ABSTRACT

Improving health care services especially for pregnant women is an important factor affecting the government's health program. But efforts to reduce maternal mortality rate until now did not reach the MDGs targets in 2015 of 102 per 100,000 live births in Surabaya City. Public Health Center Mulyorejo Surabaya as a test of Basic Essential Obstetric Neonatal Care has organized preparation process of the referral mechanism for pregnant women, but until now there has been no evaluation of patient satisfaction. Pregnant women who have received a referral service.

This study is a survey research conducted with cross-sectional. This study used a total number of 16 respondents population of pregnant women who had received referrals from health care Mulyorejo Surabaya and 12 informants midwife in charge of the referral process.

The purpose of this study is to analyze the satisfaction of pregnant women who experience the process of referral from Public Health Center Mulyorejo Surabaya. The results of the analysis of pregnant women's satisfaction in mind that as much as 56.25% of the total respondents were very satisfied with the preparation process of the referral mechanism at Public Health Center Mulyorejo Surabaya. The results stated that most patients are pregnant women also feel satisfied with the service at the Hospital Neonatal Comprehensive Emergency Obstetric Care as a referral receiver with a composite score of 56, but a process that requires improvement is the referral administration got the smallest composite score of 40.

From the analysis of satisfaction were identified from this study it can be concluded that Public Health Center Mulyorejo Surabaya has been able to organize mechanism tiered referral service process properly and appropriated the procedure. In the implementation of the referral process there are still obstacles. Constraints such as referral facilities require repair is administrative referral process.

Keywords: pregnant patient satisfaction, preparation process of the referral mechanism, public health center