

## INTISARI

### HUBUNGAN RESPON *TIME TRIAGE* PERAWAT DENGAN KEPUASAN KELUARGA PASIEN DI INSTALASI GAWAT DARURAT RUMAH SAKIT JIWA DAERAH SURAKARTA

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**Latar Belakang:** Pelayanan keperawatan gawat darurat meliputi pelayanan yang ditujukan kepada pasien jiwa dengan tingkat keparahan masalah kesehatan mental. Pelayanan tersebut adalah *triage* perawat dalam menangani keparahan pasien jiwa di Instalasi Gawat Darurat. Respon *time triage* perawat dalam menangani keparahan pasien jiwa akan berpengaruh terhadap kepuasan keluarga pasien. Semakin cepat respon *time triage* perawat dalam menangani keparahan pasien jiwa maka kepuasan keluarga pasien dalam menerima layanan semakin tinggi.

**Tujuan:** Mengetahui hubungan respon *time triage* perawat dengan kepuasan keluarga pasien di Instalasi Gawat Darurat Rumah Sakit Jiwa Daerah Surakarta.

**Metode:** Jenis penelitian ini adalah penelitian deskriptif analitik dengan menggunakan desain *cross sectional*. Sampel penelitian ini sebanyak 79 responden keluarga pasien dengan teknik *purposive sampling*. Analisis data menggunakan *uji Kendall Tau*, alat ukur yang digunakan dalam penelitian ini adalah lembar observasi, *stopwatch* dan kuesioner.

**Hasil Penelitian:** Respon *time triage* perawat di IGD adalah cepat dengan rata-rata 1 menit 50 detik. Karakteristik kepuasan keluarga pasien tertinggi adalah puas sebanyak 57 responden (72%). Hasil analisa data bivariat diperoleh nilai *P value*  $0,001 < 0,05$ , sehingga disimpulkan bahwa terdapat hubungan yang signifikan respon *time triage* perawat dengan kepuasan keluarga pasien di IGD RSJD Surakarta.

**Kesimpulan :** Ada hubungan yang signifikan respon *time triage* perawat dengan kepuasan keluarga pasien di IGD RSJD Surakarta.

**Kata Kunci :** Instalasi Gawat Darurat, Respon *Time Triage* Perawat, Kepuasan Keluarga Pasien.

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## ABSTRACT

### THE CORRELATION OF NURSE TRIAGE RESPONSE WITH SATISFACTION OF PATIENT'S FAMILY IN EMERGENCY INSTALLATION AT REGIONAL PSYCHIATRIC SURAKARTA HOSPITAL

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**Background:** Emergency nursing services include services for people with mental health conditions with severity of mental health problems. The service is a nurse triage in dealing with the severity of people with a mental health conditions in the emergency room. The nurse's response time triage in dealing with the severity of people with a mental health conditions will affect the satisfaction of the patient's family. The faster the nurse's response time triage in dealing with the severity of people with a mental health condition, the higher the satisfaction of the patient's family in receiving services.

**Objectives:** To determine the correlation between nurse triage response time and patient family satisfaction in the emergency installation of the Regional Psychiatric Surakarta Hospital.

**Method:** This research was descriptive analytic research with a cross sectional design. The sample was 79 respondents from the patient's family using the purposive sampling technique. Data analysis used the Kendall Tau test. The measuring tools were observation sheets, stopwatches, and questionnaires.

**Results:** The response time triage of nurses in the IGD is fast, with an average of 1 minute 50 seconds. Characteristics of the highest patient family satisfaction are satisfied with 57 respondents (72%). The results of bivariate data analysis obtained a P value of  $0.001 < 0.05$ , so it was concluded that there was a significant correlation between the nurse's time triage response and the satisfaction of the patient's family in the IGD RSJD Surakarta.

**Conclusion:** There is a significant correlation between the nurse's time triage response and the satisfaction of the patient's family in the IGD RSJD Surakarta.

**Keywords:** Emergency Installation, Response Time Triage Nurse, Patient Family Satisfaction.

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