

# HUBUNGAN ANTARA PENERAPAN *TRIAGE* DAN BEBAN KERJA DENGAN WAKTU TANGGAP PERAWAT DI IGD RSUD CILACAP

*Relationship Between The Implementation Of Triage And Workload With Nurse Response Time In The Emergency Room Cilacap Hospital*

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## ABSTRAK

**Latar Belakang:** Instalasi Gawat Darurat (IGD) merupakan titik masuk yang sangat penting untuk memberikan layanan medis kepada pasien. Hal terpenting ketika perawat melakukan *triage* adalah melakukan waktu tanggap. Penurunan penilaian skala *triage* akan memperpanjang waktu penanganan yang diterima oleh pasien sesuai dengan kondisi klinisnya sehingga akan beresiko menurunkan angka keselamatan pasien dan kualitas dari layanan kesehatan. **Tujuan:** Penelitian ini bertujuan untuk mengetahui hubungan antara penerapan *triage* dan beban kerja dengan waktu tanggap perawat di IGD RSUD Cilacap. **Metode:** Jenis penelitian adalah kuantitatif, desain penelitian adalah *Survey analytic* dengan rancangan *Cross sectional*. Jumlah sampel 27 responden dan pengambilan sampel *total sampling*. Analisis data menggunakan *Rank Spearman*. Instrumen yang digunakan adalah kuisioner beban kerja, lembar observasi penerapan *triage* dan waktu tanggap. **Hasil dan kesimpulan:** 14 orang perawat berumur 21-30 (51,9%). 15 orang perawat pendidikan terakhir D3 Keperawatan (55,6%). 22 orang perawat memiliki lama kerja lebih dari 1 tahun (81,5), dan 27 (100%) orang perawat mengikuti pelatihangawat darurat. ( $p-v$  0,034) menunjukkan ada hubungan yang signifikan antara penerapan *triage* dengan waktu tanggap kategori *triage* kuning, dan tidak ada hubungan yang signifikan antara penerapan *triage* dengan waktu tanggap kategori *triage* merah ( $p-v$  0,137) dan hijau ( $p-v$  0,723). Tidak ada hubungan yang signifikan antara beban kerja dengan waktu tanggap kategori *triage* merah ( $p-v$  0,724), kuning ( $p-v$  0,816), dan hijau ( $p-v$  0,475).

**Kata kunci:** *Triage*, beban kerja, waktu tanggap

## ABSTRACT

**Background:** The Emergency Room (IGD) is a very important entry point to provide medical services to patients. The most important thing when nurses do *triage* is to do response time. Reducing the *triage* scale rating will extend the treatment time received by patients according to their clinical conditions so that it will risk reducing patient safety rates and the quality of health services. **Objective:** This study aims to determine the relationship between *triage* implementation and workload with response time of nurses in the Emergency Room of RSUD Cilacap. **Method:** The type of research is quantitative, the research design is an analytic survey with a cross-sectional design. The number of samples is 27 respondents and the total sampling is taken. Data analysis using *Rank Spearman*. The instruments used were workload questionnaires, observation sheets on the application of *triage* and response time. **Results and conclusions:** 14 nurses aged 21-30 (51.9%). 15 nurses graduated from D3 Nursing (55.6%). 22 nurses had worked for more than 1 year (81.5), and 27 (100%) nurses attended emergency training. ( $p-v$  0.034) showed that there was a significant relationship between the application of *triage* and the response time in the yellow *triage* category, and there was no significant relationship between the application of *triage* and the response time in the red ( $p-v$  0.137) and green ( $p-v$  0.723) *triage* categories. There is no significant relationship between workload and response time in the red ( $p-v$  0.724), yellow ( $p-v$  0.816), and green ( $p-v$  0.475) *triage* categories.

**Keywords:** *Triage*, workload, response time