

## ABSTRAK

**Judul** : Penerapan Telenursing Dalam Peningkatan Kualitas Pelayanan Keperawatan Home Care : Kajian Literatur  
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**Program Studi** : Ilmu-Ilmu Keperawatan

**Latar Belakang** : Bertambahnya penduduk dan meningkatnya penyakit degeneratif menyebabkan semakin besarnya kebutuhan akan pelayanan kesehatan. Pelayanan rehabilitasi untuk penyakit degeneratif membutuhkan cukup banyak waktu sehingga pelayanan kesehatan dirumah dibutuhkan sebagai inovasi pelayanan yang disebut keperawatan *home care*. Teknologi dimanfaatkan untuk memudahkan proses pelayanan dalam keperawatan *home care*, teknologi tersebut digunakan dalam melaksanakan proses keperawatan disebut dengan telenursing. Selain memudahkan pelayanan teknologi juga bermanfaat untuk meningkatkan kualitas pelayanan keperawatan *home care*. **Tujuan penelitian** : adalah untuk mengetahui penerapan *telenursing* dalam pelayanan keperawatan *home care* dan mengetahui pengaruh penerapan tersebut terhadap kualitas pelayanan keperawatan *home care*. **Metode** : Penelitian ini menggunakan metode *Literature Review* sebanyak 22 artikel dengan menggunakan database *Google Scholar* dan *Pubmed*. **Hasil** : Penerapan *telenursing* dalam pelayanan keperawatan *home care* terdiri dari monitoring, konsultasi, edukasi dan pengkajian, media yang digunakan dalam penerapan tersebut yaitu *handphone*. Penerapan *telenursing* tersebut mempengaruhi kualitas pelayanan mulai dari aspek bukti fisik, kehandalan, daya tanggap, jaminan dan empati. **Kesimpulan** : Penerapan telenursing cukup efektif di terapkan dalam pelayanan keperawatan *home care*, perawat dan klien beserta keluarganya dapat berinteraksi dan berkonsultasi dengan nyaman meskipun secara jarak jauh, dan klien dapat menghemat biaya karena proses pelayanan dilakukan melalui *handphone*.

Kata kunci: *Telenursing*, Keperawatan *Home Care*, Kualitas Pelayanan.

## ABSTRACT

**Title** : Application of Telenursing in improving the quality of Nursing home: Literature Review

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**Study Program** : Nursing Science

**Background:** Increased growth and increased degenerative diseases cause greater health care needs. Rehabilitation services for the degenerative disease requires considerable time so that the home health service is needed as a service innovation called nursing care. Technology is utilized to facilitate the process of service in nursing home care, the technology is used in carrying out the process of nursing called telenursing. In addition to facilitate the service of technology also useful to improve the quality of nursing services home care. **The purpose of research:** is to determine the application of telenursing in nursing services home care and to know the effect of such implementation to the quality of service home care. **Method:** This study used the Literature Review method as many as 22 articles using Google Scholar and Pubmed base data. **Result:** Application of telenursing in nursing home care services consist of monitoring, consulting, education and assessment. Media used via regular mobile phones and mobile telebonds that can be connected to the Internet. The application of the telenursing affects the quality of services ranging from aspects of physical evidence, reliability, responsiveness, assurance and empathy. **Conclusion:** The implementation of telenursing is quite effective in applying in nursing services home care, nurses and clients and their families can interact and consult comfortably even remotely, and clients can save money because the service process is done through the telephone media.

**Keywords:** Telenursing, nursing Home Care, quality service.