**FORMULIR**

**KUESIONER PELAKSANAAN SURVEI**

***IMPLEMENTATION EVALUATION SURVEY FORM***

* Maksud dan Tujuan :
* *Purpose and objectives :*

Masukan dari rumah sakit sebagai umpan balik pelaksanaan survei untuk mempertahankan dan meningkatkan pelayanan KARS, sesuai Nilai KARS: Integritas, Profesionalisme, Komitmen.

*Feedback from the hospital as a feedback from survey implementation to maintain and improve services of KARS, according KARS Values: Integrity, Professionalism, Commitment.*

* Petunjuk pengisian :
* *Instructions on filling :*

1. Diisi oleh Pimpinan Rumah Sakit

*Filled by the Head of the Hospital*

1. Penilaian menggunakan skala

*Assessment using scale*

1. Coret yang tidak sesuai

*Cross out which is not appropriate*

1. Tambahan keterangan/penjelasan/komentar diisi pada catatan penjelasan

*Additional information / explanations / comments are filled in the explanation notes*

1. Kuesioner dikirim satu hari sesudah survei selesai, melalui email ke : [survei@kars.or.id](mailto:survei@kars.or.id)

*The questionnaire is sent one day after the survey is completed, via email to: survei@kars.or.id*

* **Rumah Sakit : …**

***Name of hospital***

**Alamat : …**

***Address***

**Tanggal Survei : …**

***Survey Date***

* Petunjuk Pengisian

*Fill instruction*

* + 1 : Sangat Kurang / *Very Bad*
  + 2 : Kurang / *Bad*
  + 3 : Baik / *Good*
  + 4 : Sangat Baik / *Very Good*

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No**  ***Number*** | **Unsur penilaian**  ***Assessment Element*** | | | 1 | | | 2 | | | 3 | | | 4 |
| 1 | Komunikasi awal untuk permintaan s/d pelaksanaan survei KARS  *Initial communication from requesting process until the KARS survey* | | |  | | |  | | |  | | |  |
| 2 | Masa tunggu antara perrmintan s/d pelaksanaaan survey  *Waiting period between requests until survey implementation* | | |  | | |  | | |  | | |  |
| 3 | Kepastian jadwal dan nama surveior KARS  *Certainty of schedule and name of KARS surveyor* | | |  | | |  | | |  | | |  |
| 4 | Komunikasi staf penghubung untuk kepastian jadwal dan perjalanan tim surveyor  *Communication of liaison staff for certainty of schedule and the trip of the surveyor team* | | |  | | |  | | |  | | |  |
| 5 | Pengaturan perjalanan dan penyediaan akomodasi / transport local  *Travel arrangements and provision of local accommodation / transport* | | |  | | |  | | |  | | |  |
| 6 | Kemudahan / kesukaran penjemputan sampai pertemuan dengan surveyor  *Ease / difficulty of picking up until meetings with surveior* | | |  | | |  | | |  | | |  |
| 7 | Secara keseluruhan kepuasan tentang proses persiapan survey  *Overall satisfaction about the survey preparation process* | | |  | | |  | | |  | | |  |
| **No**  ***Number*** | **PELAKSANAAN SURVEI**  ***SURVEY IMPLEMENTATION*** | | 1 | | | 2 | | | 3 | | | 4 | |
| 1 | Ketepatan jadwal acara pembukaan, di siplin waktu tiap surveior  *The accuracy of the opening schedule time and time discipline for each surveyor* | |  | | |  | | |  | | |  | |
| 2 | Interkasi surveior dengan unsure manajemen, kelompok kerja, staf di lapangan  *Interaction of surveyors with elements of management, work groups, staff in the field* | |  | | |  | | |  | | |  | |
| 3 | Kemampuan surveior dalam bekomunikasi secara umum pada telusur juga terkait butir 4,5,8,9  *Surveyor capabilities in general communication in search are also related to item 4,5,8,9* | |  | | |  | | |  | | |  | |
| 4 | Kemampuan surveior member penjelasan tentang standar, elemen penilaian, instrument akreditasi  *The ability of the surveyor to explain the standards, assessment elements, and accreditation instruments* | |  | | |  | | |  | | |  | |
| 5 | Kemampuan surveior member penjelasan tentang aplikasi, rekomendasi, atau solusi untuk memenuhi standar elemen penilaian  *The surveior ability provides an explanation of applications, recommendations, or solutions to meet the standard of assessment elements* | |  | | |  | | |  | | |  | |
| 6 | Kejelian meminta bukti dokumen regulasi dan implementasi  *Foresight to requests proof of regulatory and implementation documents* | |  | | |  | | |  | | |  | |
| 7 | Ketajaman dan pelaksanaan observasi  *Sharpness and implementation of observation* | |  | | |  | | |  | | |  | |
| 8 | Sikap dan penampilan mendidik dan memotivasi peningkatan pelayanan bermutu dan aman  *Attitude and educating appearance and motivate the improvement of quality and safe services* | |  | | |  | | |  | | |  | |
| 9 | Perbedaan /gap “persepsi”jajaran RS dengan surveior tentang standar elemen penilaiandan implementasinya  *Differences / gaps in "perceptions" of the hospital staff with surveyor regarding the standard of assessment elements and their implementation* | |  | | |  | | |  | | |  | |
| 10 | Kesediaan, kejelasan, dan manfaat ddalam memberi kesan/umpan balik singkat dalam “exit conference”  *Willingness, clarity and benefit in giving a brief impression / feedback in the "exit conference"* | |  | | |  | | |  | | |  | |
| 11 | Secara keseluruhan kepuasan tentang proses pelaksanaan survey  *Overall satisfaction about the survey implementation process* | |  | | |  | | |  | | |  | |
| **No**  ***Number*** | **ASPEK ETIKA SURVEIOR MANAJEMEN**  ***ASPECT OF ETHICS OF MANAGEMENT SURVEYOR*** | | 1 | | | 2 | | | 3 | | | 4 | |
| 1 | Kode etik surveior secara umum  *Surveyor code of ethic in general* | |  | | |  | | |  | | |  | |
| 2 | Penilaian menyangkut butir-butir dalam kode etik surveior serta The Dos dan the DON’Ts (terlampir), beberapa atau keseluruhan butir sesuai keperluan  *Assessment involves items in the surveyor's code of ethics and The Dos and the DON’Ts (attached), some or all of the items as needed* | |  | | |  | | |  | | |  | |
| 3 | Cara berkomunikasi  *How to communicate* | |  | | |  | | |  | | |  | |
| 4 | Penampilan  *Appearance* | |  | | |  | | |  | | |  | |
| 5 | Ketepatan waktu  *Punctuality* | |  | | |  | | |  | | |  | |
| 6 | Penyampaian edukasi  *Delivery of education* | |  | | |  | | |  | | |  | |
| 7 | Perilaku selama proses survey  *Behavior during the survey process* | |  | | |  | | |  | | |  | |
| **No**  ***Number*** | **ASPEK ETIKA SURVEIOR MEDIS**  ***ASPECT OF ETHICS OF MEDICAL SURVEYOR*** | | 1 | | | 2 | | | 3 | | | 4 | |
| 1 | Kode etik surveior secara umum  *Surveyor code of ethic in general* | |  | | |  | | |  | | |  | |
| 2 | Penilaian menyangkut butir-butir dalam kode etik surveior serta The Dos dan the DON’Ts (terlampir), beberapa atau keseluruhan butir sesuai keperluan  *Assessment involves items in the surveyor's code of ethics and The Dos and the DON’Ts (attached), some or all of the items as needed* | |  | | |  | | |  | | |  | |
| 3 | Cara berkomunikasi  *How to communicate* | |  | | |  | | |  | | |  | |
| 4 | Penampilan  *Appearance* | |  | | |  | | |  | | |  | |
| 5 | Ketepatan waktu  *Punctuality* | |  | | |  | | |  | | |  | |
| 6 | Penyampaian edukasi  *Delivery of education* | |  | | |  | | |  | | |  | |
| 7 | Perilaku selama proses survey  *Behavior during the survey process* | |  | | |  | | |  | | |  | |
| **No**  ***Number*** | **ASPEK ETIKA SURVEIOR KEPERAWATAN**  ***ASPECT OF ETHICS OF NURSING SURVEYOR*** | 1 | | | 2 | | | 3 | | | 4 | | |
| 1 | Kode etik surveior secara umum  *Surveyor code of ethic in general* |  | | |  | | |  | | |  | | |
| 2 | Penilaian menyangkut butir-butir dalam kode etik surveior serta The Dos dan the DON’Ts (terlampir), beberapa atau keseluruhan butir sesuai keperluan  *Assessment involves items in the surveyor's code of ethics and The Dos and the DON’Ts (attached), some or all of the items as needed* |  | | |  | | |  | | |  | | |
| 3 | Cara berkomunikasi  *How to communicate* |  | | |  | | |  | | |  | | |
| 4 | Penampilan  *Appearance* |  | | |  | | |  | | |  | | |
| 5 | Ketepatan waktu  *Punctuality* |  | | |  | | |  | | |  | | |
| 6 | Penyampaian edukasi  *Delivery of education* |  | | |  | | |  | | |  | | |
| 7 | Perilaku selama proses survey  *Behavior during the survey process* |  | | |  | | |  | | |  | | |
| **Lampiran. / *Attachment***  **KODE ETIK SURVEIOR**  **Selama pelaksanaan survei**  ***SURVEYOR ETHICS CODE***  ***During the survey***   1. Bersikap ramah, santun dan terbuka.   *Be friendly, polite and open*   1. Bersikap jujur dan tidak memihak   *Be honest and impartial*   1. Sadar akan kedudukannya, hak dan kewajibannya sebagai wakil KARS.   *Be aware of its position, rights and obligations as a representative of KARS*   1. Menampilkan diri sebagai penasehat dan pembimbing.   *Showing yourself as an advisor and mentor*   1. Memegang teguh rahasia yang berkaitan dengan tugasnya.   *Hold the secrets that related to their duties*   1. Menjaga kondisi kesehatan dan menghilangkan kebiasaan tidak sehat.   *Maintain health conditions and eliminate unhealthy habits*   1. Patuh terhadap ketentuan setempat di RS   *Comply with local regulations at the hospital*   1. Menjaga penampilan di rumah sakit dalam hal berpakaian   *Maintain appearance in the hospital in how to dress*   1. Menguasai dan mengikuti perkembangan IPTEK, dalam bidang keahliannya terutama dalam bidang pelayanan kesehatan, peningkatan mutu, praktek klinis, manajemen RS dan instrumen akreditasi.   *Mastering and following the development of science and technology, in the field of expertise, especially in the field of health services, quality improvement, clinical practice, hospital management and accreditation instruments*   1. Bekerja sesuai pedoman dan kode etik yang ditetapkan oleh KARS.   *Work according to the guidelines and code of ethics established by KARS*   1. Tidak menggunakan KARS untuk kepentingan pribadi atau golongan tertentu atau melakukan promosi diri dengan tujuan memperoleh imbalan   *Do not use KARS for personal or certain group interests or conduct self-promotion with the aim of obtaining rewards*   1. Tidak membahas masalah politik praktis dan SARA dalam kegiatan survei.   *Not discussing practical and SARA political issues in survey activities.*   1. Menghindari adanya konflik kepentingan terkait survei.   *Avoiding conflicts of interest related to surveys.*   * **Komitmen Surveior / *Surveyor Commitment***   **DO NOT DO LIST**   1. Tidak boleh menerima uang dan hadiah / souvenir / oleh-oleh dari rumah sakit yang disurvei.   *May not receive money and gifts / souvenirs / souvenirs from the surveyed hospital.*   1. Berwajah sangar, supaya kelihatan berwibawa   *Fierce face, so that it looks authoritative*   1. Menyatakan kelulusan atau ketidak lulusan selama survei   *State the graduation or lack of graduates during the survey*   1. Menakut-nakuti seolah olah RS tak lulus saat *exit conference*   *Scare as if the hospital did not pass when exit conference*   1. Membentak bentak staf RS karena berbagai sebab (misal staf RS lambat dalam menyiapkan dokumen dll)   *Yelling at hospital staff for various reasons (eg hospital staff are slow in preparing documents etc.)*   1. Meminta fasilitas diluar bidang akreditasi   *Request facilities outside the accreditation field*   1. Meminta fasilitas RS untuk mengajak keluarga   *Request hospital facilities to invite families*   1. Meminta fasilitas hotel, restoran dan transportasi yang berlebihan diluar kemampuan RS   *Request excessive hotel, restaurant and transportation facilities beyond the ability of hospitals*   1. Menyalahkan tanpa dasar dan tak memberi solusi   *Blaming without reason and not giving solutions*   1. Merokok (semua surveior harus memberikan contoh larangan merokok) selama kegiatan survei   *Smoking (all surveyors must provide an example of a smoking ban) during the survey activity*   1. Minum minuman keras/ *Drink liquor* 2. Memakai baju santai / seksi / tidak sopan pada saat survey   *Wear casual / sexy / impolite clothes during the survey*   1. Menawarkan diri sebagai pembimbing diluar ketentuan KARS   *Offer yourself as a mentor outside the provisions of KARS*   1. Memangkas jumlah hari survei   *Cut the number of survey days*   1. Meninggalkan RS disaat jam kerja   *Leave the hospital while working hours*   1. Menjanjikan kelulusan   *Promising graduation*   1. Meminta Fasilitas yang tidak dimungkinkan oleh RS   *Requesting Facilities that are not possible for the Hospital*   1. Memberikan komentar negatif terhadap surveior ATAU pembimbing lain   *Give negative comments on surveior or other counselors*   * **Komitmen Surveior / *Surveyor Commitment***   **DO LIST**   1. Berwajah gembira, agar tak ada “ketakutan” dari staf RS   *Happy face, so that there is no "fear" from the hospital staff*   1. Bersikap komunikatif   *Be communicative*   1. Memberi motivasi kepada RS agar tetap bersemangat dalam upaya meningkatkan mutu   *Give motivation to the hospital to stay motivated in efforts to improve quality*   1. Bersikap sabar walau staf RS terasa lambat dalam menyiapkan dokumen   *Be patient even though the hospital staff slow in preparing documents*   1. Memberi solusi atas kekurangan dan kekeliruan dokumen   *Providing solutions to deficiencies and mistake document*   1. Berpakaian rapi (pada saat survei: berdasi bagi laki laki/ blaser bagi wanita )   *Dress neatly (at the time of the survey: tie for men / blaser for women)*   1. Melaksanakan akreditasi sesuai jumlah hari yang telah ditetapkan   *Carry out accreditation according to the number of days specified*   1. Kelulusan RS akan ditetapkan oleh KARS   *Hospital graduation will be determined by KARS*  *(01Jan20)* | | | | | | | | | | | | | |

**Kota /*City* …………………………… Tanggal / *date* :………………………………**

**Direktur RS / *Director of Hospital* …**

**( . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .)**

**Tanda Tangan, Nama jelas, Cap Jabatan /*Sign, Full Name, Position stamp***