

ABSTRAK

EVALUASI PENERAPAN *CLINICAL PATHWAY* *SECTIO CAESAREA* PADA PASIEN UMUM DAN ASURANSI SEBAGAI UPAYA KENDALI MUTU DI RS. BELLEZA KEDATON: A *MIXED METHOD STUDY*

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Clinical pathway (CP) merupakan salah satu syarat wajib dalam akreditasi rumah sakit dan salah satu syarat utama dalam pengendalian mutu, keselamatan pasien serta kendali biaya terutama pada kasus yang berpotensi menggunakan sumber daya dalam jumlah yang besar, salah satunya tindakan *sectio caesarea* (SC). Penelitian ini bertujuan untuk mengevaluasi penerapan CP SC di rumah sakit. Penelitian *explanatory design* ini dilakukan pada Maret 2024 dengan menggabungkan desain *cross-sectional* dan *qualitative case-study* melalui kuisioner ICPAT (*The Integrated Care Pathway Appraisal Tools*), analisis deskriptif, analisis non-parametrik dan analisis tematik pada 78 sampel secara *total sampling* dan 10 informan secara *purposive sampling*. Hasil penelitian menunjukkan bahwa ketidakpatuhan tenaga kesehatan dalam menerapkan CP SC sebesar 100%, tidak terdapat perbedaan *length of stay* (LOS) pada pasien SC dengan jaminan umum dan asuransi (p value = 0,979), terjadinya infeksi luka operasi (ILO) sebesar 4,2% pada pasien asuransi. Terdapat hambatan yang diperoleh terdiri dari kurangnya pemahaman tenaga kesehatan dalam menerapkan CP SC, kurangnya pemahaman tenaga kesehatan tentang dampak CP SC pada *length of stay* (LOS) dan infeksi luka operasi (ILO), dan perbedaan kepuasan berdasarkan pengalaman pasien selama dirawat di RS Belleza Kedaton. Selain itu, terdapat pula tantangan yang dihadapi diantaranya yaitu perlu dilaksanakannya kegiatan sosialisasi, kegiatan monitoring dan evaluasi yang ketat, *reward* dan *punishment* sehingga meningkatkan kepatuhan dalam menerapkan CP SC.

Kata kunci : *Clinical pathway*, *sectio caesarea*, kepatuhan, LOS, ILO

ABSTRACT

EVALUATION OF CLINICAL PATHWAY SECTION CAESAREA IMPLEMENTATION IN GENERAL PATIENTS AND INSURANCE AS QUALITY CONTROL EFFORTS AT BELLEZA KEDATON HOSPITAL: A MIXED METHOD STUDY

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Clinical pathway (CP) is one of the requirements required in hospital accreditation standards. It has an important role in controlling quality, and costs and supporting patient safety, especially in cases that have the potential to consume large amounts of resources, one of which is a section cesarean (SC). This study aims to evaluate the application of CP SC in hospitals. This explanatory design research was conducted in March 2024 by combining cross-sectional and qualitative case-study designs using the ICPAT (The Integrated Care Pathway Appraisal Tools) questionnaire, descriptive analysis, non-parametric analysis, and thematic analysis on 78 samples by total sampling and 10 informants by purposive sampling. The results of the study showed that non-compliance by health workers in implementing CP SC was 100%, there was no difference in length of stay (LOS) in SC patients with general insurance and insurance ($p\text{-value} = 0.979$), the occurrence of surgical wound infections (ILO) was 4.2% in insured patients. There are obstacles obtained consisting of a lack of understanding of health workers in implementing CP SC, a lack of knowledge of health workers about the impact of CP SC on length of stay (LOS) and surgical wound infections (ILO), and differences in satisfaction based on patient experiences while being treated at Belleza Kedaton Hospital. Apart from that, challenges are also faced, including the need to carry out socialization activities, strict monitoring and evaluation activities, rewards and punishments to increase compliance in implementing CP SC.

Keywords: Clinical pathway, cesarean section, compliance, LOS, ILO