

THE ROLE CASE MANAGER AND ITS IMPLEMENTATION IN SUPPORTING PATIENT CENTERED CARE AT PKU MUHAMMADIYAH HOSPITAL OF YOGYAKARTA

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ABSTRACT

The current patient service paradigm is patient-focused services (*Patient Centered Care*). Patients and families need accurate information, so caregiver professionals (PPAs) are required to work in an integrated manner in providing services to patients. The problem arises from the many conflicts between interdisciplinary service providers, plus the lack of quality control and control which is a serious problem for hospitals. *Case Manager* is an important and comprehensive intervention in order to improve quality, cost control, patient safety, integrated care, continuity of service and patient satisfaction. The role of *Case Manager* is very important and very complex as part of implementing patient-focused services, playing a role in helping to improve interprofessional collaboration and being able to collaborate with other health care teams.

Case manager is an important and comprehensive intervention in order to improve the quality and safety of patient care, cost control, patient-focused services (*Patient Centered Care*), integrated patient care, continuity of service, patient compliance and patient satisfaction.

INTRODUCTION

Health care providers always pay attention to quality, safety and costs. Therefore patient safety is a top priority in all forms of hospital activities. To achieve an effective, efficient and safe service condition for patients, commitment and responsibility from all service providers in the hospital is needed (CMSA, 2010).

Patients and families need information and hope to consult a doctor at any time. With this change in patient attitudes, the quality of hospital services needs to be improved and patient satisfaction needs to be prioritized (Morrison, Goldfarb, & Lanken, 2010).

Case manager is an important and comprehensive intervention in order to improve the quality and safety of patient care, cost control, patient-focused services (*Patient Centered Care*), integrated patient care, continuity of service, patient compliance and patient satisfaction (CCMC, 2010).

METHOD

Type of research qualitative with approach phenomenology with Main Informant Case Manager and Service Supervisor 30 Informants, data were obtained through in-depth interviews and FGD.

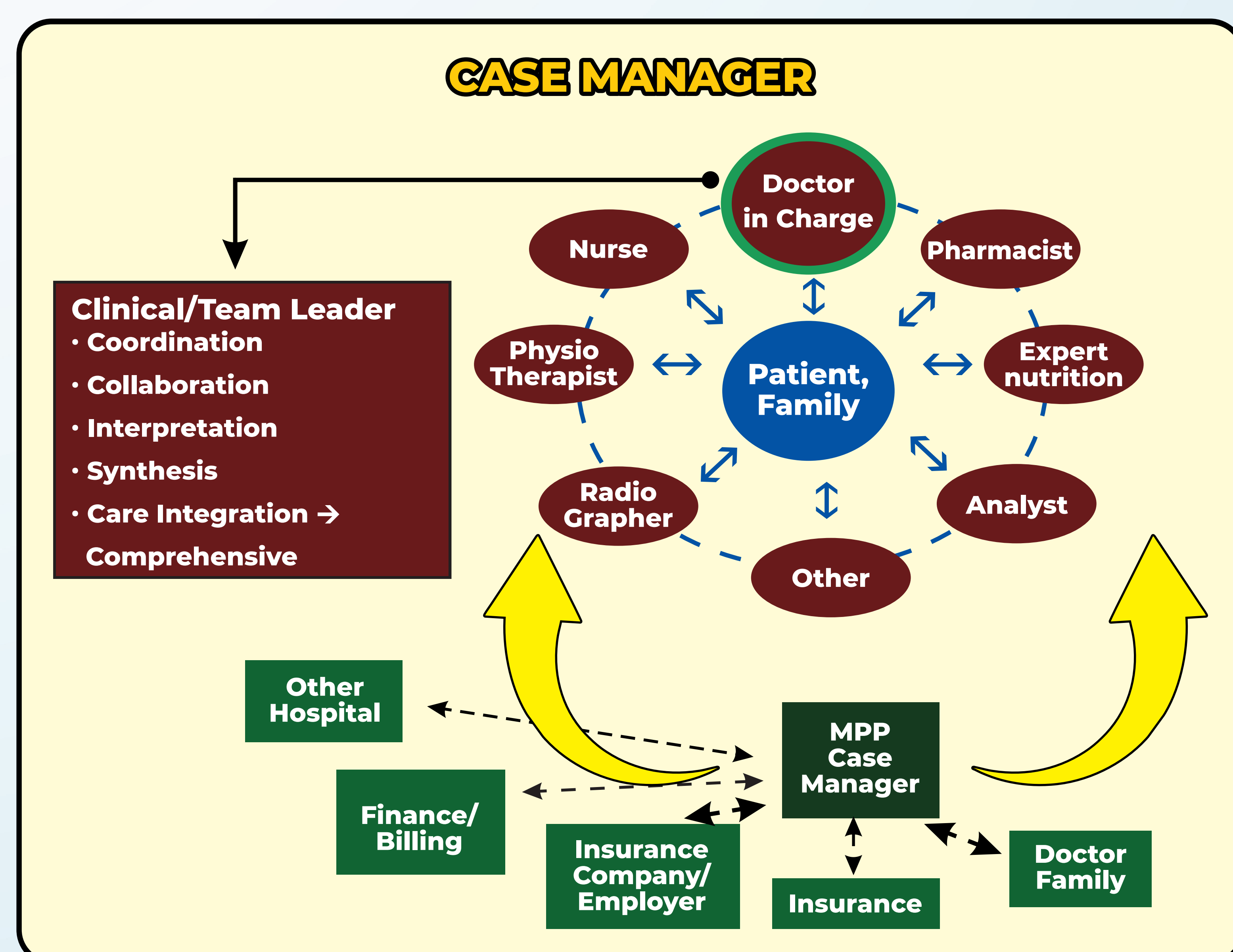
RESULT AND DISCUSION

The role of Case Manager and its implementation has been suitable to support the implementation of Patient Centered Care at PKU Muhammadiyah Hospital in Yogyakarta, with the appointment of 2 Case Managers namely doctors and nurses through a Letter of Directors' Decree. The role that Case Manager plays in supporting PCC is coordination, communication, supervision, prevention, and planning of patient care.

The role of Case Manager is very important and very complex as part of implementing patient-focused services, playing a role in helping to improve interprofessional collaboration and being able to collaborate with other health care teams.

Among the several case manager roles, the role of the coordination and communication case manager has been well implemented, while the other roles for supervision, planning and follow-up care have not been optimally done.

MODEL CASE MANAGEMENT (KOMISI AKREDITASI 2012)



CONCLUSION

The Role of Case Manager and Implementation in PKU Muhammadiyah Yogyakarta Hospital has supported the implementation of Patient Centered Care and the dominant role is the role of communication and coordination roles. The implementation of the Patient Centered Care (PCC) at PKU Muhammadiyah Yogyakarta Hospital has been carried out with the proven existence of a case manager who is the manager of case management, for which all medical and supporting service activities have been carried out together and integrated.

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