

# Hubungan komponen mutu layanan klinis rawat jalan puskesmas akreditasi dan non akreditasi menggunakan kerangka kerja malcolm baldrige di Kota Jambi tahun 2018 = The component quality relationship of outpatient clinical services in public health centers accreditation and public health centers non accreditation by using the malcolm baldrige framework at Jambi City, Jambi, Indonesia 2018

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## Abstrak

Akreditasi merupakan salah satu kebijakan pemerintah meningkatkan pelayanan kesehatan puskesmas yang bermutu dan berkesinambungan. Malcolm Baldrige sebagai kerangka kerja ekselen untuk evaluasi sistem pelayanan kesehatan dengan menilai diri dan memperbaiki mutu organisasi. Penelitian ini menggunakan kuesioner Malcolm Baldrige dan bab 7 tujuh akreditasi Permenkes yaitu layanan klinis berorientasi pasien untuk mengetahui gambaran mutu layanan layanan klinis rawat jalan puskesmas akreditasi dan non akreditasi dan mengetahui hubungan kepemimpinan, strategi, fokus pasien, manajemen pengetahuan dan informasi, fokus staf dan proses kerja dengan hasil. Penelitian kuantitatif dengan skoring Malcolm Baldrige, sampel penelitian sebanyak 126 responden dengan teknik purposive sampling. Hasil skor Malcolm Baldrige diperoleh skor rata-rata A-D-L-I approach-deployment-learning-integration dan Le-TC-I level-trend-comparison-integration < 30. Kedua jenis puskesmas berada pada level kinerja poor. Puskesmas akreditasi berada pada kriteria early result dan non akreditasi dengan kriteria early development. Kepemimpinan, strategi, fokus pasien, informasi dan analisis, fokus staf, dan proses mempunyai hubungan signifikan dengan hasil layanan klinis rawat jalan. Puskesmas belum banyak dokumentasi layanan klinis rawat jalan, pendekatan belum optimal, perbaikan bila ada masalah dan belum terintegrasi antar unit layanan. Puskesmas akreditasi dan non akreditasi perlu meningkatkan mutu layanan klinis rawat jalan dan mengevaluasi diri dengan kerangka kerja ekselen Malcolm Baldrige.

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Accreditation is one of the government policies to improve health services of Public Health Centers PHC either to improve its quality or sustainability. This study used the Baldrige questionnaire and chapter 7 of Indonesian Ministry of health accreditation regulation, namely patient oriented clinical service, in order to know the description of the quality clinical services outpatient in PHC accreditation non accreditation, as well as to know the relationship of leadership, strategy, customer focus, information, staff focus, work processes with result. Quantitative research is conducted by scoring Baldrige 126 samples by using purposive sampling technique. Baldrige score result shows that the average score of A-D-L-I and Le-TC-I is less than 30. Both types of PHC are at the level of poor performance. PHC accreditation is classified as the early result criteria and non accreditation is classified as the early development criteria. Leadership, strategy, patient and staff focus, information, process, have a significant relationship with outpatient clinical outcome results. PHC has less documentation of outpatient clinic services, not optimal approach, not well improvement if there is a problem, not yet integrated among service units. Therefore, PHC accreditation non accreditation need to improve their quality of outpatient clinical services, conduct self assessment by using the excellent framework of Baldrige.