

Mutu Program Pemberian Terapi Pencegahan Tuberkulosis (TPT) di Puskesmas Kota Bekasi

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Deskripsi Lengkap: <https://lib.fkm.ui.ac.id/detail.jsp?id=138952&lokasi=lokal>

Abstrak

<div style="text-align: justify;">Latar Belakang: Tuberkulosis (TB) masih menjadi tantangan kesehatan masyarakat global, dengan Indonesia menempati peringkat kedua beban TB tertinggi di dunia. Terapi Pencegahan Tuberkulosis (TPT) adalah strategi kunci untuk menekan progresi infeksi laten menjadi TB aktif, namun cakupan TPT di Kota Bekasi masih sangat rendah, yakni hanya mencapai 14,11%. Tujuan: Penelitian ini bertujuan menganalisis mutu pelaksanaan program TPT di Puskesmas Kota Bekasi berdasarkan kerangka Donabedian (struktur, proses, dan hasil) serta mengidentifikasi adanya kesenjangan persepsi layanan (Gap 1) antara tenaga kesehatan dan pasien. Metode: Penelitian kualitatif dengan desain studi kasus, dilakukan di empat puskesmas terpilih berdasarkan capaian TPT. Data dikumpulkan melalui wawancara mendalam, observasi, dan telaah dokumen, kemudian dianalisis secara tematik. Hasil: Dari aspek struktur, program menghadapi keterbatasan sumber daya manusia (SDM), sarana diagnostik (foto thoraks), dan perbedaan kemandirian anggaran antar-puskesmas. Dalam proses, ditemukan suboptimalitas pada investigasi kontak, edukasi yang terbatas, pemantauan yang tidak berkesinambungan, serta pemanfaatan Sistem Informasi Tuberkulosis (SITB) yang belum maksimal. Analisis Gap 1 menemukan adanya kesesuaian persepsi pada layanan individual, tetapi terdapat potensi kesenjangan pada aspek non-klinis karena pasien mengharapkan edukasi yang lebih luas pada tingkat komunitas untuk mengurangi stigma. Kesimpulan: Mutu program TPT di Puskesmas Kota Bekasi sudah berjalan, tetapi masih menghadapi hambatan struktural, proses, dan potensi kesenjangan persepsi. Diperlukan penguatan kapasitas tenaga kesehatan, pemenuhan logistik dan sarana diagnostik, optimalisasi SITB, serta peningkatan edukasi berbasis komunitas untuk memperbaiki mutu program dan meningkatkan cakupan TPT di masa mendatang. Kata Kunci: Tuberkulosis, Terapi Pencegahan Tuberkulosis, Mutu Layanan, Donabedian, Puskesmas.</div><hr /><div style="text-align: justify;">Background: Tuberculosis (TB) remains a global public health challenge, with Indonesia ranking second in the world for the highest TB burden. Tuberculosis Preventive Therapy (TPT) is a key strategy to suppress the progression of latent infection to active TB, but TPT coverage in Bekasi City is still very low, reaching only 14.11%. Objective: This study aims to analyze the quality of TPT program implementation in Bekasi City Puskesmas based on the Donabedian framework (structure, process, and outcome) and to identify the presence of a service perception gap (Gap 1) between health workers and patients. Method: A qualitative study with a case study design was conducted in four selected Puskesmas based on their TPT achievement. Data were collected through in-depth interviews, observation, and document review, and then analyzed thematically. Results: Regarding the structure aspect, the program faces limitations in human resources (HR), diagnostic facilities (chest X-ray), and differences in budget independence among Puskesmas. In the process, suboptimal performance was found in contact investigation, limited education, inconsistent monitoring, and underutilization of the Tuberculosis Information System (SITB). The Gap 1 analysis found a correspondence of perception in individual services, but a potential gap exists in non-clinical aspects, as patients expect broader community-level

education to reduce stigma. Conclusion: The quality of the TPT program in Bekasi City Puskesmas is running, but still faces structural and process barriers, as well as a potential perception gap. Strengthening health worker capacity, fulfilling logistics and diagnostic facilities, optimizing SITB, and increasing community-based education are needed to improve program quality and increase TPT coverage in the future. Keywords: Tuberculosis, Tuberculosis Preventive Therapy, Service Quality, Donabedian, Puskesmas.</div>