**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

*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***