

EVALUASI DAMPAK AKREDITASI PUSKESMAS TERHADAP MUTU PELAYANAN DALAM MENDUKUNG *UNIVERSAL HEALTH COVERAGE* DI KOTA DEPOK

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ABSTRAK

Latar Belakang: Akreditasi Puskesmas merupakan kebijakan nasional yang bertujuan meningkatkan mutu pelayanan kesehatan primer dan menjadi syarat kerjasama dengan BPJS Kesehatan dalam kerangka Jaminan Kesehatan Nasional (JKN). Meskipun cakupan kepesertaan JKN di Kota Depok telah melampaui target *Universal Health Coverage* (UHC), kualitas layanan yang dirasakan masyarakat masih menunjukkan ketimpangan. Penelitian ini bertujuan mengevaluasi dampak implementasi akreditasi terhadap mutu layanan kesehatan di Puskesmas dalam mendukung pencapaian UHC. **Metode:** Penelitian ini menggunakan pendekatan kualitatif evaluatif dengan desain studi kasus multi-situs. Data dikumpulkan melalui wawancara mendalam, observasi non-partisipatif, dan telaah dokumen di dua Puskesmas terakreditasi paripurna di Kota Depok (Cinangka dan Pancoran Mas). Analisis data dilakukan secara tematik berdasarkan kerangka Donabedian (struktur, proses, dan hasil), serta teori implementasi kebijakan Mazmanian dan Sabatier. **Hasil:** Implementasi akreditasi memberikan kontribusi terhadap perbaikan struktur dan proses layanan, seperti penataan ruang, kelengkapan sarana, penerapan SOP, dan penguatan manajemen mutu. Dampak tersebut dirasakan langsung oleh pasien dan tenaga kesehatan melalui peningkatan responsivitas, efektivitas, keselamatan pasien, dan kontinuitas layanan. Faktor pendukung meliputi komitmen pimpinan, kerja tim, pelatihan berkelanjutan, dan dukungan lintas sektor. Hambatan yang ditemukan mencakup keterbatasan SDM, beban kerja administratif, dan infrastruktur yang belum optimal. Strategi optimalisasi mencakup pelatihan internal, audit mutu rutin, inovasi layanan jemput bola, serta integrasi dengan sistem pembinaan lintas sektor. **Kesimpulan:** Akreditasi berkontribusi terhadap peningkatan mutu pelayanan kesehatan primer dan relevan dalam mendukung pencapaian UHC, namun keberhasilannya sangat bergantung pada penguatan kapasitas organisasi, keberlanjutan pembinaan mutu, dan dukungan kebijakan berbasis konteks.

Kata Kunci: Akreditasi Puskesmas, Mutu Pelayanan Kesehatan, *Universal Health Coverage*, Donabedian, Implementasi Kebijakan

EVALUATION OF THE IMPACT OF COMMUNITY HEALTH CENTER ACCREDITATION ON SERVICE QUALITY IN SUPPORTING UNIVERSAL HEALTH COVERAGE IN THE CITY OF DEPOK

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ABSTRACT

Background: Primary health care accreditation in Indonesia is a national policy aimed at improving service quality and is mandated as a prerequisite for collaboration with the National Health Insurance (JKN) program managed by BPJS Kesehatan. Although Depok City has achieved over 95% JKN enrollment—a threshold for Universal Health Coverage (UHC)—perceived service quality remains uneven. This study aims to evaluate the impact of accreditation implementation on the quality of services at community health centers (Puskesmas) in supporting UHC. **Methods:** A qualitative evaluative approach with a multi-site case study design was employed. Data were collected through in-depth interviews, non-participant observation, and document analysis at two accredited Puskesmas in Depok (Cinangka and Pancoran Mas). Thematic analysis was conducted using Donabedian's framework (structure, process, and outcome) and guided by the policy implementation theory of Mazmanian and Sabatier. **Results:** Accreditation contributed to improvements in service structure and processes, including facility organization, equipment adequacy, implementation of standard operating procedures, and internal quality management. These changes were perceived positively by both patients and healthcare workers, particularly in terms of responsiveness, effectiveness, patient safety, and continuity of care. Key enabling factors included leadership commitment, team cohesion, continuous training, and intersectoral support. Barriers identified included limited human resources, administrative burdens, and inadequate infrastructure. Optimization strategies involved ongoing capacity-building, routine internal audits, mobile outreach services, and policy coordination across sectors. **Conclusion:** Accreditation plays a vital role in enhancing the quality of primary care services and supports UHC objectives. Its effectiveness, however, depends on organizational capacity, sustained quality improvement practices, and contextually responsive policy support.

Keywords: Primary Care Accreditation, Health Service Quality, Universal Health Coverage, Donabedian Framework, Policy Implementation