

ABSTRAK

Proses Penanganan Komplain, Rumah sakit sebaiknya membentuk tim khusus penanganan komplain ketika akan membuat kebijakan serta sistem manajemen komplain. Tim tersebut terdiri atas petugas administrasi, staff pendamping pasien, manajer risiko, manajer mutu, tim hukum, dan perawat/staff lain yang berhubungan langsung dengan pasien. Pelayanan kesehatan merupakan usaha yang dilakukan oleh pemerintah bersama masyarakat dalam rangka meningkatkan, memelihara, dan memulihkan kesehatan penduduk yang meliputi pelayanan preventif, promosi, kuratif, dan rehabilitatif. Penelitian *literature review* ini bertujuan untuk mengidentifikasi penanganan komplain dalam pelayanan kesehatan di rumah sakit dengan menggunakan pendekatan *literature review*. Studi *literature review* ini diperoleh dari penelusuran artikel penelitian ilmiah dari rentang tahun 2010-2020 dengan menggunakan *Google scholar*, *Garuda*, *Neliti*, *Indonesia One Search*. Berdasarkan hasil dari penelitian *literature review* dapat disimpulkan bahwa proses penanganan komplain secara efektif diperlukan adanya fasilitas unit penanganan komplain seperti instalasi pelayanan humas/pemasaran untuk menampung keluhan pelanggan, ketersediaan fasilitas penyampaian/pelaporan komplain di rumah sakit seperti kotak saran, email, SMS center, dan media sosial (Facebook, Twitter dan Instagram) sebagai langkah untuk mengakomodir keluhan, kritik maupun saran dari pelanggan rumah sakit, serta ketersediaan Standar Operasional Prosedur (SOP) proses penanganan komplain di rumah sakit acuan untuk melaksanakan tugas pekerjaan sesuai dengan fungsi dan alat penilaian kinerja instansi pemerintah berdasarkan indikator-indikator teknis.

Kata Kunci : Penanganan Komplain, Pelayanan Kesehatan

ABSTRACT

Complaint Handling Process, Hospitals should form a special team for handling complaints when making policies and complaints management systems. The team consists of administrative officers, patient assistance staff, risk managers, quality managers, legal teams, and nurses/other staff who have direct contact with patients. Health services are an effort made by the government together with the community in order to improve, maintain, and restore the health of the population which includes preventive, promotional, curative and rehabilitative services. This literature review study aims to identify the handling of complaints in health services in hospitals using a literature review approach. This literature review study was obtained from searching scientific research articles from the 2010-2020 range using Google Scholar, Garuda, Neliti, Indonesia One Search. Based on the results of the literature review, it can be concluded that the process of handling complaints effectively requires a complaint handling unit facility such as the installation of public relations/marketing services to accommodate customer complaints, the availability of facilities for submitting/reporting complaints in hospitals such as suggestion boxes, emails, SMS centers, and social media (Facebook, Twitter and Instagram) as a step to accommodate complaints, criticisms and suggestions from hospital customers, as well as the availability of Standard Operating Procedures (SOP) for the complaint handling process at the reference hospital to carry out work tasks in accordance with the functions and performance appraisal tools of the institution. government based on technical indicators.

Keyword : Complaint Handling, Health Services