ABSTRACT

[Effect of Health Services on BOR (Bed Occupancy Rate) at Lavalette Hospital in 2024]. [Cicilia Aura Fransiska Oktavia (2024)], [Report Final Project], [D3 Medical Records and Health Information], [Medical Records and Health Information], [Poltekkes Kemenkes Malang], [Hartaty Sarma Sangkot, SKM,MARS], [Avid Wijaya, SST, M.Kes].

Background: Hospitals must pay attention to quality and patient safety in providing services to patients. One of the indicator of health services that can be used to determine the level of quality is the Bed Occupancy Rate (BOR). This indicator provides an overview about the high and low utilization rate of hospital beds. The high and low of a BOR value can be influenced by 5 dimensions of quality, namely reliability, responsiveness, assurance, and reliability. (responsiveness, assurance, tangible evidence, and empathy. (empathy). The purpose of this research is to determine the effect of health services on BOR at Laval Hospital. health services on BOR at Lavalette Hospital. **Research Methods**: Type of This research is quantitative with analytic method. This research conducted on 100 inpatients in the crystal and platinum rooms at Lavalette Hospital. Lavalette Hospital. The data collected were analyzed univariate and bivariate through the chi-square test. **Research Results**: in this study it is known that there are 96% of respondents who stated that the services at Lavalette Hospital are in the good category. In the period February 2024, BOR in the crytal room is categorized as not ideal with a value of 94%, on the other hand the platinum room with ideal BOR is 85%. There is a relationship between health services and BOR at Lavalette Hospital Malang. As many as 96% of patients stated that the quality of service in the hospital was satisfactory. This shows that the better the health services, the higher the Bed Occupancy Rate (BOR) value obtained. However, the high value of BOR needs to be evaluated in relation to services so that patients continue to receive excellent service.

Keywords: Bed Occupancy Rate (BOR), Quality, Patient Services, Hospital