

ABSTRACT

Primer Health Care as a functional unit has 3 (three) functions that is as the center of construction that has health concept, as the center of society guidance and as first level health service center that responsible for working area that has been determined.

Waru Primer Health Care is one of 20 (twenty) local government clinics that has been built in Pamekasan regency, in order to give health service and inpatient service based on the Decree of the Second Level Regency Officer in Pamekasan Number 29 Year 1997.

The effort to increase inpatient service is through the assessment and complaint of the society that already feel the inpatient service in local government clinic and the service of human resources, service instrument, health treatment, and the socialization of inpatient service. This research is using survey with questionnaire guidance interview.

Sample is taken by non probability method that is quota sampling that involved 100 (one hundred) respondents and it is done at 2 (two) July and August 2004. Analysis is done based on Descriptive Analysis toward the assessment, need and metric diagram analysis in order to determine the priority, to improve the service of Primer Health Care in Waru, Pamekasan regency.

From the result of the research, the effort to improve health service through assessment analysis of the above variables is arranged, therefore those factors are put together in quadrant one, in which the patient is really needs those attributes, but its implementation have not done completely by Primer Health Care. This is the factor that must receive an attention from the management of Primer Health Care. The factor that put in this quadrant is socialization of inpatient.

Key words : Quality improvement, Clinic health center