

RINGKASAN

Analisis Kebutuhan dan Harapan Masyarakat Sebagai Strategi Pengembangan Pelayanan Kesehatan Jiwa di Puskesmas Manukan Kulon Surabaya

Rr.Ika Indiyah Praseyawati

Kebijakan pemerintah yang tertuang dalam Kebijakan Nasional Pembangunan Kesehatan Jiwa 2001-2004 menyebutkan bahwa Puskesmas diharapkan lebih meningkatkan perannya dalam program pelayanan kesehatan jiwa di institusinya melalui upaya promotif, preventif dan kuratif. Penelitian ini dilakukan karena masih rendahnya tingkat pemanfaatan pelayanan kesehatan jiwa di Puskesmas Manukan Kulon Surabaya.

Tujuan penelitian adalah menyusun usulan strategi pengembangan pelayanan kesehatan jiwa yang meliputi aspek 5 P (*Power, Position, Pace, Potensial dan Performance*), berdasarkan analisis kebutuhan dan harapan masyarakat pengguna/konsumen dan analisis penilaian masyarakat serta penilaian masyarakat terhadap kondisi pelayanan kesehatan jiwa saat ini dalam upaya meningkatkan pemanfaatan pelayanan kesehatan jiwa di Puskesmas Manukan Kulon Surabaya.

Penelitian ini bersifat deskriptif dibantu dengan analisis jendela pelanggan. Penelitian dilaksanakan dari bulan Nopember 2004 sampai dengan Januari 2005. Sumber informasi yaitu masyarakat pengguna/pengguna/konsumen yang bertempat tinggal di wilayah Puskesmas Manukan Kulon, yang pernah atau sedang berobat di Puskesmas Manukan Kulon, Rumah Sakit Umum Dr. Soetomo, Rumah Sakit Jiwa Menur dan RSAL Dr. Ramelan Surabaya sebanyak 77 orang, dan juga Kepala Puskesmas dan pelaksana pelayanan Program Kesehatan Jiwa di Puskesmas Manukan Kulon Surabaya. Sampel dari masyarakat diambil secara *simple random sampling*.

Hasil analisis penelitian didapatkan sebagai berikut:

1. Hasil pengetahuan responden tentang gangguan jiwa dan tentang pelayanan kesehatan jiwa di Puskesmas cukup tinggi, dan sebagian besar responden memilih berobat ke Puskesmas daripada ke RSU atau ke RS Jiwa Menur.
2. Kebutuhan responden untuk pelayanan kesehatan jiwa di Puskesmas cukup besar (66,2%), dan (43%) membutuhkan pelayanan pengobatan kasus gangguan jiwa.
3. Harapan responden untuk pelayanan kesehatan jiwa di puskesmas adalah prosedur pelayanan administrasi yang cepat, alur pelayanan diharapkan terpisah dengan pasien umum, ada pelayanan khusus rujukan, kemampuan petugas, adanya kerjasama Puskesmas dengan RSU Dr. Soetomo/RSJ Menur dalam pelayanan penyuluhan dan konsultasi, konsultasi oleh dokter, pelayanan kunjungan rumah, tarif dan waktu pelayanan sama dengan pasien umum, adanya jadwal rutin penyuluhan, adanya inovasi pelayanan di Puskesmas, jenis petugas yang sesuai, sikap petugas baik, tersedianya jumlah dan jenis obat untuk pasien jiwa, dan mutu pelayanan kesehatan jiwa yang cukup baik.
4. Penilaian pelayanan kesehatan jiwa di Puskesmas yang tersedia saat ini menunjukkan hasil prosedur pelayanan masih rumit, alur pelayanan khusus jiwa tidak ada, kemampuan petugas kurang, ada kerjasama konsultasi dengan RS Jiwa Menur, tidak ada pelayanan konsultasi dengan psikiater, jadwal penyuluhan rutin kurang, ketersediaan jumlah dan jenis obat untuk pasien jiwa kurang, dan mutu pelayanan kesehatan jiwa pada aspek *reability* kurang.

Dengan mengacu pada hasil analisis data dan hasil FGD maka pemilihan strategi ditentukan dengan pengembangan pasar, inovasi pengembangan produk dengan penyederhanaan alur pelayanan, peningkatan jumlah dan pengetahuan petugas, kerjasama, koordinasi dan advokasi dengan lintas sektor serta pemenuhan ketersediaan sarana dan obat sesuai kebutuhan masyarakat.

Saran penelitian terutama adalah perlunya meningkatkan pemanfaatan pelayanan kesehatan jiwa melalui pengembangan kebijakan dan sistem upaya kesehatan jiwa dasar di wilayah Puskesmas Manukan Kulon oleh Dinas Kesehatan Kota Surabaya. Bentuk pengembangan diantaranya dengan meningkatkan penyebarluasan informasi, membina kerjasama dengan semua *stake holder*, serta pelatihan dokter dan perawat di puskesmas untuk meningkatkan penerapan standar upaya pelayanan kesehatan jiwa dasar. Strategi berdasarkan konsep 5 P yang telah disusun dapat digunakan sebagai dasar pertimbangan kebijakan bagi Dinas Kesehatan Kota Surabaya dan Puskesmas.



SUMMARY

Community Need And Expectation Analysis As Strategies To develop Mental Health Service In Manukan Kulon Public Health Center

Rr. Ika Indiyah Prasetyawati

Government policy to developing mental health in 2001-2004 concerns expectation for public health centers to improve their roles at mental health programs through promotion, prevention and curative ways. This study was held in spite of the very low utilization in mental health service at Manukan Kulon public health center of Surabaya District.

The purpose of this study was to strive after developmental strategies for mental health service basically in power, position, pace, potential, and performance, based on community need and expectation and also community measurement of mental health service in order to improve mental health utilization in Manukan Kulon public health center of Surabaya District.

This was a descriptive study with costumer window analysis. Held in November 2004 through January 2005, this study information source was from 77 respondents whom live in Manukan kulon areas and whom ever or still became patients of Dr. Soetomo public hospitals, Menur Hospitals, and Dr. Ramelan Navy hospitals. Besides respondents which been taken by simple random sampling, the information source also include the head of public health center and all personal whom responsible to give the mental health service.

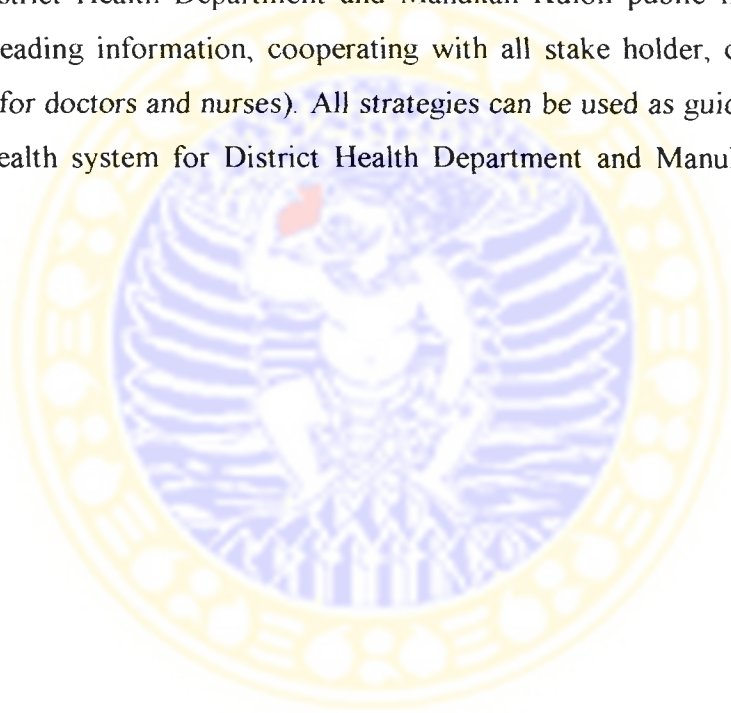
The result shows as follows:

1. Respondent knowledge of mental illness and mental health service were good, and most respondents choose public health center as place to cure the mental illness.
2. The Needs was to have mental health service in public health center, especially for mental illness cases.
3. The Expectation was shown fast administration service; difference service channel from other patients; special referral system; staff ability; cooperation between District Health Departement and public health center in community information and home-caring patients; time and tariff same as other patients, routine schedule in community information; service innovation; although staff had good attitude and the qualification was appropriate; drugs quantity and quality stocks was enough, and generally quality service is good.

4. The community measurement of mental health service shown complicated administration service, no difference service channel from other patients; no special referral system; low staff ability; consultation cooperation with Menur hospitals but no consultant with doctor; no routine schedule in community information; durgs quantity and quality stocks still low, and realibility quality service is also low.

With data analysis and focus group process, strategies defined is to form market development, product innovation to simplify service channel, improving quantity and staff ability and knowledge, cooperation, coordination and all-sector advocacy, and preparing drugs quantity and quality stocks based on community needs.

Suggest that can be given was to develop all policy and basic mental health system in area service by District Health Department and Manukan Kulon public health center. The ways including spreading information, cooperating with all stake holder, continuous human resources training (for doctors and nurses). All strategies can be used as guide in forming new policy in mental health system for District Health Department and Manukan Kulon public health center.



ABSTRACT

Community Need And Expectation Analysis As Strategies To Develop Mental Health Service In Manukan Kulon Public Health Center

Rr. Ika Indiyah Prasetyawati

Government policy to developing mental health service in 2001–2004 concerns expectation for public health centers to improve their roles at mental health service programs through promotion, prevention and curative ways. Manukan Kulon public health center of Surabaya District had a very low utilization in mental health service. This study goal was to build up strategies to increase the utilization of mental health service in Manukan Kulon public health center.

The research was descriptive study, held in November 2004 through January 2005 to 77 respondents whom live in Manukan Kulon areas and whom ever or still became patients of Dr. Soetomo public hospitals, Menur Hospitals, and Dr. Ramelan Navy Hospitals. This research identified community need and expectation of mental health service so that the strategies can be made to increase mental health service utilization.

With data analysis through customer window and focus group process, strategies being defined to form market development, product innovation to simplify service channel, improving quantity and staff ability and knowledge, cooperation, coordination and all-sector ad vocation, and preparing drugs quantity and quality stocks based on community needs.

Suggest that can be given was to develop all policy and basic mental health service system in area service bay District Health Department and Manukan Kulon public health center, which include spreading information, cooperating with all stake holder, continuous human resources training (for doctors and nurses). All strategies can be used as guide in forming new policy in mental health service system for District Health Department and Manukan Kulon public health center.

Keywords : Customer window, community need and expectation, mental health service utilization.