ABSTRACT
NURSES QUALITY IN PROVIDING PATIENT SERVICES IN HEART POLYCLINIC OF BHAYANGKARA HOSPITAL MAKASSAR

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Patient visitor data to the cardiac polyclinic at Bhayangkara Hospital Makassar in 2019 was 7,447 patients while in 2020 there was a decrease of 5,104 patients due to the patient restriction policy in early March 2020. The initial survey of researchers in the last 1 month at the polyclinic the average number of visits the average per day shows 20-30 people visit. The data when compared with the number of visits is not proportional to the number of available personnel, especially nurses, which only amount to 2 people. This situation makes the service at the cardiac polyclinic not optimal and will affect the quality of service. There are some patients who complain that it takes a long time to be served. The purpose of this research is to find out and analyze the description of the quality of nurses in providing patient care at the heart polyclinic of Bhayangkara Hospital Makassar.

This study applied a qualitative descriptive. The data collected through observation, document review, interviews with the authors, and conducting interviews with 9 people, including 5 patients who had visited the Heart Polyclinic at Bhayangkara Hospital in Makassar at least twice, 2 cardiologists, and 2 nurses. The stages of data analysis consist of of reducing data, presenting data, and drawing/verifying conclusions.

The indicators of caring or caring for nurses paint a positive picture of nurse quality. Indicators of collaboration between nurses and other medical personnel in patient care are positive. The indicator of nurses' speed in providing patient care at Bhayangkara Hospital Makassar's heart polyclinic is quite good, but there are still obstacles because other colleagues have not been able to maximize their time on time. In providing patient care, the nurse's empathy indicator is high. The indicators of nurse courtesy in patient care are positive. Suggestions should be made to Bhayangkara Hospital to further improve health services at the heart polyclinic so that cardiac polyclinic patients do not have to wait too long outside.

***Keywords**: Nurses Quality, Hospital, Heart Polyclinic*