

# **MUTU PELAYANAN KESEHATAN**

## **Dasar-dasar Pemahaman**

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SEMARANG

## JOSEPH JURAN

- Mutu sebagai keistimewaan produk
- Mutu berarti bebas dari kekurangan ( defisiensi )  
( Kemampuan kecocokan penggunaan - *fitness for use* )

## PHILIP B CROSBY

- Mutu adalah kesesuaian terhadap permintaan persyaratan  
( *the conformance of requirements* )

## AMERICAN SOCIETY for QUALITY CONTROL

- Mutu adalah gambaran total sifat dari suatu produk / jasa pelayanan yang berhubungan dgn kemampuannya untuk memberikan kebutuhan kepuasan

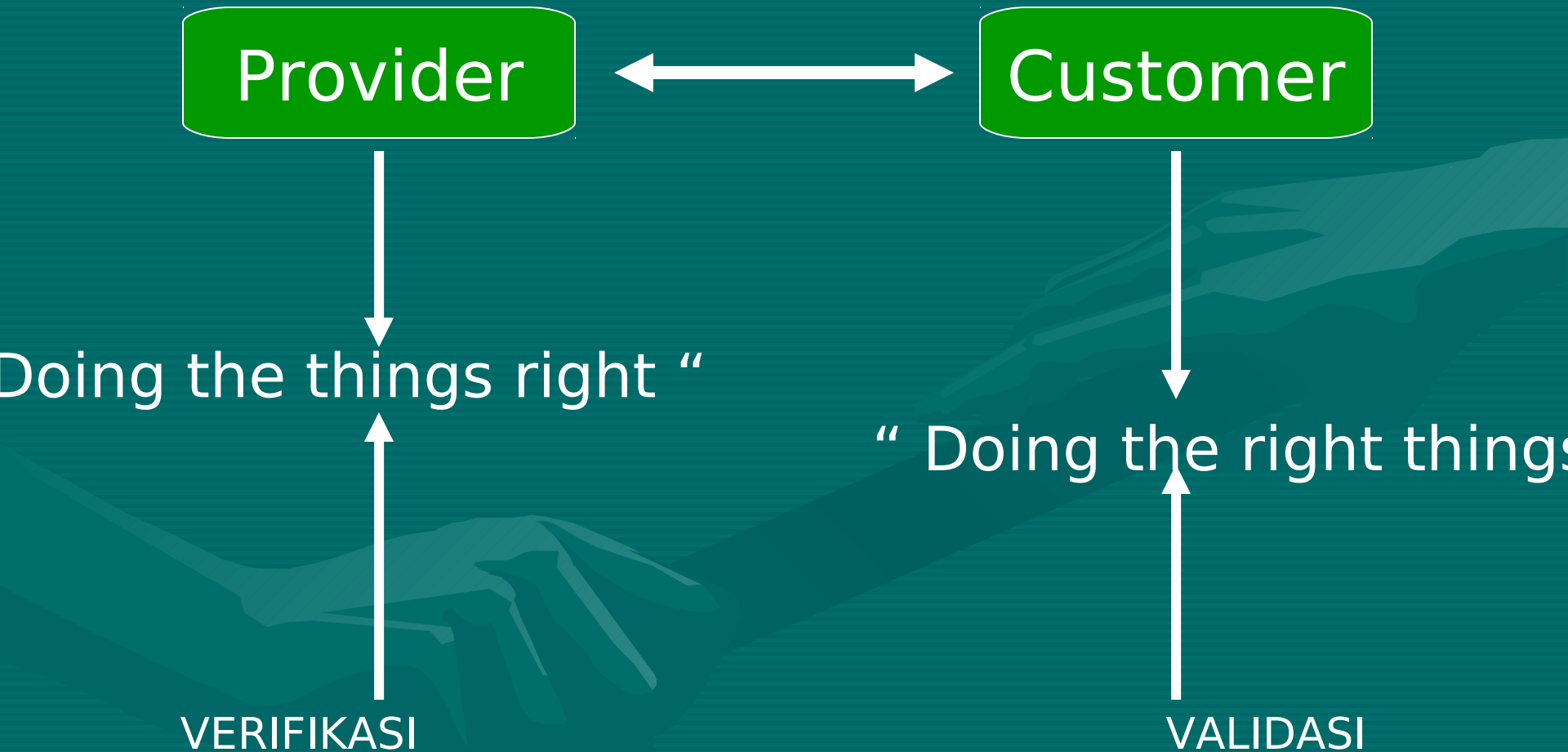
## LEBOV & ERSOZ

- *Doing the right things right, and making continuous improvements*

## KAORU ISHIKAWA

- *Most economical, most useful and always satisfactory to the customer*

# DIMENSI MUTU



# TRILOGI IURAN

## QUALITY PLANNING

- Identifikasi pelanggan
- Identifikasi kebutuhan pelanggan
- Mengembangkan keistimewaan produk merespon kebutuhan pelanggan
- Mengembangkan proses yang mampu menghasilkan keistimewaan produk
- Mengarahkan perencanaan ke kegiatan operasional

## QUALITY IMPROVEMENT

Mencakup 2 hal :

- Fitnes for use
- Mengurangi tk kecacatan & kesalahan  
( menyangkut pelanggan internal & eksternal )

## QUALITY CONTROL

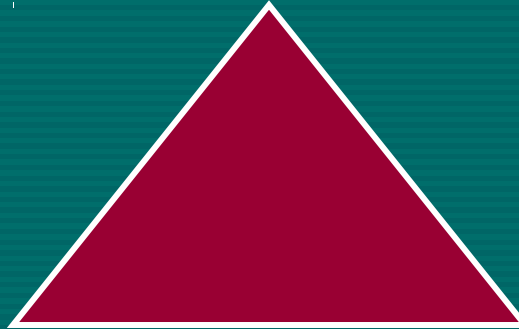
a/ proses deteksi & koreksi adanya penyimpangan / perubahan segera setelah terjadi, sehingga mutu dapat dipertahankan

# “4” HAL MUTLAK ( ABSOLUT ) MUTU

( Philip B Crosby )

1. Definisi mutu adalah kesesuaian thd persyaratan  
( *the definition of quality is conformance to requirements* )
2. Sistem mutu adalah pencegahan  
( *the system of quality is prevention* )
3. Standar penampilan adalah tanpa cacat  
( *the performance standards is Zero Defects* )
4. Ukuran mutu adalah harga ketidaksesuaian  
( *the measurement of quality is the price of non-conformance* )

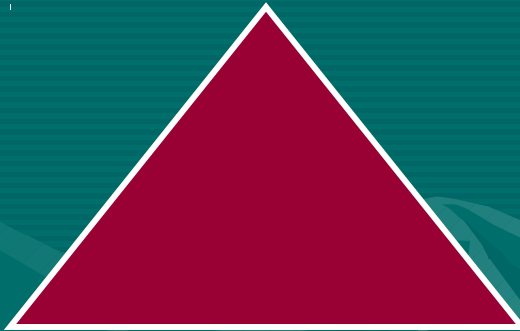
Management commitment to improvements



Improve interrelationship Apply the statistical methodology

## DEMING's Triangle

Obsession of quality

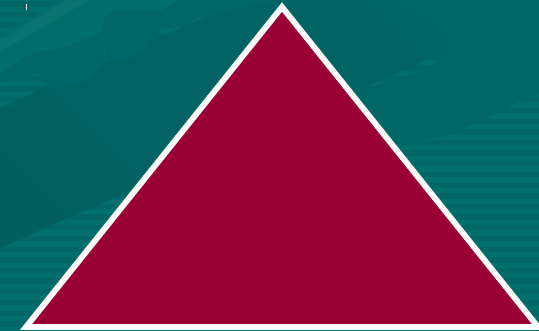


All in one team  
( team work )

Use the scientific methods

## JOINER Triangle

Commitment  
( komitmen )



Involvement  
( keterlibatan )

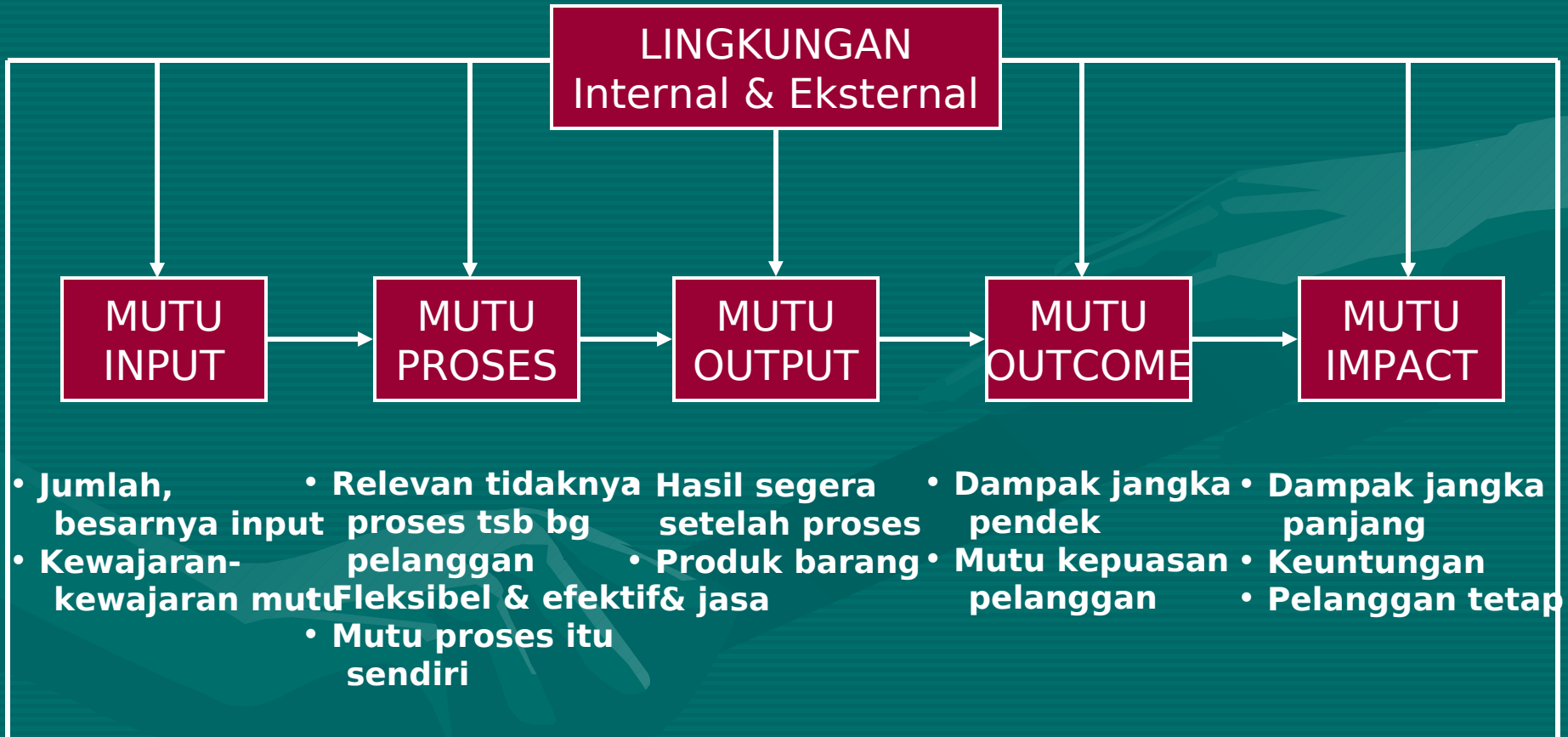
Scientific knowledge  
( pengetahuan ilmiah )

## The TQM Triangle

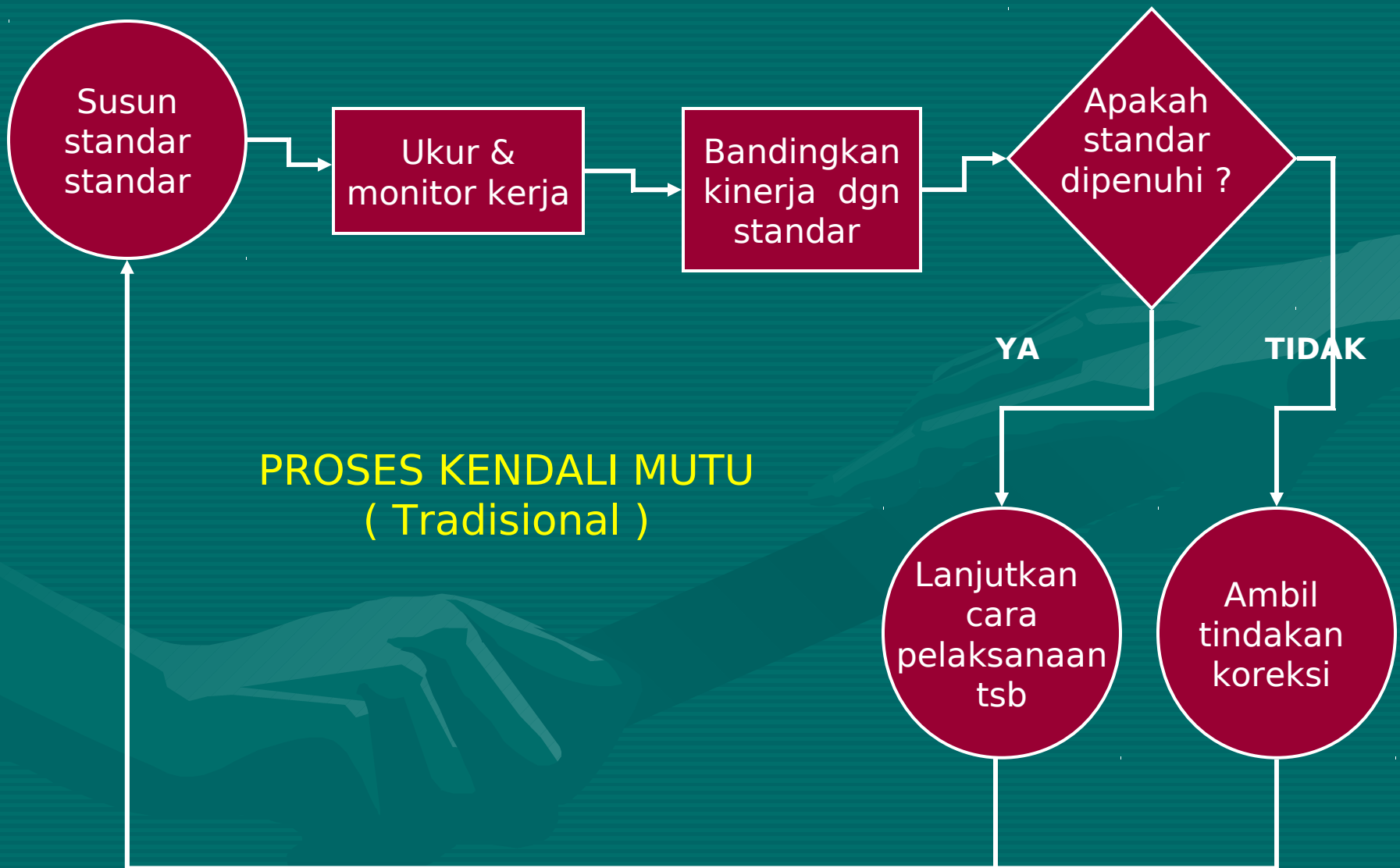
# FAKTOR FUNDAMENTAL YANG MEMPENGARUHI MUTU ( " 9 M " )

MAN  
MONEY  
MATERIALS  
MACHINES & MECHANIZATION  
MODERN INFORMATION METHODS  
MARKETS  
MANAGEMENT  
MOTIVATION  
MOUNTING PRODUCT REQUIREMENT

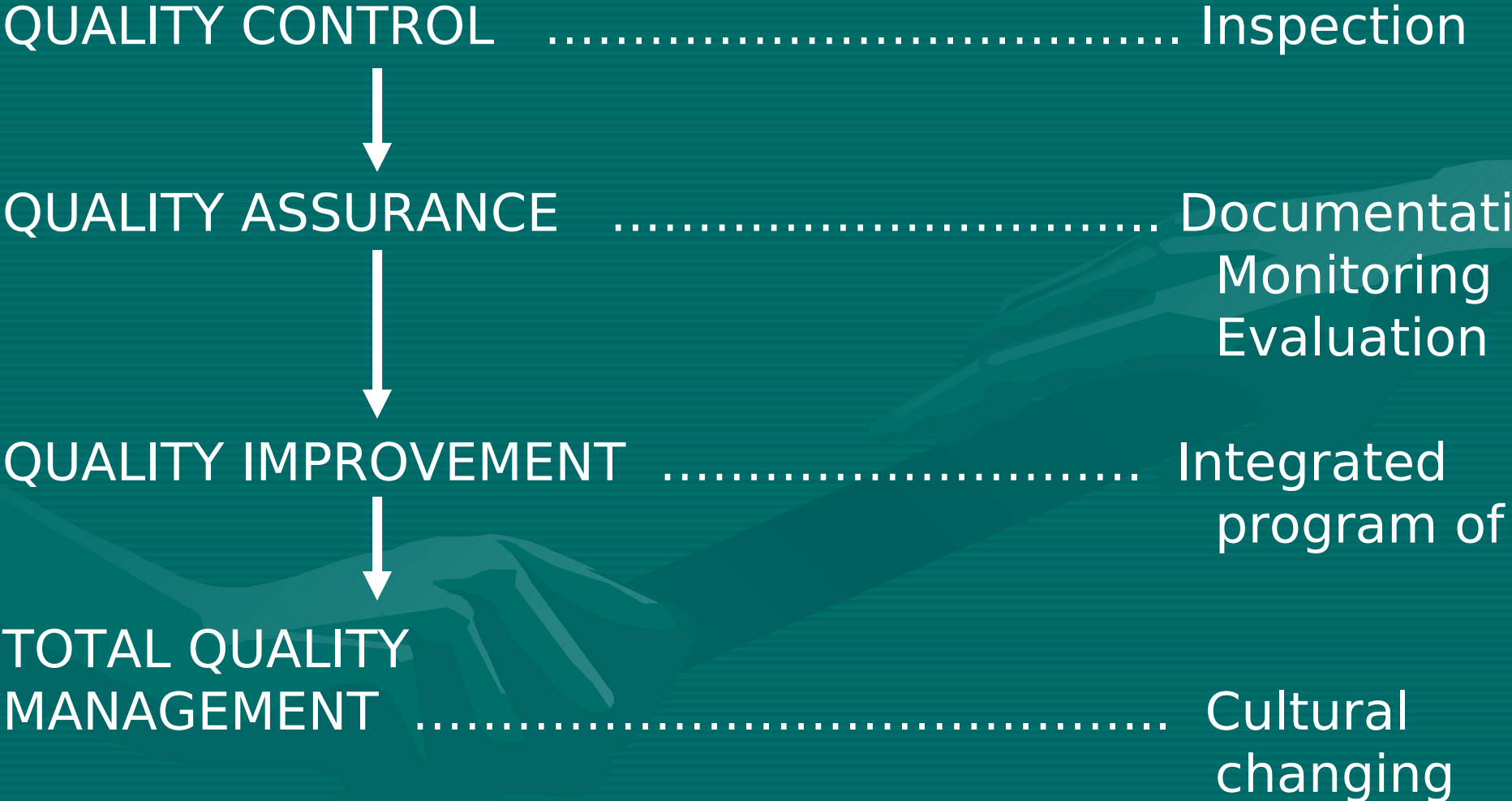
# MODEL SISTEM DARI MUTU



# PROSES KENDALI MUTU



# EVOLUTION

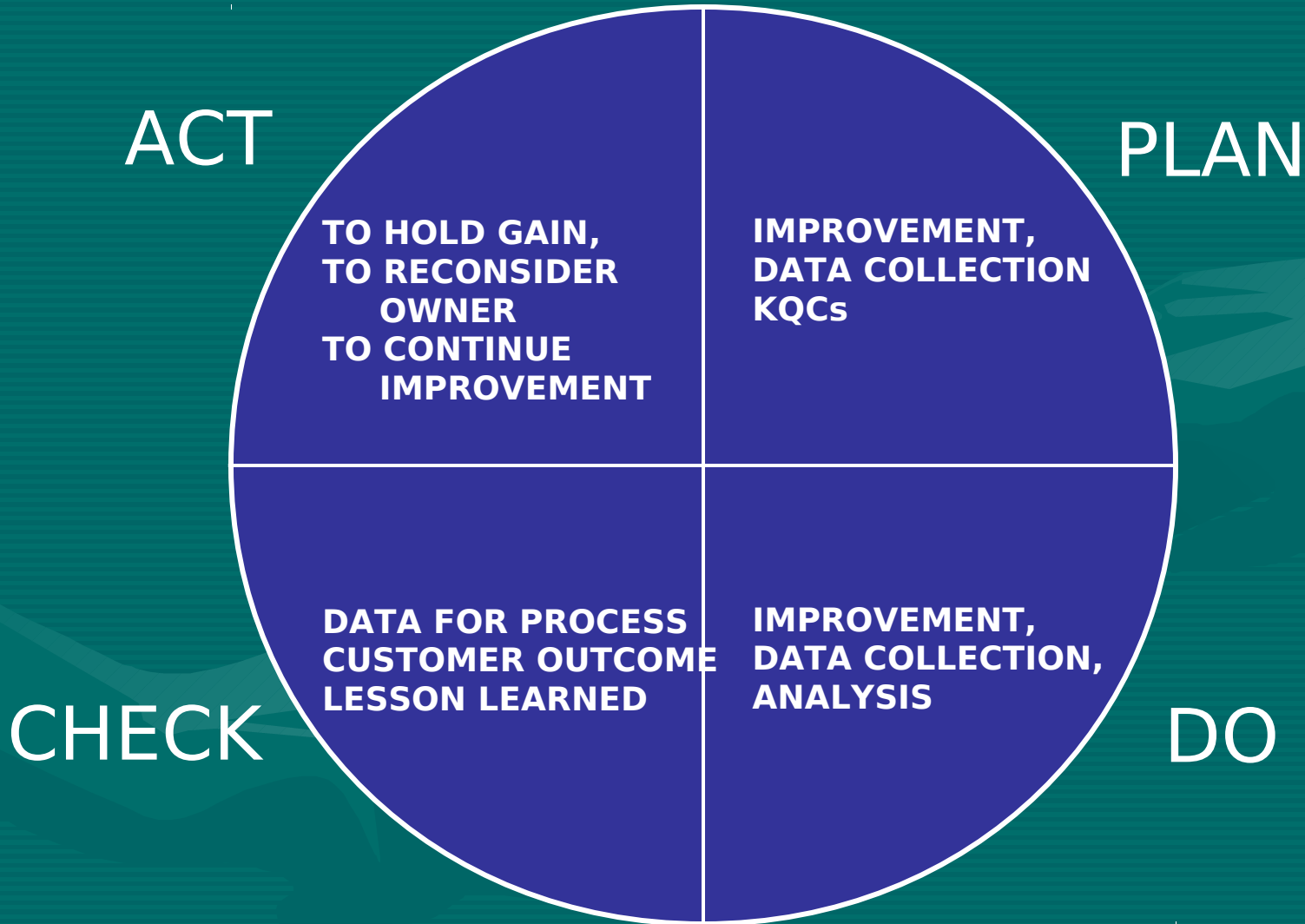


# STRATEGI PENINGKATAN MUTU

## FOCUS

- F : Find a process improvement opportunity
- O : Organize a team who understands the process
- C : Clarify the current knowledge of the process
- U : Understand causes of process variation  
( Uncover the root cause of variation and poor quality )
- S : Select the process improvement  
( Start the “PLAN-DO-CHECK-ACT” cycle )

# "P - D - C - A" CYCLE



# Quality Improvement Process

Identify the measures

Ensure controlled measurement system

Eliminate  
special  
causes

NO

Is process stable ?

YES

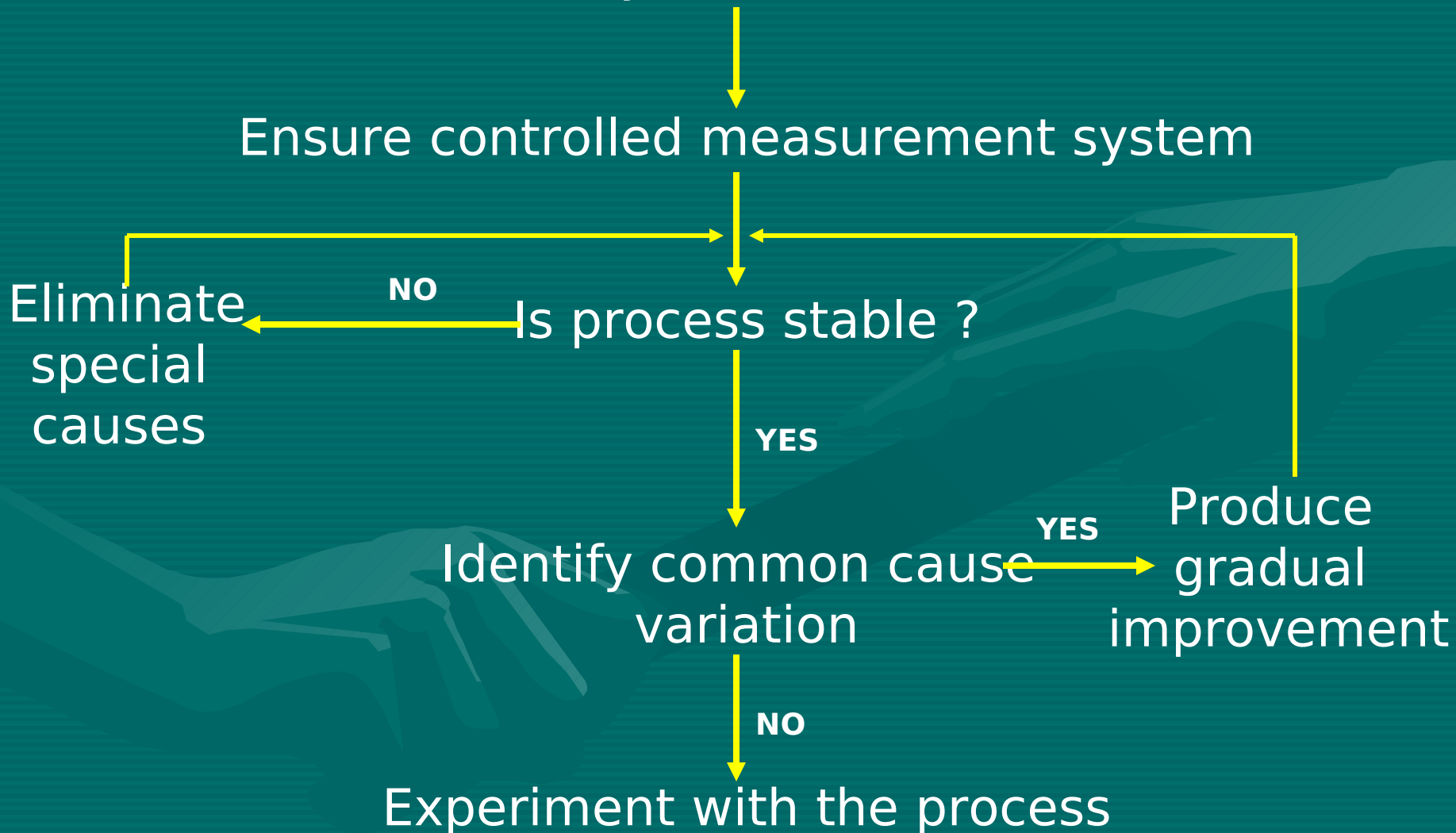
Identify common cause  
variation

YES

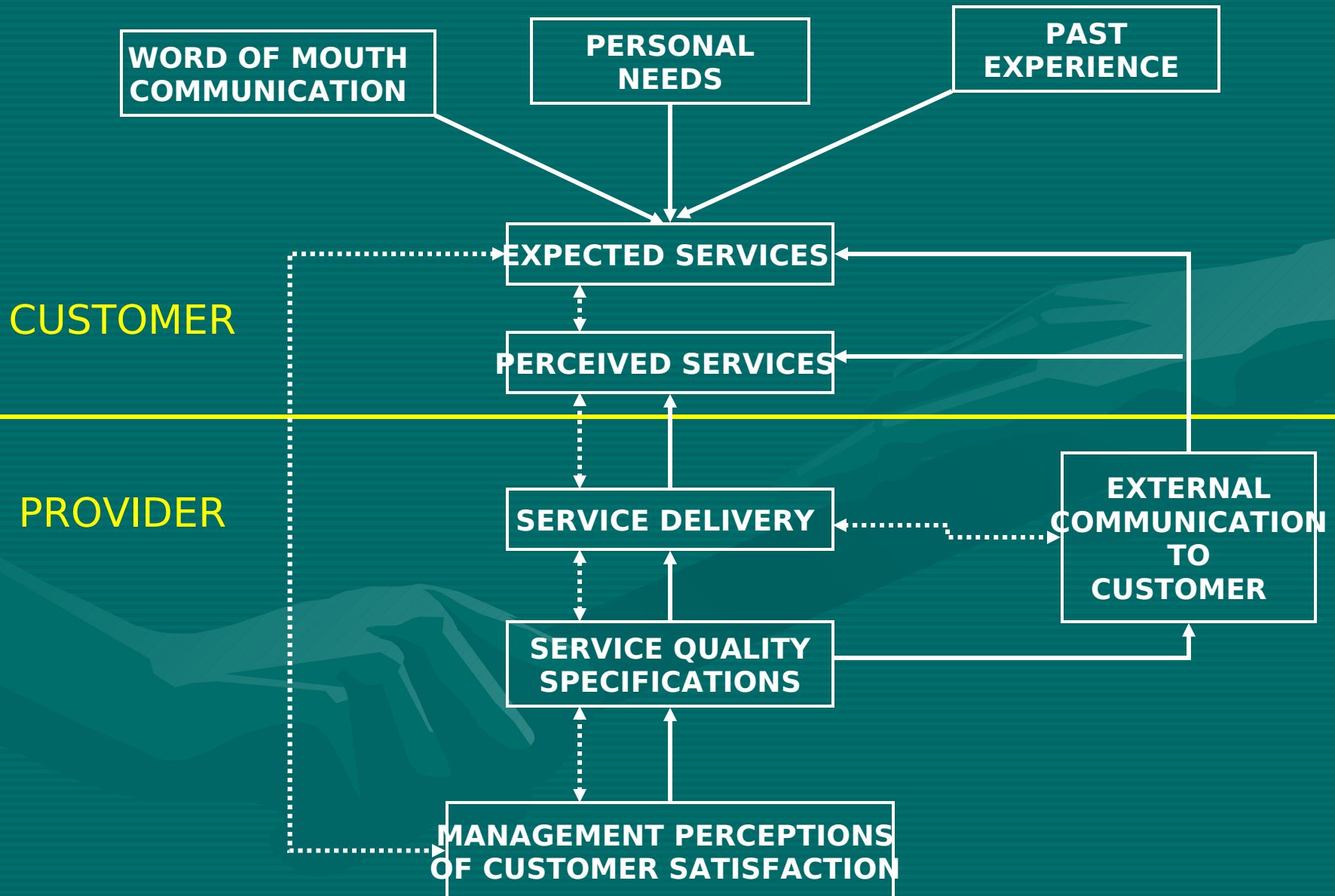
Produce  
gradual  
improvement

NO

Experiment with the process



# CONCEPTUAL MODEL of SERVICE QUALITY ( Zeithmal, Parasuraman, Berry )



# PRINSIP KERJA MUTU

1. LIHAT PERBEDAAN / VARIASINYA
  - SISTEMATIK
  - RANDOM
2. BILA VARIASI SISTEMATIK → SEBAB KHUSUS  
BILA VARIASI RANDOM → SEBAB UMUM
3. LAKUKAN PERBAIKAN TERUS MENERUS
  - JADIKAN VARIASI RANDOM
  - PERKECIL VARIASI ( MEAN + SD )
  - GESER MEAN KE ARAH YANG LEBIH BAIK
4. PRINSIP : “CONTINUOUS QUALITY IMPROVEMENT”