ABSTRACT

Based on the objectives contained in the MDGs (Millennium Development Goals), which is improving maternal health, Indonesia target was to decrease the maternal mortality ratio (AKI) by three-quarters between 1990 until 2015. According to the Health Office of East Java in 2012, most of maternal deaths occurred at The General Hospital in the amount of 78.18%. From this data, it was concluded most of the women who died at General Hospital is a referral patients from the midwife, private clinics, and health centers. Therefore, it was suspected that there were obstacles in coordinating the implementation of maternal referral. Surabaya district was chosen as the study because in 2012, Surabaya was ranked at 6th in East Java with AKI at 144.64 per 100,000 live births. The purpose of this study was to analyze the obstacles to the implementation of maternal referral in the city of Surabaya on the Interorganizational Coordination (IOC) theory.

This research was a descriptive cross sectional study design. Samples were 43 health centers in Surabaya and two most referral destination hospitals. Data was collected by interview using the questionnaire in one midwife representatives in each health center and hospital. Variables of study were based by organizational factors that play a role in the implementation of maternal referral, the effectiveness of the IOC, and the effectiveness of maternal referral system.

Results of this study showed that the variables which become obstacles to the implementation of maternal referral at health centers were communication and timely. While the variables that become obstacles to the implementation of maternal referral at hospital were communication, clinical and appropriate.

It is necessary to repair maternal referral system at Surabaya based on that obstacles.

Keywords: obstacles, maternal referral, interorganizational coordination