

Studi Kasus Kualitas Penerapan Pelayanan Kesehatan Neonatal Esensial di Puskesmas PONED Kecamatan X Kota Depok, Provinsi Jawa Barat = Case Study of the Quality Implementation of Essential Neonatal Health Services in BEONC Primary Health Centre, X Sub-district, Depok City, West Java Province

Dina Milana Anwar, author

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Abstrak

ABSTRAK

Latar belakang: Laju penurunan Angka Kematian Bayi melambat sejak tahun 1991-2017. Enam puluh tiga persen kematian bayi terjadi pada periode neonatal dimana risiko kematian yang terjadi pada bayi yang tidak mendapatkan Pelayanan Kesehatan Neonatal Esensial adalah 18,56 kali lebih tinggi daripada bayi yang mendapatkan pelayanan kesehatan tersebut. Puskesmas PONED X merupakan Puskesmas PONED satu-satunya di Kecamatan X, Kota Depok, dimana terdapat kesenjangan terbesar pada indikator-indikator terkait dengan Pelayanan Kesehatan Neonatal Esensial serta memiliki kebutuhan akan layanan yang besar berdasarkan jumlah persalinan, bayi lahir hidup dan pemanfaatan puskesmas untuk melakukan persalinan. Terkait hal tersebut, penelitian ini bertujuan melakukan analisis kualitas penerapan Pelayanan Kesehatan Neonatal Esensial di Puskesmas PONED Kecamatan X.

Metode: Penelitian ini merupakan studi kualitatif dengan desain studi kasus yang dilakukan di Puskesmas PONED X pada bulan April-Mei 2020. Pengumpulan data dilakukan melalui wawancara mendalam, observasi partisipatif dan telaah dokumen. Informan penelitian ini terdiri dari Kepala Puskesmas, Bidan Koordinator PONED, Bidan Koordinator KIA dan para Bidan Pelaksana PONED serta para Ibu dari neonatus yang mendapatkan pelayanan kesehatan neonatal esensial di Puskesmas Kecamatan X.

Hasil: Hasil penelitian menunjukkan jumlah, jenis dan kompetensi tenaga kesehatan yang masih kurang, persiapan alat dan bahan habis pakai yang belum lengkap, serta belum sesuai pelaksanaannya dalam perawatan neonatal esensial pada saat dan setelah lahir dengan standar pelaksanaan yang ditetapkan oleh Kementerian Kesehatan RI. Meskipun hasil indikator output menunjukkan ketercapaian yang sangat baik di 4 bulan pertama tahun 2020, akan tetapi dalam pelaksanaan proses pelayanannya, belum semua standar proses dilakukan sesuai Pedoman Pelayanan Kesehatan Neonatal Esensial Kementerian Kesehatan RI.

Kesimpulan dan Rekomendasi: Hasil penelitian menunjukkan bahwa kualitas penerapan Pelayanan Kesehatan Neonatal Esensial di Puskesmas PONED Kecamatan X masih kurang karena berdasarkan analisis komponen input, proses dan output, masih terdapat kekurangan baik terkait komponen input maupun proses penerapan layanan yang belum sesuai dengan standar yang ditetapkan oleh Kementerian Kesehatan RI. Penguatan pemenuhan komponen input dan penguatan manajemen serta kapasitas tenaga kesehatan dalam memahami dan melakukan proses Pelayanan Kesehatan Neonatal Esensial sesuai standar merupakan hal yang direkomendasikan.

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**ABSTRACT
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Background: Decrease in Infant Mortality has slowed since 1991-2017. Sixty-three percent of infant deaths occur in the neonatal period where the risk of death that occurs in infants who do not get Essential Neonatal Health Services is 18.56 times higher than babies who receive these health services. X BEONC Primary Health Centre is the only BEONC Primary Health Centre in X Subdistrict, Depok City, where there is the largest gap of indicators related to Essential Neonatal Health Services in 2017 and has a large need for services based on the number of live births and utilization of childbirth services. This study aims to analyze the application of Essential Neonatal Health Services at BEONC Primary Health Center in X District.

Method: This research is a qualitative study with a case study design, conducted at the X BEONC Primary Health Centre in April-May 2020. Data collection was carried out by in-depth interviews, participatory observations and documents review. The informants of this research consisted of the Head of the Primary Health Centre, the BEONC Coordinating Midwife, the Maternal and Child (MnC) Coordinating Midwife, the BEONC Implementing Midwives and the mothers of neonates who received Essential Neonatal Health Services at X BEONC Primary Health Centre.

Results: The results showed the number, type and competency of health workers were still lacking, preparation of equipment and consumables were incomplete, and incomplete implementation in essential neonatal care with the implementation standards set by the Indonesian Ministry of Health. Although the output indicator results show that indicators related Essential Neonatal Services have been very good in the first 4 months of 2020, but in the implementation of its services, not all process have been carried out in accordance with the Ministry of Health's Guidelines.

Conclusions and Recommendations: The results showed that the quality of implementation of essential neonatal health services at the Poned Puskesmas District X was still lacking, because based on an analysis of the input, process and output components, there are still shortcomings, related to the input component and the service implementation that do not meet the standards set by the Indonesian Ministry of Health. Strengthening the fulfillment of input components and strengthening management and the capacity of health workers in understanding and conducting the Essential Neonatal Health Service process according to standards is highly recommended.