

## ABSTRACT

### FACTORS AFFECTING WAITING TIME FOR PATIENT MANAGEMENT IN EMERGENCY ROOM PROF. DR. MARGONO SOEKARJO PURWOKERTO DURING THE COVID-19 PANDEMIC

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**Background :** One indicator of hospital quality is waiting time for patient management in the emergency department. The *Covid-19* pandemic has an impact on services in the emergency room. This research aims to find out the factors that affect the waiting time for patient management in the emergency room at RSUD Prof. Dr. Margono Soekarjo Purwokerto.

**Methodology:** This research was study quantitative with cross sectional design. Collecting data using an observation sheet with a population patients who come to the emergency department, sampling with technique *accidental sampling*. as many as 277 patients.

**Research result :** Get value *coefficients* laboratory support  $0.013 < 0.05$ , DPJP consultation  $0.001 < 0.05$ , *emergency response time*  $0.974 > 0.05$ , radiological investigations  $0.816 > 0.05$ . These results indicate that laboratory investigations and DPJP consultations affect waiting time for patient management in the emergency room, while emergency response time and radiological investigations do not affect waiting time for patient management in the emergency room.

**Conclusion :** Factor which influence waiting time for emergency department is patient management laboratory support examination and DPJP consultation.

**Keywords :**Emergency room, Pandemic *Covid-19*, Waiting time

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**FAKTOR-FAKTOR YANG MEMPENGARUHI WAKTU TUNGGU  
PENATALAKSANAAN PASIEN DI IGD RSUD PROF. DR. MARGONO  
SOEKARJO PURWOKERTO PADA MASA PANDEMI COVID-19**  
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**Latar belakang :** Salah satu indikator mutu rumah sakit adalah waktu tunggu penatalaksanaan pasien di IGD. Pandemi *covid-19* berdampak pada pelayanan di IGD. Penelitian ini bertujuan mengetahui faktor-faktor yang mempengaruhi waktu tunggu penatalaksanaan pasien di IGD RSUD Prof. Dr. Margono Soekarjo Purwokerto pada masa pandemi *covid-19*.

**Metodologi :** Penelitian ini merupakan penelitian kuantitatif dengan desain *cross sectional*. Pengambilan data menggunakan lembar observasi dengan populasi pasien yang datang ke IGD, pengambilan sampel dengan teknik *accidental sampling*. sebanyak 277 pasien.

**Hasil Penelitian :** Didapatkan nilai *coefficients* penunjang laboratorium  $0.013 < 0.05$ , konsultasi DPJP  $0.001 < 0.05$ , *emergency respon time*  $0.974 > 0.05$ , pemeriksaan penunjang radiologi  $0.816 > 0.05$ . Hasil tersebut menunjukkan bahwa pemeriksaan penunjang laboratorium dan konsultasi DPJP mempengaruhi waktu tunggu penatalaksanaan pasien di IGD sedangkan *emergency respon time* dan pemeriksaan penunjang radiologi tidak mempengaruhi waktu tunggu penatalaksanaan pasien di IGD.

**Kesimpulan :** Faktor yang mempengaruhi waktu tunggu penatalaksanaan pasien IGD yaitu pemeriksaan penunjang laboratorium dan konsultasi DPJP.

**Kata kunci :** IGD, Pandemi *Covid-19*, Waktu tunggu IGD

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