

Efek Status Akreditasi Dan Manajemen Puskesmas Terhadap Capaian Standar Pelayanan Minimal (SPM) Pelayanan Kesehatan Pada Usia Produktif Puskesmas Di Kota Cirebon Tahun 2021

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Abstrak

Standar Pelayanan Minimal (SPM) pelayanan usia produktif merupakan hak dasar yang harus dipenuhi oleh pemerintah daerah kab/kota terhadap penduduk usia 15-59 tahun agar mendapatkan pelayanan kesehatan sesuai standar berupa edukasi dan skrining kesehatan. Dengan status akreditasi puskesmas yang sudah diraih dan manajemen puskesmas yang sudah dilaksanakan, capaian SPM pelayanan kesehatan pada usia produktif puskesmas di Kota Cirebon masih jauh dari target yang diharapkan. Tujuan penelitian untuk mengetahui efek status akreditasi dan manajemen puskesmas terhadap capaian SPM pelayanan kesehatan pada usia produktif puskesmas di Kota Cirebon. Jenis penelitian adalah gabungan penelitian kuantitatif dan kualitatif dengan desain penelitian convergent mixed methods. Penelitian kuantitatif menggunakan desain penelitian crosssectional sedangkan penelitian kualitatif menggunakan jenis penelitian studi kasus. Populasi penelitian adalah seluruh puskesmas di Kota Cirebon. Sampel penelitian adalah 22 puskesmas (total sampling) di Kota Cirebon. Informan utama penelitian adalah kepala puskesmas dan pelaksana program penyakit tidak menular (PTM) puskesmas. Analisis statistik menggunakan uji annova one way, uji korelasi dan uji regresi linier sederhana sedangkan analisis kualitatif menggunakan analisis isi (content analysis). Hasil penelitian menunjukkan status akreditasi puskesmas tidak berefek terhadap capaian SPM pelayanan kesehatan pada usia produktif, sedangkan semua variabel aspek manajemen puskesmas berkorelasi cukup kuat dan kuat kecuali variabel fokus pelanggan. Diperlukan penerapan manajemen puskesmas yang berkualitas dan dukungan dinas kesehatan agar SPM pelayanan kesehatan pada usia produktif dapat tercapai.

The minimum service standard (SPM) for productive age services is a basic right that must be fulfilled by the district/city government for residents aged 15-59 years in order to get health services according to standards in the form of education and health screening. With the accreditation status of the public health center that has been achieved and the management of the public health center that has been implemented, the achievement of the SPM for health services at the productive age of the public health center in Cirebon City is still far from the expected target. The aim of the study was to determine the effect of the accreditation status and the management of the public health center on the achievement of the SPM for health services at the productive age of the puskesmas in Cirebon City. This type of research is a combination of quantitative and qualitative research with a convergent mixed methods research design. Quantitative research uses a cross-sectional research design, while qualitative research uses a case study. The research population was all public health centers in Cirebon City. The research sample was 22 public health centers (total sampling) in Cirebon City. The main informants of the study were the head of the public health center and the manager of the non-communicable disease (PTM) program at the puskesmas. Statistical analysis used annova one way test, correlation test and simple linear regression test, while qualitative analysis used content analysis. The results showed that the accreditation status of the public health center had no effect on the achievement of SPM for health services at productive age, while all aspects of the management of the puskesmas had a

strong correlation except for the customer focus variable. It is necessary to implement quality health center management and the support of the health office so that the SPM for health services at productive age can be achieved.