

ABSTRAK

Hari Hendriarti Satoto (01615220043)

ANTESEDEN DARI CARE COORDINATION FOR CARDIAC SURGERY PATIENTS DAN DAMPAKNYA TERHADAP PATIENT CENTRICITY (STUDI DI RUMAH SAKIT PENDIDIKAN)

(xvi + 119 halaman; 7 gambar; 29 tabel; 3 lampiran)

Penelitian ini bertujuan untuk menganalisis anteseden dari *Care Coordination for Cardiac Surgery Patients* dan dampaknya terhadap *Patient Centricity*, dalam konteks pelayanan bedah jantung di rumah sakit pendidikan. Variabel yang diusulkan dalam pemodelan ini adalah *individual behaviour aspect* (*Evidence-Based Practice, Electronic Medical Records Utilization, Promotion of Patient Safety*) dan *interpersonal relation aspect* (*Cross-Functional Teamwork, Mutual Communication, Goal Alignment, dan Shared Accountability*). Variabel *Hospital Management Support* menjadi variabel pemoderasi. Penelitian ini menggunakan metode potong lintang dengan instrumen kuesioner untuk mengumpulkan data dari tenaga medis dan tenaga kesehatan yang berperan dalam tim bedah jantung. Metode Analisis data *multivariate* menggunakan metode statistik PLS-SEM. Total sampling, didapatkan 204 responden yang mengisi kuesioner pada rumah sakit pendidikan di Jawa Tengah, Indonesia. Data dianalisa menggunakan perangkat lunak SmartPLS 4. Hasil pengolahan data menunjukkan ketujuh variabel anteseden memiliki efek positif terhadap *Care Coordination for Cardiac Surgery Patients*. Efek terbesar diperoleh pada aspek *Evidence-Based Practice* (Standardized coefficient = 0,127; $f^2 = 0,020$) dan *Mutual Communication* (Standardized coefficient = 0,370; $f^2 = 0,075$). Dari temuan tersebut dapat memberikan implikasi manajerial untuk mempertahankan dan meningkatkan penggunaan *Evidence-Based Practice* dan *Mutual Communication* dalam pelayanan bedah jantung di rumah sakit pendidikan. Namun moderasi *Hospital Management Support* tidak mempunyai cukup bukti memperkuat pengaruh dari *care coordination* dan *patient centricity*. Model penelitian ini diketahui telah mempunyai kemampuan explanatori dan prediksi yang memadai.

Referensi : 88 (2002-2023)

Kata kunci : *care coordination, patient centricity, individual behaviour aspect, interpersonal relation aspect, hospital management support*

ABSTRACT

Hari Hendriarti Satoto (01615220043)

ANTECEDENT CARE COORDINATION FOR CARDIAC SURGERY PATIENTS AND ITS IMPACT ON PATIENT CENTRICITY (STUDY IN TEACHING HOSPITAL)

(xvi + 119 pages; 7 figures; 29 tables; 3 appendixes)

This study aims to analyze the antecedents of Care Coordination for Cardiac Surgery Patients and its impact on Patient Centricity, in the context of cardiac surgery services in teaching hospitals. The variables proposed in this modeling are individual behavior aspects (Evidence-Based Practice, Electronic Medical Records Utilization, Promotion of Patient Safety) and interpersonal relations aspects (Cross-Functional Teamwork, Mutual Communication, Goal Alignment, and Shared Accountability). The Hospital Management Support variable is the moderating variable. This study used a cross-sectional method with a questionnaire instrument to collect data from medical personnel and health workers who play a role in the cardiac surgery team. Multivariate data analysis method using the PLS-SEM statistical method. Total sample is 204 respondents were obtained who filled out questionnaires at teaching hospitals in Central Java, Indonesia. Data were analyzed using SmartPLS 4 software. The results of data processing show that the seven antecedent variables have a positive effect on Care Coordination for Cardiac Surgery Patients. The largest effect was obtained in the Evidence-Based Practice aspect (Standardized coefficient = 0.127; $f^2 = 0.020$) and Mutual Communication (Standardized coefficient = 0.370; $f^2 = 0.075$). These findings can provide managerial implications for maintaining and increasing the use of Evidence-Based Practice and effective communication in cardiac surgery services in teaching hospitals. However, the moderation of Hospital Management Support does not have sufficient evidence to strengthen the influence of care coordination and patient centricity. This research model is known to have adequate explanatory and predictive capabilities.

Reference : 88 (2002-2023)

Keywords : *care coordination, patient centricity, individual behaviour aspect, interpersonal relation aspect, hospital management support*