

FAKTOR-FAKTOR YANG MEMPENGARUHI *AMBULANCE RESPONSE TIME* SAAT *TRANSPORT LIFE SUPPORT* DI AMBULANS GAWAT DARURAT 118

The Factors Influencing Ambulance Response Time During Transport Life Support In 118 Emergency Ambulance Service.

Selvie Rianita¹, Dewi Prasetyani², Sodikin³

^{1,2,3} Health Science Institute Al-Irsyad Al-Islamiyyah Cilacap
Jl. Cerme No.24 Sidanegara Cilacap

ABSTRAK

Response time merupakan salah satu indikator mutu pelayanan pra rumah sakit dengan prinsip “*time saving is life saving*”. Waktu respon ambulans berstandar internasional kurang dari 8 menit. Penelitian ini bertujuan untuk mengetahui faktor-faktor yang mempengaruhi *ambulance response time* saat *transport life support* di Ambulans Gawat Darurat 118. Desain penelitian ini adalah kuantitatif deskriptif melalui pendekatan *cross sectional*. Populasinya adalah panggilan darurat yang dilakukan oleh tim *dispatcher* sesuai jadwal AGD 118. Jumlah sampel penelitian ini adalah 50 panggilan dan menggunakan teknik *non probability sampling*. Data dikumpulkan dengan menggunakan observasi checklist dan dianalisis dengan uji *Spearman's Rho*. Hasil analisa penelitian menunjukkan bahwa faktor paling mempengaruhi adalah faktor geografi sebesar 23 panggilan (46%) dalam keadaan geografi yang lemah, dan *ambulance response time* menunjukkan >20 menit terdapat 27 panggilan (54%) dengan *response time* yang kurang. Berdasarkan hasil uji *Spearman's Rho* didapatkan nilai *p value* (0,000) < α (0,05) yang berarti terdapat hubungan signifikan antara faktor geografi dengan *ambulance response time* dengan kekuatan hubungan tinggi dengan nilai $r=0,734$. Kesimpulan faktor geografi memiliki pengaruh besar terhadap memanjangnya *ambulance response time* pada saat *transport life support*. Saran, guna mempersingkat *response time* bisa dengan pelatihan atau pengaplikasian alat GPS, menambah armada ambulans pada titik pusat kota yang rawan dengan kemacetan dan adanya jalur khusus ambulans *air medevac* untuk kondisi pasien tertentu.

Kata Kunci : Waktu Respon, Panggilan Darurat, *Dispatcher*

ABSTRACT

Response time is one of the indicators of the quality of pre-hospital care with the principle “*time saving is life saving*.” The international standard for ambulance response time is less than 8 minutes. This study aims to determine the factors affecting ambulance response time during life support transport in the 118 Emergency Ambulance Service. The design of this study is descriptive quantitative using a cross-sectional approach. The population consists of emergency calls handled by the dispatcher team according to the 118 Emergency Ambulance Service schedule. The sample size is 50 calls, and the study uses non-probability sampling techniques. Data were collected using an observation checklist and analyzed with the Spearman's Rho test. The analysis results show that the most influential factor is geography, with 23 calls (46%) occurring in areas with poor geographical conditions. Ambulance response times exceeding 20 minutes were observed in 27 calls (54%) with insufficient response times. The Spearman's Rho test results showed a *p-value* of 0.000, which is less than α (0.05), indicating a significant relationship between geographical factors and ambulance response time, with a strong correlation ($r=0.734$). The conclusion is that geographical factors significantly influence the lengthening of ambulance response time during life support transport. Recommendations to reduce response time include training or implementing GPS devices, increasing and distributing ambulance fleets in central city areas prone to traffic congestion, and establishing special air medevac ambulance routes for specific patient conditions.

Keywords: Response Time, Emergency Call, *Dispatcher*