

**PROGRAM STUDI S1 KEPERAWATAN
FAKULTAS KEPERAWATAN
INSTITUT KESEHATAN PAYUNG NEGERI PEKANBARU
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**Faktor-Faktor yang Mempengaruhi Ketepatan Triase Perawat pada Pasien
Kegawatdaruratan Jantung di Instalasi Gawat Darurat (IGD) RS Santa Maria
Pekanbaru**

xii + 85 halaman + 1 skema + 7 tabel + 5 lampiran

ABSTRAK

Ketepatan triase merupakan komponen penting dalam pelayanan kegawatdaruratan karena menentukan prioritas penanganan pasien sesuai tingkat kegawatan. Ketidaktepatan triase pada pasien kegawatdaruratan jantung dapat menyebabkan keterlambatan penanganan dan meningkatkan risiko komplikasi. Di IGD RS Santa Maria Pekanbaru masih ditemukan variasi dalam penentuan prioritas triase. Penelitian yang mengkaji ketepatan triase pada pasien kegawatdaruratan jantung terkait pengetahuan, pengalaman kerja, dan komunikasi efektif masih terbatas. Penelitian ini bertujuan menganalisis hubungan pengetahuan, pengalaman kerja, dan komunikasi efektif dengan ketepatan triase perawat pada pasien kegawatdaruratan jantung di IGD RS Santa Maria Pekanbaru. Penelitian menggunakan desain kuantitatif analitik observasional dengan pendekatan cross sectional. Pengumpulan data dilakukan pada 1–30 Juni 2026 terhadap 23 perawat menggunakan total sampling. Instrumen penelitian meliputi kuesioner pengetahuan, komunikasi efektif, dan lembar observasi ketepatan triase berdasarkan *Australasian Triage Scale* (ATS). Analisis bivariat menggunakan Fisher's Exact Test dengan $\alpha = 0,05$. Hasil menunjukkan responden didominasi usia 36–45 tahun (60,9%), perempuan (82,6%), berpendidikan S1 Keperawatan (91,3%), dan memiliki lama kerja >5 tahun (95,7%). Pengetahuan perawat berada dalam kategori baik (87,0%), komunikasi efektif kategori baik (87,0%), dan ketepatan triase kategori baik (82,6%). Pengetahuan berhubungan dengan ketepatan triase ($p = 0,034$; OR = 38,0; 95% CI: 1,659–870,452), demikian pula komunikasi efektif ($p = 0,034$; OR = 38,0; 95% CI: 1,659–870,452), sedangkan pengalaman kerja tidak berhubungan ($p = 0,130$). Rumah sakit disarankan meningkatkan pelatihan triase berbasis ATS dan komunikasi efektif.

Kata Kunci : Instalasi Gawat Darurat, Kegawatdaruratan Jantung, Ketepatan Triase, Perawat

Daftar Bacaan : 43 referensi (2020–2025)

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Factors Influencing the Accuracy of Nurses' Triage in Patients with Cardiac Emergencies at the Emergency Department of Santa Maria Hospital Pekanbaru

xii + 85 pages + 1 figure + 7 tables + 5 appendices

ABSTRACT

Triage accuracy is an important component of emergency care because it determines the priority of treatment according to the severity of patients' conditions. Inaccurate triage of patients with cardiac emergencies may lead to delays in treatment and increase the risk of complications. Variations in determining triage priorities are still observed in the Emergency Department of Santa Maria Hospital Pekanbaru. Studies specifically examining triage accuracy among patients with cardiac emergencies in relation to nurses' knowledge, work experience, and effective communication remain limited. This study aimed to analyze the relationships between knowledge, work experience, and effective communication and nurses' triage accuracy in patients with cardiac emergencies at the Emergency Department of Santa Maria Hospital Pekanbaru. This study employed a quantitative analytical observational design with a cross-sectional approach. Data were collected from June 1 to 30, 2026, involving 23 nurses selected using total sampling. The research instruments consisted of knowledge and effective communication questionnaires and a triage accuracy observation sheet based on the *Australasian Triage Scale* (ATS). Bivariate analysis was performed using Fisher's Exact Test with $\alpha = 0.05$. The results showed that respondents were predominantly aged 36–45 years (60.9%), female (82.6%), held a Bachelor of Nursing degree (91.3%), and had more than five years of work experience (95.7%). Nurses' knowledge was categorized as good (87.0%), as were effective communication (87.0%) and triage accuracy (82.6%). Knowledge was associated with triage accuracy ($p = 0.034$; OR = 38.0; 95% CI: 1.659–870.452), as was effective communication ($p = 0.034$; OR = 38.0; 95% CI: 1.659–870.452), whereas work experience was not associated with triage accuracy ($p = 0.130$). The hospital is recommended to strengthen ATS-based triage and effective communication training.

Keywords : Cardiac Emergencies, Emergency Department, Nurse, Triage Accuracy

References : 43 references (2020–2025)

