

**EVALUASI MANAJEMEN PELAYANAN *STROKE* PADA MASA
GOLDEN PERIODE DI RUMAH SAKIT BUDI KEMULIAAN JAKARTA
TAHUN 2025**

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Abstrak

Stroke merupakan penyebab utama kematian dan kecacatan neurologis di Indonesia, sehingga pelayanan yang cepat dan tepat pada masa *golden period* sangat menentukan luaran klinis pasien. Keberhasilan pelayanan stroke tidak hanya dipengaruhi aspek klinis, tetapi juga manajemen pelayanan kesehatan. Penelitian ini bertujuan mengevaluasi manajemen pelayanan stroke pada masa *golden period* di Rumah Sakit Budi Kemuliaan Jakarta menggunakan model Donabedian yang mencakup komponen *structure*, *process*, dan *output*. Penelitian ini menggunakan pendekatan kualitatif dengan desain studi kasus. Data dikumpulkan melalui wawancara mendalam, observasi, dan telaah dokumen terhadap manajemen rumah sakit, tenaga kesehatan, pasien, dan keluarga pasien, kemudian dianalisis secara tematik. Hasil penelitian menunjukkan bahwa pada aspek *structure* masih terdapat keterbatasan sumber daya manusia terlatih, fasilitas diagnostik, serta belum tersedianya tim stroke khusus. Pada aspek *process*, penerapan standar operasional prosedur dan koordinasi antarprofesi belum optimal, terutama dalam kesinambungan pelayanan hingga fase rehabilitasi. Pada aspek *output*, kepuasan pasien relatif baik, namun hasil fungsional dan kesinambungan perawatan belum maksimal. Kesimpulan penelitian ini menunjukkan bahwa manajemen pelayanan stroke pada masa *golden period* belum optimal dan memerlukan perbaikan menyeluruh. Penelitian ini merekomendasikan penguatan kapasitas SDM, pembentukan tim stroke terpadu, penerapan *clinical pathway*, peningkatan sarana prasarana, serta penguatan edukasi pasien dan keluarga.

Kata Kunci: Evaluasi, *Golden periode*, Manajemen, Pelayanan Stroke, Rumah Sakit

EVALUATION OF STROKE SERVICE MANAGEMENT DURING THE GOLDEN PERIOD AT BUDI KEMULIAAN HOSPITAL JAKARTA, IN 2025

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Abstract

Stroke is the leading cause of death and neurological disability in Indonesia, it is appropriate treatment during the golden period is crucial to patient clinical outcomes. Successful stroke treatment is influenced by healthcare management. This study aims to evaluate stroke management during the golden period at Budi Kemuliaan Hospital Jakarta using Donabedian's model, which includes the components of structure, process, and output. This study used a qualitative approach with a case study design. Data were collected through in-depth interviews and observations of hospital management, health workers, patients, and patients' families, then analyzed thematically. The results showed that in terms of structure, there were still limitations in trained human resources, diagnostic facilities, and the lack of a dedicated stroke team. The implementation of standard operating procedures and interprofessional coordination were not optimal, especially in the continuity of care through to the rehabilitation phase. Patient satisfaction was relatively good, but functional outcomes and continuity of care were not optimal. The conclusion of this study shows that stroke management during the golden period is not yet optimal and requires comprehensive improvement. This study recommends strengthening human resource capacity, forming an integrated stroke team, implementing clinical pathways, improving infrastructure, and strengthening patient and family education.

Keywords: Evaluation, Golden period, Hospital, Stroke Care Management