

Optimalisasi Mutu Pelayanan Tuberkulosis di Rumah Sakit Khusus Paru Kabupaten Karawang Tahun 2023 = Optimization of The Quality of Tuberculosis Service at Karawang Lung Hospital in 2023

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Abstrak

WHO memiliki target untuk mengeliminasi tuberkulosis pada 2035. Pembangunan dunia bebas TB tidak cukup dengan perluasan cakupan penegakkan diagnosis dan pengobatan saja, melainkan butuh sistem kesehatan yang bermutu tinggi di dalamnya. Rumah Sakit Khusus Paru Kabupaten Karawang sebagai rumah sakit rujukan TB di Kabupaten Karawang yang diharapkan dapat membantu eliminasi TB di Kabupaten Karawang. Penelitian ini bertujuan untuk melakukan optimalisasi mutu pelayanan TB dengan menggunakan kombinasi Framework High Quality Health System dan Quality of Tuberculosis Service Assessment. Penelitian ini merupakan penelitian studi kasus dengan pendekatan kualitatif untuk menganalisis mutu pelayanan TB mulai dari segi pondasi sistem pelayanan tuberkulosis, proses perawatan serta dampak mutu pelayanan tuberkulosis. Data primer didapatkan melalui wawancara mendalam dengan pemangku jabatan, penyedia pelayanan kesehatan dan pasien serta observasi lapangan. Data sekunder didapatkan dari data kunjungan, laporan serta SPO yang digunakan dalam pelayanan TB. Hasil penelitian didapatkan bahwa dari segi pondasi sistem pelayanan tuberkulosis masih memiliki kelemahan di aspek penganggaran khusus penanggulangan TB, sosialisasi kebijakan pelayanan TB serta peningkatan jejaring internal dan eksternal. Proses perawatan tuberkulosis yang berjalan masih kurang dari segi komunikasi interaksi pasien-penyedia pelayanan di Instalasi Rawat Inap serta monitoring follow up pasien sehingga mengakibatkan hambatan dalam pelayanan. Sehingga permasalahan dari segi pondasi dan proses perawatan yang bermutu kurang baik memberikan dampak berupa rendahnya angka keberhasilan pengobatan pasien TB serta adanya peningkatan pasien loss to follow up, tidak dievaluasi dan meninggal dunia. Penguatan pondasi sistem kesehatan tuberkulosis disertai implementasi proses perawatan yang berkelanjutan dan terintegrasi akan menghasilkan hasil pengobatan yang baik serta kepuasan bagi pasien.

.....By 2035, the WHO aims to end TB. Expanding diagnosis and treatment options alone won't be enough to create a world free of TB, but it requires a high-quality health system within it. Karawang Lung Hospital serves as a TB referral hospital and is anticipated to aid in the eradication of TB in Karawang Regency. This study aims to optimize the quality of TB services by using a combination of the High Quality Health System Framework and the Quality of Service Tuberculosis Assessment. This study is a case study with a qualitative approach to analyze the quality of TB services starting from the foundation of the tuberculosis service system, the treatment process and the impact of the quality of tuberculosis services. Primary data were obtained through in-depth interviews with stakeholders, health service providers and patients as well as field observations. Secondary data was obtained from visit data, reports and procedurs used in TB services. The results of the study showed that in terms of the tuberculosis service system, it still has weaknesses in the aspect of special budgeting for TB control, policies on socializing TB services and increasing internal and external networks. The current tuberculosis treatment process is still lacking in terms of patient-service provider interaction in the Inpatient Unit and patient follow-up monitoring resulting in obstacles in service. So that problems in terms of treatment and care processes that are of poor quality have an impact in the form

of a low success rate of treatment for TB patients as well as an increase in patient loss to follow-up, not being evaluated and death. Strengthening the foundation of the tuberculosis health system along with implementing a sustainable and integrated treatment process will result in good treatment outcomes and patient satisfaction.