

RINGKASAN

PENGEMBANGAN PUSKESMAS JETIS KABUPATEN PONOROGO MENJADI PUSKESMAS PERAWATAN BERDASARKAN HASIL ANALISIS HARAPAN DAN KEBUTUHAN MASYARAKAT

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Dari data diketahui bahwa rata-rata kunjungan di Puskesmas Jetis Kabupaten Ponorogo dikategorikan tinggi (1500 orang per bulan) dan penduduk yang dirujuk ke Rumah Sakit Umum Daerah selama periode 2003 tercatat 420 orang (kunjungan baru dan lama), 140 orang diantaranya rawat inap, oleh karena itu Puskesmas Jetis perlu dikembangkan menjadi Puskesmas Perawatan mengingat angka kunjungan yang tinggi, jumlah kasus rujukan ke Rumah Sakit Umum Daerah Ponorogo juga tinggi.

Tujuan umum dari penelitian ini adalah mempelajari pengembangan Puskesmas Jetis menjadi Puskesmas perawatan di Kabupaten Ponorogo berdasarkan analisis harapan dan kebutuhan masyarakat. Penelitian ini merupakan penelitian survei dengan pendekatan *cross sectional*. Sebagai populasi adalah masyarakat yang berada diwilayah kerja Puskesmas Jetis Kabupaten Ponorogo. Sedangkan sampelnya berjumlah 94 orang

Hasil penelitian adalah sebagai berikut:

- (1) Karakteristik responden yang berada diwilayah kerja Puskesmas Jetis Kabupaten Ponorogo sebagian besar (50%) adalah golongan usia produktif (31-50 tahun), 59,6% laki-laki, 33% tamat SLTA, 81,9% sudah berkeluarga, 29,8% pekerjaannya sebagian besar adalah petani dan 26,6% wiraswasta dan 59,1% dari golongan ekonomi menengah ke bawah.
- (2) Sebagian besar responden (92,6%) membutuhkan pelayanan keperawatan di Puskesmas Jetis Kabupaten Ponorogo, dengan alasan dekat dengan rumah dan berada di daerah sendiri.
- (3) Penilaian sebagian besar responden terhadap pelayanan kesehatan di Puskesmas Jetis adalah sebagai berikut: (a) Pelayanan di loket, sebagian besar responden menyatakan: 88,3% petugas loket berpenampilan rapi, 91,5% loket bersih, 39,4% waktu tunggu di loket singkat (5-< 10 menit) dan 39,4% waktu tunggu di loket agak lama (10-<15 menit), 76,6% pelayanan yang cepat oleh petugas loket, 81,9% petugas loket bekerja dengan cekatan, 84% petugas loket ramah terhadap pasien, 100% responden menyatakan administrasi yang mudah di loket, dan 85,1% petugas loket bersedia memberikan penjelasan pada pasien bila diminta. (b) Pelayanan kesehatan, sebagian besar responden menyatakan: 50,5% yang melayani adalah perawat, petugas kesehatan rapi (dokter, dokter gigi, perawat, dan bidan), terampil, ramah, mudah menghubungi, dan bersedia memberikan informasi pada pasien. (c) Pelayanan di kamar obat, sebagian besar responden menyatakan: 96,8% kamar obat bersih, 97,9% petugas dikamar obat berpenampilan rapi, 95,7% petugas dikamar obat melayani dengan cepat, 71,3% petugas obat ramah pada pasien, dan 63,8% petugas obat selalu memberikan informasi pada pasien tentang manfaat, waktu minum dan efek samping obat. (d) Fasilitas medis dan non medis, sebagian besar responden menyatakan: 71,3% alat kesehatan yang digunakan untuk memeriksa pasien dalam keadaan bersih, 89,2% ruang tunggu di Puskesmas dalam keadaan bersih, dan 58,5% kondisi tempat parkir di Puskesmas cukup aman.

- (4) Sebagian besar responden (92,6%) mengharapkan pelayanan rawat inap di Puskesmas Jetis Kabupaten Ponorogo karena dekat dengan rumah dan berada di daerah sendiri. Sedangkan jenis pelayanan kesehatan rawat inap yang perlu (di prioritas kan) menurut responden adalah: pelayanan dokter, pelayanan dokter spesialis, pelayanan para medis, pelayanan laboratorium, pelayanan apotek, pelayanan operasi ringan, pelayanan radiology, ambulance 24 jam, dan pelayanan antar jemput pasien.
- (5) Berdasarkan analisis kebutuhan dan harapan responden, maka sangat berpotensi untuk mengembangkan Puskesmas Jetis menjadi Puskesmas perawatan.
- (6) Segmen pasar yang ada di Puskesmas Jetis adalah kelompok usia produktif, laki-laki, memiliki tingkat pendidikan yang relatif tinggi, sudah berkeluarga, berprofesi sebagai wiraswasta dan petani, dan berada pada golongan ekonomi menengah kebawah. Hal tersebut adalah peluang bagi pengembangan Puskesmas Jetis menjadi Puskesmas perawatan.
- (7) Produk pelayanan yang bisa dikembangkan adalah Puskesmas perawatan dengan pelayanan: Pelayanan oleh dokter umum, dokter spesialis dan para medis, Pelayanan laboratorium, Pelayanan apotek, Pelayanan tindakan medis sederhana (operasi ringan), Pelayanan radiology, Menyediakan ambulance 24 jam, dan Pelayanan antar jemput pasien.

Dari hasil penelitian saran yang dapat diberikan adalah Perlu adanya dukungan dari berbagai pihak terutama dari pemerintah daerah untuk mengembangkan Puskesmas Jetis menjadi Puskesmas perawatan. Perlu diteliti lebih lanjut tentang kemampuan dan kemauan masyarakat dalam membayar pelayanan kesehatan, sehingga arah pengembangannya sesuai dengan kebutuhan dan harapan masyarakat.

SUMMARY

Developing Jetis Public Health Center of Ponorogo District to become Inpatients Public Health Center Based on Community Need and Expectation

Budi Santoso

Data gathering in Ponorogo District shows that in the year 2003 Jetis Public Health Center utility can be categorized as high (1500 patients per month), 420 patients (incident and prevalence) from the community being referral to the public hospital, 140 of it were hospitalized. It shows that Jetis public health center need to be develop into public health center with inpatients service because the high service utility and referral case to district public hospital were also high.

The purpose of this research is to observe the development of Jetis public health center with inpatients care through community need and expectation. This research was a survey study with cross sectional approach. As population, data gathered to community in Jetis service area in Ponorogo district, samples took 94 respondents.

This Study research shows as follows:

1. Respondents characteristics mostly (59,6%) men, (50%) in productive ages (in range 31-50 years old), (33%) high school graduated, (81,9%) had married status with jobs as farmers (29,8%) or entrepreneurs (26,6%), and mostly (59,1%) come from low to middle economic backgrounds.
2. Mostly respondents (92,6%) need the Jetis public health center with inpatients care because they live within the area service and near their residents.
3. Respondent measurement in Jetis PHC services shows: (a). The ticket service, mostly respondents states: (88,3%) ticket officer had neat appearance, (91,5%) states the place is clean, (39,4%) ticket waiting time had long period (over 10-15 minutes), (76,6%) officers service is good, (81,9%) officer work in handy, (84%) officer is kind and considerate, (100%) respondents said that administration service is easy, (81,9%) ticket officer always give information without patients permission: (b). The services, mostly respondents states: (50,5%) services was given by nurse, all medic officers (doctors, dentists, nurses, and midwives) had neat appearance, kind and considerate, handy, easy to contact, and informative to all patients; (c). Drugs services, mostly respondents states: clean location (96,8%), neat officer appearance (97,9%), speedy officer (95,7%), kind and considerate officer (71,3%), informative officer (63,8%) about utility, time, and side effect of drugs; (d). The Medic and Non-medic facilities, mostly respondents state that: services tools are sterile (71,3%), waiting room is neat and clean (89,2%), and parking place is safe (58,5%).
4. Mostly respondents (92,6%) expecting the inpatients care in Jetis public health center of Ponorogo district because near their residents and they live

within the area service. The inpatients care services that need to become priority according respondents are: services by doctors, specialists, and paramedics; laboratory services; pharmacy services; minor surgery service, radiology services, 24 hours ambulance service, and patient care in-and-out service.

5. Through results of community need and expectation shows that Jetis public health center very potential to develop into public health center with inpatients care.
6. As market segmentation, resulting for men in productive ages, educative, married with jobs as farmers or entrepreneurs, and mostly come from low to middle economic backgrounds. Those were the opportunity of Jetis public health center to develop into public health center with inpatients care.
7. The products which can be develop is inpatients care with services as: the service by doctors, specialists, and paramedics; laboratory services; pharmacy services; minor surgery service, radiology services, 24 hours ambulance service, and patient care in-and-out service.

The results and suggestion that can be retrieve is that the development needs ad vocation especially from district government so that the realization to develop Jetis public health center into public health center with inpatients service can be maintained. It also need continue study of community ability to pay and willingness to pay, so the development efforts can supporting community need and expectations.

ABSTRACT

Developing Jetis Public Health Center of Ponorogo District to become Inpatients Public Health Center Based on Community Need and Expectation

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Ponorogo District shows that in the year 2003 Jetis Public Health Center utility can be categorized as high (1500 patients per month), and 420 patients being referral to district public hospitals (as incident and prevalence case), 140 of them as inpatients case which is why Jetis public health center need to develop into public health center with inpatients care because the high service utility and referral case to district public hospital were also high.

The purpose of this research is to observe the development of Jetis public health center with inpatients care through community need and expectation. This research was survey study with cross sectional approach. As population, data gathered to community in Jetis area service in Ponorogo district, and samples took 94 respondents.

The results define market segmentation for men in productive ages, educative, married with jobs as farmers or entrepreneurs, and mostly come from low to middle economic backgrounds. The products develop into the service from doctors, specialists, and paramedics; laboratory services; pharmacy services; minor surgery service, radiology, 24 hours ambulance, and patient care in-and-out service.

It concluded that the development needs ad vocation especially from district government so that the realization of plan can be maintained. It also need continue study of community ability and willingness to pay, so the development efforts can also support community need and expectations.

Keywords: Development, community need and expectation, inpatients public health center