

ABSTRACT**Strategy for Improving Public Health Center Inpatient Health Service Quality through Community Assessment Analysis in Situbondo Regency in 2005**

Public Health Centers (PHC) of Besuki, Panarukan and Asembagus are PHCs with inpatient wards working as the Technical Executing Unit of Situbondo Regency Health Office. The aim of this research was to formulate the inpatient health service quality improvement strategy through community assessment analysis of two perspectives, that was of PHC and of community perspectives. The PHC perspective analyzed management, service availability, service competence and persistence. While the community perspective analyzed community's expectation and the actual condition of services rendered by doctors, nurses and supporting facilities.

This was an analytic observational study conducted in May 2005. Data collection was by interviews guided by questionnaires. The sample was taken from PHC staff by a simple random and quota system samplings and total population of the patients, consisted of post-hospitalization patients in April and inpatients in May 2005 amounting to 366 respondents. Matrix analysis was used to determine the priority setting strategy of PHCs Besuki, Panarukan and Asembagus of Situbondo Regency in the year 2005.

From the matrix analysis, the first quadrant revealed how important this matter according to patients which was expected by community to be materialized, while PHC implementation was not entirely satisfying. These factors were doctor's cleanliness; doctor's neatness; doctor's skill in diagnosing; doctor's perceptiveness; nurse's skill to check blood tension; doctor and nurse's willingness to promote health; food variety; inpatient ward cleanliness; and hospitalization tariff. The second quadrant showed factors which had been performed by PHC according to patient's expectation. PHC had to maintain the existing condition. They were doctor and nurse's quick response; bath-room cleanliness; doctor's perceptiveness; doctor's attention; nurse's responsiveness and attention; and PHC administration process.

The strategy to improve the inpatient health service quality were to improve the skill of doctors and nurses; to bring closer medicine service with medical supporting units; to optimize cleaning service workers; to implement administrative service; to give easy procedure for doctor's consultation, to enhance doctor's appearance; to comply to Standard Operating Procedure; to advocate the stakeholders of budget sufficiency for improvement and development of PHC inpatient service.

Key words: Strategy, Improvement, Service Quality, Public Health Center, inpatients care