND DISCUSSION

**Table 1 Ability to handle the life saving of children and adults**

Indicator	Standard	Month		
		Oct	Nov	Dec
Ability to handle the life saving of children and adults	100%	100%	100%	100%
Availability of facilities	100%	80%	80%	80%
Availability of life saving equipment	100%	51%	51%	51%

The ability to handle the life saving of children and adults in emergency room of Aisyiyah Ponorogo Hospital in the period October until December 2016 is 100%. This is in accordance with the minimum services standard that patients who need handling life saving both children and adults should be able to be handled in emergency room. Based on regulation number 56 of 2014 about Hospital Classification, facilities that should be available in the emergency unit consist of triage space, resuscitation, action, isolation and observation. Currently in the emergency room of Aisyiyah Ponorogo Hospital there is observation room (2 bed observation) and action (7 bed) where for bed this action is used for 1st priority patient 1 bed, 2 priority 2 bed, priority 3 as much as 2

bed and priority 4 as much as 2 bed. In the emergency room there is no special room for isolation. While the availability of equipment in the emergency room based on existing inventory not yet in accordance with the minimum services standard (51%).

**Table 2 Open time for emergency services**

Indicator	Standard	Month		
		Oct	Nov	Dec
Open time for emergency services	24 hours	24 hours	24 hours	24 hours

Based on the policy of Aisyiyah Ponorogo General Hospital which stipulates that emergency room services is given for 24 hours continuously and is not required to pay down payment and supported by data from daily report, quality indicator of emergency service hours period of October until December 2016 is appropriately standard.

**Table 3 Certified emergency services**

Indicator	Standard	Month		
		Oct	Nov	Dec
Certified emergency service provider	100%	68%	68%	68%

According to minimum service standard of hospitals providing emergency services are personnel who already have training certificate BTLS/ATLS/ACLS/PPGD. Based on the data on the pattern of manpower in the emergency room there are 12 doctors, where all doctors have been certified ACLS but as many as 3 doctors expired in March 2014. While nursing personnel as many as 13 people where 10 people have certificates PPGD but as many as 3 people expired period already And 2 people do not have PPGD certificate but 2 persons have received BLS in-house training. So that the indicator of certified emergency services for the period of October to December 2016 is 68%. This figure is not in accordance with the established standard, which is 100%.

**Table 4 Response time for emergency services**

Indicator	Standard	Month		
		Oct	Nov	Dec
Response time for emergency services	≤ 5 minute	1 minute 36 seconds	1 minute 24 seconds	1 minute 48 seconds

Response time standard for emergency department services according to minimum service standard is ≤ 5 minutes. Based on the results of the survey at the emergency room I received medical emergency response service time in October for 1 minute 36 seconds, November for 1 minute 24 seconds, and December 2016 for 1 minute 48 seconds. The number is already in accordance with the standard set. The average response time of physician services in the emergency period of October until December 2016 for 1 minute 36 seconds. When compared to the period July to September 2016 (1 minute 29 seconds), this figure is 7 seconds longer.

**Table 5 Death patients ≤ 8 hours**

Indicator	Standard	Month		
		Oct	Nov	Dec
Death patients ≤ 8 hours	≤ 2/1000	4,8/1000	4,3/1000	2,4/1000

The patient mortality rate ≤ 8 hours in emergency room of Aisyiyah Ponorogol General Hospital in October 2016 was 4.8 per thousand, November was 4.3 per thousand, and December 2016 was 2.4 per thousand. The average patient mortality rate ≤ 8 hours in the Aisyiyah Ponorogo General Hospital in the period October until December 2016 amounted to 3.83 per thousand. The patient mortality rate ≤ 8 hours in the emergency room is not in accordance with the standard, ie ≤ 2 per thousand. Even when compared to the period July to September 2016 (3.4 per thousand), this figure decreased by 0.43 per thousand.

**Table 6 The absence of patients who are required to pay down payment**

Indicator	Standard	Month		
		Oct	Nov	Dec
The absence of patients who are required to pay down payment	100%	100%	100%	100%

Based on the policy of Aisyiyah Ponorogo General Hospital which stipulates that emergency room service is given for 24 hours continuously and is not required to pay down payment and supported daily census data at emergency room, then the above mentioned quality indicator is in compliance with set standard, that is 100%.

**Table 7 Customer satisfaction**

Indicator	Standard	Month		
		Oct	Nov	Dec
Customer satisfaction	≥ 70%	97%	92,70%	-

Customer satisfaction at emergency room according to the established standard is  $\geq 70\%$ . In December 2016 for customer satisfaction surveys in emergency room data was not collected. The assessment of customer satisfaction indicator in October was 97% and in November 2016 was 92.70%. Average number of customer satisfaction in the emergency room period October to November 2016 amounted to 94.85%. The number is in accordance with the specified standards, but still need to add the number of questionnaires distributed so that the sample targets are met and the data is more valid. When compared to the period July until September 2016 (98.76%) this achievement decreased by 3.91%.

**4. CONCLUSION**

This study shows that the quality of service in the emergency room of Aisiyiah Ponorogo General Hospital is good. However, some indicators still need to be improved. Hospital management should always strive to increase the quality of hospital services with the cooperation of all staff.

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