

PENGARUH *RESPONSE TIME* PELAYANAN IGD TERHADAP ANGKA KEJADIAN KEMATIAN RSUD WATES

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INTISARI

Latar Belakang : Response time yang cepat dan tepat di IGD dapat membantu menurunkan angka kematian pasien. Angka kematian IGD RSUD Wates meningkat dari 0,38% di tahun 2019 menjadi 0,56% di tahun 2020 dan 1,05% di tahun 2021.

Tujuan Penelitian : Mengetahui pengaruh *response time* pelayanan IGD terhadap angka kejadian kematian di RSUD Wates.

Metode Penelitian : Penelitian ini menggunakan metode *Concurrent Triangulation* dengan studi kasus. Data dikumpulkan melalui checklist studi dokumentasi, pedoman wawancara, dan dianalisis dengan analisis univariat, bivariat (uji Spearman Rho), dan *content analysis*.

Hasil : Pelayanan IGD RSUD Wates terbilang baik dengan response time yang memenuhi standar, dimana 69,9% pasien mendapatkan respon kurang dari 5 menit. Angka kematian IGD pun tergolong rendah, yaitu 93,5% meninggal dalam waktu kurang dari 24 jam, dan sesuai dengan Standar Pelayanan Minimal IGD. Meskipun response time tergolong baik, penelitian tidak menemukan hubungannya dengan angka kematian di IGD RSUD Wates. Peran penting perekam medis dalam menekan angka kematian adalah memastikan identifikasi pasien yang cepat dan akurat, serta menyediakan rekam medis pasien yang lengkap.

Kesimpulan : *Response time* pelayanan IGD RSUD Wates tergolong cepat, akan tetapi angka kematian di IGD masih tergolong tinggi. Hal ini tidak lepas dari peran perekam medis dalam melakukan identifikasi pasien dan penyediaan rekam medis.

Kata Kunci : Instalasi Gawat Darurat (IGD), Angka Kematian, Response Time.

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THE EFFECT OF EMERGENCY ROOM SERVICE *RESPONSE TIME* ON MORTALITY RATES AT WATES HOSPITAL

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ABSTRACT

Background: A fast and appropriate response time in the emergency room can help reduce the mortality rate of patients. The death rate at the emergency room of Wates Hospital increased from 0.38% in 2019 to 0.56% in 2020 and 1.05% in 2021.

Objective: To determine the effect of *emergency room service response time* on the incidence of death at Wates Hospital.

Method: This study uses *the Concurrent Triangulation method* with a case study. Data was collected through a documentation study checklist, interview guidelines, and analyzed by univariate analysis, bivariate (Spearman Rho test), and *content analysis*.

Results: The emergency room service of Wates Hospital was fairly good with a response time that met the standards, where 69.9% of patients received a response of less than 5 minutes. The emergency room mortality rate is also relatively low, namely 93.5% die in less than 24 hours, and in accordance with the Minimum Emergency Service Standards. Although the response time was relatively good, the study did not find a relationship with the death rate at the emergency room of Wates Hospital. The important role of medical recorders in reducing mortality is to ensure fast and accurate patient identification, as well as to provide complete patient medical records.

Conclusion: The *response time* of the emergency room service at Wates Hospital is relatively fast, but the death rate in the emergency room is still relatively high. This cannot be separated from the role of medical recorders in identifying patients and providing medical records.

Keywords: *Emergency Department, Mortality Rate, Response Time*

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