

ABSTRAK

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Analisis Penerapan PDCA-Cycle dalam Kesiapan Menuju Puskesmas Terakreditasi di Kota Semarang

xiv + 120 halaman + 11 tabel + 9 gambar + 6 lampiran

Puskesmas merupakan garda terdepan dalam meningkatkan derajat kesehatan masyarakat, maka dibutuhkan standarisasi pelayanan sebagai upaya pengendalian mutu di Puskesmas, yaitu melalui akreditasi Puskesmas yang ditetapkan oleh menteri kesehatan paling sedikit 3 (tiga) tahun sekali. Penelitian ini bertujuan untuk menganalisis kesiapan menuju Puskesmas terakreditasi di Kota Semarang, yang terdiri dari variabel *plan*, *do*, *check*, dan *action*.

Jenis penelitian ini adalah deskriptif dengan pendekatan kualitatif, adapun informan utamanya yaitu kepala Puskesmas dan informan triangulasinya yaitu tim pendamping praakreditasi Puskesmas. Pengumpulan data penelitian dengan menggunakan metode wawancara dan telaah dokumen.

Hasil yang diperoleh dari penelitian ini yaitu belum semua Puskesmas di Kota Semarang menerapkan aspek *plan*, *do*, *check*, dan *action* kegiatan dalam rangka untuk memenuhi akreditasi Puskesmas. Pada aspek *plan*, belum semua Puskesmas merencanakan lokakarya penyusunan indikator kinerja Puskesmas, analisis kinerja pencapaian pelayanan (2-3 tahun terakhir), dan penyusunan dokumen perencanaan kegiatan tingkat Puskesmas. Pada aspek *do*, belum semua Puskesmas melaksanakan rapat tinjauan manajemen, pelatihan dan pendidikan SDM, dan sedang penyusunan dokumen akreditasi. Pada aspek *check*, belum semua Puskesmas melakukan pemeriksaan terhadap program mutu dan pemeliharaan sarana dan prasarana Puskesmas. Pada aspek *action*, belum semua Puskesmas menetapkan rencana tindak lanjut terhadap program keselamatan pasien.

Dengan ini diharapkan adanya peningkatan terhadap komunikasi, koordinasi, komitmen, inisiatif, dan pelaksanaan kegiatan yang terintegrasi antara Puskesmas, tim pendamping, Dinas Kesehatan dan lintas sektor dalam rangka memenuhi standar akreditasi Puskesmas di Kota Semarang.

Kata kunci : Akreditasi Puskesmas, PDCA-Cycle

Kepustakaan : 55 (2000-2017)

ABSTRACT

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Analysis of PDCA-Cycle Application in Readiness to Accredited Health Center in Semarang City

xiv + 120 pages + 11 tables + 9 figures + 6 appendices

A health centre as a frontline unit to improve health degree needs to standardise provided services as an effort to control quality by being accredited issued by Minister of Health at least once in three years. This study aimed at analyzing readiness to accredited health center in Semarang City that consisted of variables of plan, do, check, and action.

This was a descriptive study using a qualitative approach. Main informants consisted of heads of health centers. Informants for triangulation purpose consisted of a mentoring team of pre-accreditation of health centers. Data were collected using a method of indepth interview and literature review.

The results of this research showed that not all health centers in Semarang City had applied the aspects of plan, do, check, and action as requirements for accreditation of a health center. Regarding the aspect of plan, not all health centers had planned a workshop to arrange indicators of health center's performance, to analyze performance of service achievement (in the last 2-3 years), and to arrange a document of an activity plan at a health center level. Regarding the aspect of do, not all health centers had conducted a management review meeting, training, and human resource education. Currently, documents of accreditation are being arranged. Regarding the aspect of check, not all health centers had checked a program of quality and maintenance of means and infrastructures of health centers. Regarding the aspect of action, not all health centers had determined a follow-up plan of the patient's safety program.

In addition, there needed to improve communication, coordination, commitment, initiative, and implementation of integrated activities between health centers, a mentoring team, health office, and cross-sector to fulfill a standard of health center accreditation in Semarang City.

Keywords : Accreditation Of Health Centre, PDCA-Cycle

Bibliography: 55 (2000-2017)