

Kajian Implementasi Pelayanan Antenatal Terpadu dan Perancangan Model Monitoring Berbasis Teknologi informasi di Puskesmas Kota Tangerang Selatan, Provinsi Banten = The Evaluation of Integrated Antenatal Care Implementation and Designing Monitoring Model Using Information Technology for Primary Health Care in South Tangerang District, Banten Province

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Abstrak

Pelayanan ibu hamil yang sesuai standar di Indonesia hanya sekitar 19%. Penelitian ini untuk mengevaluasi pelaksanaan pelayanan antenatal terpadu di Puskesmas perkotaan di wilayah Kota Tangerang Selatan. Analisis dilakukan melalui kualitas dokumentasi pelayanan antenatal atau antenatal care (ANC) di Puskesmas serta alternatif solusi perbaikan kualitas ANC melalui model monitoring pelayanan antenatal berbasis teknologi informasi. Penelitian ini menggunakan pendekatan kualitatif dan kuantitatif dengan mengambil pemberi layanan antenatal serta penerima layanan antenatal di Puskesmas wilayah Kota Tangerang Selatan. Penelitian menunjukkan bahwa kualitas pencatatan masih kurang lengkap. Permasalahan utama dari kurangnya kualitas tersebut adalah beragamnya dokumentasi yang harus diisi secara manual oleh Bidan. Survei terhadap penerima pelayanan yaitu ibu hamil, menunjukkan bahwa ketepatan waktu kedatangan ibu di Puskesmas dipengaruhi oleh faktor sosial seperti: status pekerjaan, penghasilan, mengetahui alasan kedatangan ANC, adanya penjelasan diagnosis, dan jenis pencatatan jadwal ANC. Sedangkan faktor yang mempengaruhi pelayanan sesuai standar adalah pendidikan, status pekerjaan, dukungan komunitas (kader) dan dukungan dari Bidan. Hasil ini merekomendasikan penggunaan teknologi informasi dalam pelaksanaan monitoring pelayanan antenatal terpadu direkomendasikan agar meningkatkan efektifitas dan efisiensi pekerjaan yang dijalankan saat ini. Hasil penelitian ini memberikan informasi tentang aspek sosial dan teknis yang mempengaruhi kesiapan Puskesmas dalam mengadopsi Sistem Teknologi Informasi. Mayoritas Bidan dan Kader di Puskesmas wilayah Kota Tangerang Selatan telah siap untuk menggunakan sistem monitoring pelayanan antenatal berbasis teknologi informasi. Sementara dari hasil pengujian kebergunaan menggunakan metode System Usability Scale terhadap desain sistem monitoring dan registrasi ibu hamil (SIMORI) memperlihatkan bahwa desain tersebut dapat diterima oleh pengguna. Kesimpulan dari penelitian ini adalah model monitoring antenatal care terpadu berbasis Teknologi Informasi seperti sistem monitoring dan registrasi ibu hamil (SIMORI) yang di desain sesuai kebutuhan pengguna. Sistem ini direkomendasikan untuk mengintegrasikan proses pelayanan antenatal, mempermudah proses monitoring standar pelayanan antenatal di Puskesmas, dan pemantauan sendiri oleh ibu hamil.

Currently, only 19% of pregnant women in Indonesia have received the minimum standard for antenatal care (ANC). Thus, the objective of this study is to evaluate the quality of ANC

services in South Tangerang District, an urban area of Banten Province through measuring the quality of ANC documentation and factors related to the quality of ANC. Analysis of ANC service standards through the evaluation of ANC documentation in Puskesmas was carried out to provide a positive contribution to the government as well as health organizations and offer an alternative solutions to improve the quality of ANC standards through designing a monitoring and registration system for pregnancy named SIMORI. This research is a descriptive study with qualitative and quantitative approaches. The participants of this study were health workers who directly related to the ANC services such as health management consist of 70 midwives, 140 community health workers and 207 pregnant women who visited the Government Primary Health Care of South Tangerang District for ANC. The result of the study shows that the quality of the ANC documentation in cohort book is still poor with only 38% of the records completely filled by the midwives. The main problems in the current ANC monitoring process from the midwives perspective are the numbers of book that must be filled and the high workload due to the large number of patients. Meanwhile, from the perspective of pregnant women, the result shows that the punctuality of ANC visit in urban Puskesmas is strongly related to the social factors such as employment status, awareness to know the reason for ANC visit, the reminder usage and diagnosis information from midwife. While factors related to the basic standard for ANC were related to level of education, environmental support from community health workers, and working status. Furthermore, the health providers and pregnant women readiness for eHealth implementation shows positive results where most of the health workers are ready to implement an electronic monitoring system for pregnant mother. The conclusion of this study is that the design of a monitoring and registration system for pregnant women (SIMORI) can be recommended to integrate the antenatal, to improve the monitoring process for minimum standard of ANC and to self-monitored system for pregnant women