

# Analisis implikasi kebijakan rsud kemayoran di Provinsi DKI Jakarta terhadap kinerja pelayanan maternal menurut malcolm baldrige = Analysis of policy implication at kemayoran regional hospital in Jakarta province on maternal service performance based on malcolm baldrige criteria

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## Abstrak

<b>ABSTRAK</b><br>

Nama : Chandrawati Program Studi : Kajian Administrasi Rumah Sakit Judul Tesis : Analisis Implikasi Kebijakan RSUD Kemayoran di Provinsi DKI Jakarta Terhadap Kinerja Pelayanan Maternal Menurut Malcolm Baldrige Indonesia masih menduduki peringkat teratas di Asia Tenggara dalam jumlah Angka Kematian Ibu AKI . Menurut SDKI tahun 2013, AKI berjumlah 309 per 100.000 Kelahiran Hidup KH dan Angka Kematian Bayi AKB 32 per 1000 KH, padahal target MDGs tahun 2015 yang diharapkan AKI 102 per 100.000 KH dan AKB 23 per 1000 KH. Untuk mempercepat pencapaian target MDGs, diperlukan upaya-upaya kesehatan yang diselenggarakan secara menyeluruh, terpadu, berkesinambungan dan didukung sistem rujukan yang berfungsi secara mantap. Pemda Provinsi DKI Jakarta membentuk RSUD tipe D melalui PerGub Provinsi DKI Jakarta No. 128/Tahun 2014 untuk mengurangi beban kerja RS tipe A, B, dan C, salah satunya RSUD Kemayoran. Perlu penilaian lebih lanjut mengenai implikasi kebijakan terhadap kinerja pelayanan maternal di RSUD Kemayoran ini. Jenis penelitian ini adalah penelitian deskriptif analitik dengan pendekatan kualitatif yang memberikan pemaparan jelas mengenai kondisi Poliklinik Pelayanan Maternal RSUD Kemayoran ditinjau dari Malcolm Baldrige. Hasil analisis yang didapat menunjukkan hasil skor 218,75 yang masuk dalam Early Development. Dengan hasil tersebut, pelayanan maternal di RSUD Kemayoran belum optimal. RSUD Kemayoran lebih fokus pada poin akreditasi yaitu input dan proses sedangkan penilaian Malcolm Baldrige memberikan rekomendasi lebih jauh berupa input, proses, dan output yang lebih terukur dan optimal. Kata Kunci : Implikasi kebijakan, Kinerja, Pelayanan Maternal, Malcolm Baldrige

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<b>ABSTRACT</b><br>

Name Chandrawati Study Program Kajian Administrasi Rumah Sakit Title Analysis of Policy Implication at Kemayoran Regional Hospital in Jakarta Province on Maternal Service Performance Based on Malcolm Baldrige Criteria Indonesia has one of the highest maternal mortality rates MMR in Southeast Asia in terms of maternal mortality rate MMR . According to the SKDI in 2013, the MMR is 309 per 100.000 live births and Infant Mortality Rate IMR is 32 per 1000 live births, whereas the MDGs rsquo MMR and IMR target in 2015 respectively, are 102 per 100.000 live births and 23 per 1.000 live births. To accelerate the attainment of the targets, it is necessary that health efforts are held in a comprehensive, integrated, sustainable and supported referral system which works steadily. The Provincial Government of Jakarta has established D type hospitals through Governor Regulation No. 128 Year 2014 to reduce the workload of A, B, and C type hospitals, one of them is Kemayoran Regional Hospital. We need to do further assessment on the implication of the policy regarding maternal services at Kemayoran Regional Hospital. This research is a descriptive

analytic research with qualitative approach which represent the condition of Maternal Services at Maternal Clinic of Kemayoran Regional Hospital based on Malcolm Baldrige Criteria. The result of the analysis showed that the score of 218.75 is in Early Development. With the result, maternal services in Kemayoran Regional Hospital is not yet optimal. Kemayoran Regional Hospitals focuses more on the accreditation points of inputs and processes while Malcolm Baldrige 39 s Criteria provides further recommendations in the form of more measurable and optimal inputs, processes and outputs. Keywords Policy Implication, Performance, Maternal Services, Malcolm Baldrige