

ABSTRACT

Puskesmas Kintamani I has got several more points compared with another health centers in another area. It is located in a very strategic area, the capital city of sub district. It has more complete facilities which make it becomes the references for another 3-health centres around which are less complete. Besides, the location is nearer than the general hospital in Bangli, which will take longer time to be reached. However, although Puskesmas Perawatan Kintamani I has got much more good points, the application of Poed is far from the expectation. This health centre supposed to be able to provide the right Poed service, which can be appropriated with its level. This problem is the point being concerned by the writer and be taken as the background of study.

This research is aimed to design the appropriate Poed development, based on the FGD and the interview with patient about puskesmas's human resources, facilities, type of Poed service that is provided, pregnant mother's expectation of the health centre, and doctors and nurse expectation of the Poed.

The research was held in Puskesmas Perawatan Kintamani I. The method being taken was crosssectional respondent survey to the head of Puskesmas, 3 general practitioners who being assigned in overnight treatment, 10 villages nurse, 6 private nurse, 4 private doctors, and 341 pregnant mother in the area of Puskesmas.

The results being achieved are: 27.57% pregnant mothers need Poed service. The services involved SpOG, Oxitosin drip, antibiotic, extraction vacuum and SC primer that are grouped in A box, costumer's window. Sedative, curetage, manual placenta and laboratory check up are grouped in box B, costumer's window. According to an obstetric genecology of RSUD Bangli, the services that can be applied are SpOG, USG, antibiotic, oxitosin drip, extraction vacuum, laboratory check up, curetage, sedative and manual placenta. Private nurse and doctor's expectation of Poed in Puskesmas Perawatan Kintamani I are trained officers who are able to diagnose and handled Poed case, private room that is qualified for Poed service, complete equipment and complete medicine, provide SPOG, USG, antibiotic, oxitosin drip and vacuum extraction which are grouped in box A, costumer window. The expectation for duty officers are should be 3 officers available, laboratory service, sedative injection, manual placenta and curetage are grouped in box B, costumer's window. Being grouped in box A, customer's window can be defined as that the pregnant mothers put that point in the priority of needs or the nurse and doctors view that as the important point while the health centre couldn't provide it. Being grouped in box B means that both pregnant mothers and nurse or doctors view that treatment as important need and health centre could provide it.

The suggestion being given to develop the poed service in Puskesmas Perawatan Kintamani I based on the interview and FGD result is to complete the supply of medicine and provide more complete equipment. In the term of services, according to obstetric genecology of RSUD Bangli, the officers should be trained well and acknowledged by IDI and POGI. Besides, they also has got field-training program in hospital. The poed services that are carry on in Puskesmas Kintamani I should be supervised by obstetric genecology.

Key word: Poed, FGD, interview, box A and B customer's window.