



PEMERINTAH KABUPATEN INDRAGIRI HILIR
RUMAH SAKIT UMUM DAERAH PURI HUSADA

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**SURAT KEPUTUSAN DIREKTUR UNIT PELAKSANA TEKNIS DAERAH
RUMAH SAKIT UMUM DAERAH PURI HUSADA TEMBILAHAN**
Nomor : Kpts.187.4/RSUD-AU/2024/31

T E N T A N G

**PEMBENTUKAN UNIT PENGELOLA PENANGANAN PENGADUAN MASYARAKAT
TERPADU UNIT PELAKSANA TEKNIS DAERAH RUMAH SAKIT UMUM
DAERAH PURI HUSADA TEMBILAHAN TAHUN 2024**

**DIREKTUR UNIT PELAKSANA TEKNIS DAERAH RUMAH
SAKIT UMUM DAERAH PURI HUSADA TEMBILAHAN**

Menimbang : a. bahwa dalam rangka pelaksanaan sistem dan mekanisme pelayanan pengaduan masyarakat serta membangun kepercayaan masyarakat terhadap peningkatan mutu pelayanan di Unit Pelaksana Teknis Daerah Rumah Sakit Umum Daerah Puri Husada Tembilahan, perlu dilakukan koordinasi dari semua pihak yang terkait untuk menampung aspirasi masyarakat;

b. bahwa kegiatan tersebut merupakan salah satu kegiatan dalam rangka menunjang pengelolaan pelayanan kesehatan di Unit Pelaksana Teknis Daerah Rumah Sakit Umum Daerah Puri Husada Tembilahan;

c. bahwa berdasarkan pertimbangan sebagaimana dimaksud dalam huruf a dan huruf b, perlu menetapkan Keputusan Direktur Tentang Pembentukan Unit Pengelola Penanganan Pengaduan Masyarakat Terpadu Unit Pelaksana Teknis Daerah Rumah Sakit Umum Daerah Puri Husada Tembilahan Tahun 2024.

Mengingat : 1. Undang-undang (UU) Nomor 6 Tahun 1965 tentang Pembentukan Daerah Tingkat II Inderagiri Hilir Dengan Mengubah Undang-Undang No. 12 Tahun 1956, Tentang Pembentukan Daerah Otonom Kabupaten Dalam Lingkungan Propinsi Sumatera Tengah (Lembaran Negara Republik Indonesia Tahun 1965 Nomor 49, Tambahan Lembaran Negara Nomor 2754);

2. Undang-undang (UU) Nomor 23 Tahun 2014 tentang Pemerintahan Daerah (Lembaran Negara Republik Indonesia Tahun 2014 Nomor 244, Tambahan Lembaran Negara Nomor 5587);

3. Undang-undang (UU) Nomor 30 Tahun 2014 tentang Administrasi Pemerintahan (Lembaran Negara Republik Indonesia Tahun 2014 Nomor 292, Tambahan Lembaran Negara Nomor 5601);

THE HISTORY OF THE UNITED STATES

The history of the United States is a story of growth and change. It begins with the first settlers who came to the Americas, and continues through the years of exploration, settlement, and the struggle for independence. The story is one of a people who have built a great nation from a small group of pioneers.

The early years of the United States were marked by a period of rapid expansion. The country grew from a small group of colonies on the eastern coast to a vast nation that stretched across the continent. This growth was driven by a combination of factors, including the desire for land, the search for new markets, and the need for a strong central government.

The struggle for independence was a defining moment in the history of the United States. It was a time of great sacrifice and heroism, as the colonies fought against the British to establish their own nation. The result was the creation of a new country, one that was based on the principles of liberty and democracy.

The years following the Revolution were a time of great change and growth. The new nation was faced with many challenges, including the need to establish a strong central government and the desire for a more unified country. The result was the creation of the Constitution, which provided the framework for the new government.

The history of the United States is a story of a people who have built a great nation from a small group of pioneers. It is a story of growth and change, of struggle and sacrifice, and of the enduring values of liberty and democracy.

The United States is a country of many faces, many voices, and many dreams. It is a country that has the power to change the world, and it is a country that we are proud to call home.

4. Undang-Undang Republik Indonesia Nomor 17 Tahun 2023 tentang Kesehatan (Lembaran Negara Republik Indonesia Tahun 2023 Nomor 105, Tambahan Lembaran Negara Republik Indonesia Nomor 6887);
5. Peraturan Menteri Kesehatan Nomor 13 Tahun 2017 tentang Penanganan Pengaduan Masyarakat Terpadu Di Lingkungan Kementerian Kesehatan (Berita Negara Tahun 2017 Nomor 352);
6. Keputusan Menteri Kesehatan Republik Indonesia Nomor 631/Menkes/Sk/IV/2005 Tentang Pedoman Peraturan Internal Staf Medis (Medical Staff Bylaws) Di Rumah Sakit;
7. Peraturan Bupati (Perbup) Kabupaten Indragiri Hilir Nomor 18 Tahun 2023 tentang Pembentukan, Kedudukan, Susunan Organisasi, Tugas Dan Fungsi Serta Tata Kerja Unit Pelaksana Teknis Daerah Rumah Sakit Umum Daerah Puri Husada Tembilahan (Berita Daerah Tahun 2023 Nomor 18);

MEMUTUSKAN

Menetapkan :

- KESATU : Membentuk Unit Pengelola Penanganan Pengaduan Masyarakat Terpadu Unit Pelaksana Teknis Daerah Rumah Sakit Umum Daerah Puri Husada Tembilahan Tahun 2024;
- KEDUA : Unit Pengelola Penanganan Pengaduan Masyarakat Terpadu dengan susunan dan uraian tugas sebagaimana tersebut pada lampiran keputusan ini;
- KETIGA : Unit Pengelola Penanganan Pengaduan Masyarakat Terpadu adalah unit pengelola non struktural yang menyediakan fasilitas dan menyelenggarakan kegiatan memberikan informasi, solusi dan penemuan laporan pengaduan;
- KEEMPAT : Dalam melaksanakan tugasnya, Unit Pengelola Penanganan Pengaduan Masyarakat Terpadu pada Diktum KESATU bertanggungjawab kepada Direktur Unit Pelaksana Teknis Daerah Rumah Sakit Umum Daerah Puri Husada Tembilahan;
- KELIMA : Keputusan ini mulai berlaku pada tanggal ditetapkan dengan ketentuan apabila di kemudian hari terdapat kekeliruan dalam keputusan ini akan diadakan perbaikan sebagaimana mestinya.

Ditetapkan di Tembilahan
pada tanggal, 2 Januari 2024

Direktur UPTD Rumah Sakit Umum
Daerah Puri Husada Tembilahan,



dr. H. Rahmat Susanto
Pembina (IV/a)
NIP. 19710105 200604 1 008

The first part of the report deals with the general situation of the country and the progress of the work during the year.

The second part of the report deals with the results of the work during the year and the progress of the work during the year.

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The thirteenth part of the report deals with the results of the work during the year and the progress of the work during the year.

URAIAN TUGAS TIM PENANGANAN PENGADUAN MASYARAKAT TERPADU

1. Melakukan pengelolaan Penanganan Pengaduan Masyarakat Terpadu pada Rumah Sakit
 - a. Menyusun Rencana Kegiatan Operasional
 - b. Melakukan Koordinasi Lintas Fungsi Dalam Melaksanakan Kegiatan Operasional
 - c. Melakukan Pemantauan Kegiatan Operasional
 - d. Melakukan Evaluasi Kegiatan
 - e. Melakukan Dokumentasi Kegiatan Operasional
2. Melakukan pengembangan Penanganan Pengaduan Masyarakat Terpadu Rumah Sakit
 - a. Menyusun Rencana Kegiatan Pengembangan
 - b. Melakukan Koordinasi Lintas Fungsi Dalam Melaksanakan Kegiatan Pengembangan
 - c. Melakukan Pemantauan Kegiatan Pengembangan Operasional
 - d. Melakukan Evaluasi Kegiatan Pengembangan
 - e. Melakukan Dokumentasi Kegiatan Pengembangan
 - f. Menyusun Laporan Kegiatan Pengembangan
3. Melakukan tugas lain sesuai arahan dan instruksi atasan

FUNGSI TIM PENANGANAN PENGADUAN MASYARAKAT TERPADU

1. Fasilitasi komunikasi antara masyarakat dengan instansi atau unit kerja penyelenggara layanan publik.
2. Koordinasi penanganan pengaduan antar unit untuk memastikan respons cepat dan tepat.
3. Pelayanan informasi publik yang transparan dan mudah diakses masyarakat.
4. Peningkatan kualitas layanan publik berdasarkan analisis tren dan kategori pengaduan yang diterima.
5. Penyusunan rekomendasi perbaikan layanan kepada pimpinan instansi berdasarkan hasil evaluasi pengaduan.

TANGGUNG JAWAB TIM PENANGANAN PENGADUAN MASYARAKAT TERPADU

1. Menjamin kerahasiaan data pelapor serta keamanan informasi pengaduan.
2. Memberikan tanggapan yang cepat, tepat, dan sopan terhadap setiap pengaduan yang masuk.
3. Mengupayakan penyelesaian pengaduan secara adil dan objektif sesuai prosedur yang berlaku.
4. Menjaga akuntabilitas dan transparansi dalam proses penanganan pengaduan.
5. Melaporkan hasil penanganan pengaduan kepada pimpinan secara periodik dan sesuai ketentuan waktu.

Direktur UPTD Rumah Sakit Umum
Daerah Puri Husada Tembilahan,



dr. H. Rahmat Susanto
Pembina (IV/a)
NIP. 19710105 200604 1 008

Lampiran : Keputusan Direktur UPTD Rumah Sakit Umum Daerah Puri Husada Tembilahan
Nomor : Kpts.187.4/RSUD-AU/2024/31
Tanggal : 2 Januari 2024

UNIT PENGELOLA PENANGANAN PENGADUAN MASYARAKAT TERPADU
UNIT PELAKSANA TEKNIS DAERAH RUMAH SAKIT UMUM DAERAH PURI
HUSADA TEMBILAHAN TAHUN 2024

NO	NAMA / JABATAN	KEDUDUKAN DALAM TIM	KETERANGAN
1.	2.	3.	4.
1.	Direktur	Pengarah	-
2.	Kepala Bidang Pelayanan Medis dan Penunjang Medis	Penanggung Jawab	-
3.	Kepala Bidang Pelayanan Keperawatan	Penanggung Jawab	-
4.	Kepala Bidang Pelayanan Penunjang Non Medik	Penanggung Jawab	-
5.	Kepala Sub Bagian Keuangan dan Perlengkapan	Penanggung Jawab	-
6.	Wulanda Anggraini Risa Yanti, S.Pd	Ketua	Unit Pengelola Penanganan Pengaduan Masyarakat Terpadu
7.	Yenni Gusvita Dewi, SKM	Anggota	Unit Pengelola Penanganan Pengaduan Masyarakat Terpadu

Direktur UPTD Rumah Sakit Umum Daerah Puri Husada Tembilahan,



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1. The first part of the document is a letter from the President of the United States to the Congress, dated January 3, 1862. It is a very important document, as it contains the President's views on the state of the Union and the progress of the war.

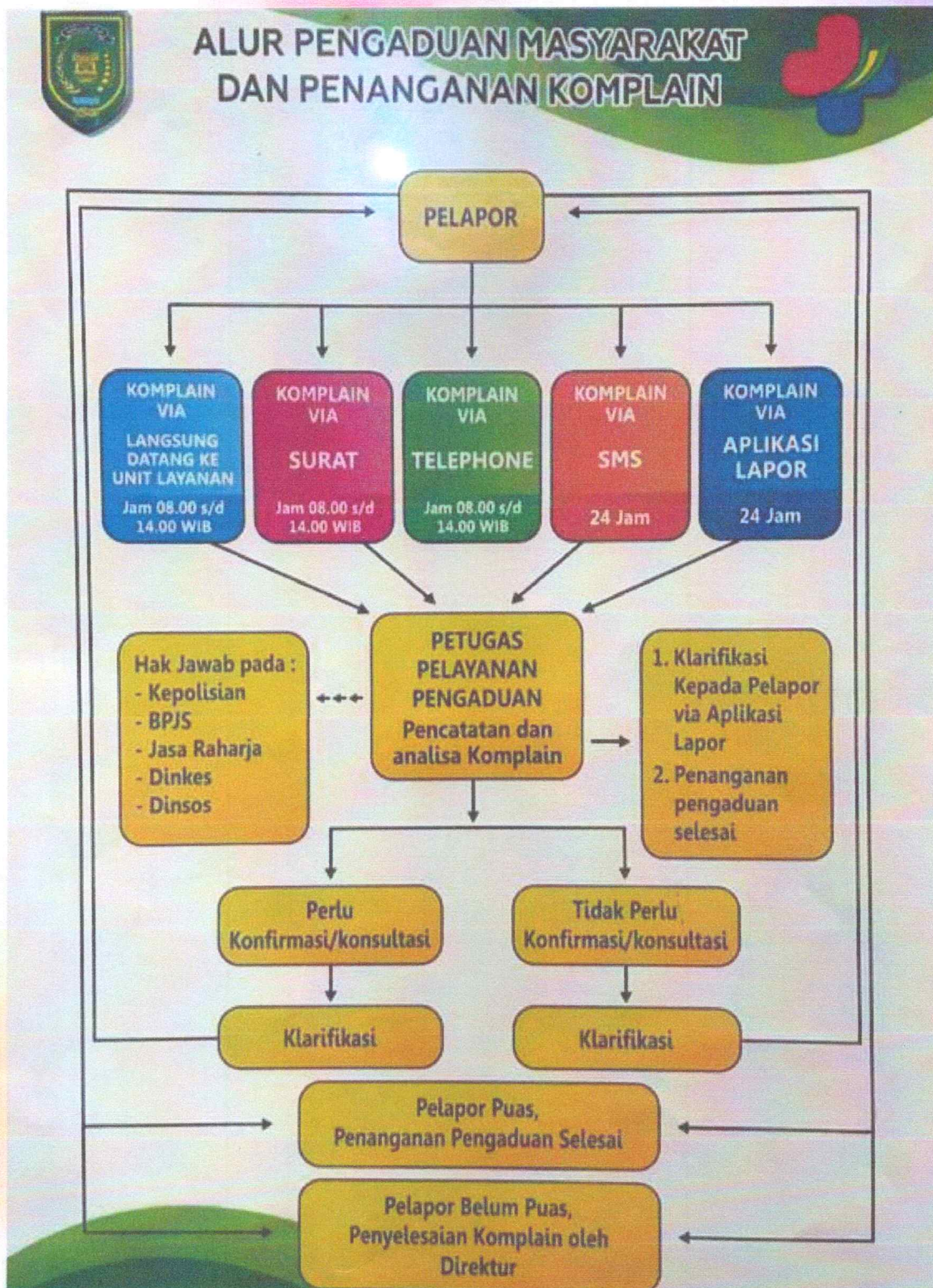
2. The second part of the document is a report from the Secretary of the War Department, dated January 10, 1862. It contains a detailed account of the military operations of the Army during the year 1861, and also gives a list of the names of the officers who have been promoted during the year.

3. The third part of the document is a report from the Secretary of the Navy Department, dated January 15, 1862. It contains a detailed account of the naval operations of the Navy during the year 1861, and also gives a list of the names of the officers who have been promoted during the year.

4. The fourth part of the document is a report from the Secretary of the Department of the Interior, dated January 20, 1862. It contains a detailed account of the operations of the Department during the year 1861, and also gives a list of the names of the officers who have been promoted during the year.

5. The fifth part of the document is a report from the Secretary of the Department of the Treasury, dated January 25, 1862. It contains a detailed account of the operations of the Department during the year 1861, and also gives a list of the names of the officers who have been promoted during the year.

6. The sixth part of the document is a report from the Secretary of the Department of the State, dated February 1, 1862. It contains a detailed account of the operations of the Department during the year 1861, and also gives a list of the names of the officers who have been promoted during the year.



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