

ANALISIS PELAKSANAAN STANDAR PELAYANAN MINIMAL (SPM) BIDANG KESEHATAN PADA PENDERITA HIPERTENSI DI PUSKESMAS CIPELANG TAHUN 2019

Sheila Rizkia Anjari

Abstrak

Standar Pelayanan Minimal (SPM) merupakan program pemerintah yang mencakup mutu pelayanan dasar yang harus dilakukan oleh setiap daerah di Indonesia demi terpenuhinya hak bagi seluruh masyarakat untuk tetap hidup sehat dan mendapatkan pelayanan kesehatan. Berdasarkan hasil capaian SPM Puskesmas Cipelang tahun 2019, indikator pelayanan kesehatan bagi penderita hipertensi sesuai standar memperoleh hasil capaian pada usia produktif secara kumulatif sebesar 34% sedangkan pada lansia diperoleh capaian sebesar 35,01%. Angka tersebut masih jauh dari target yang di tetapkan sebesar 100%. Tujuan penelitian ini menganalisis implementasi pelaksanaan Standar Pelayanan Minimal (SPM) penderita hipertensi di Puskesmas Cipelang tahun 2019. Metode penelitian ini kualitatif dengan pendekatan deskriptif. Jumlah informan sebanyak 8 orang dengan metode *purposive sampling*. Pengumpulan data dengan wawancara mendalam, studi dokumen, dan observasi. Teknik analisis data menggunakan 3 langkah yaitu reduksi data, penyajian data dan penarikan kesimpulan. Untuk memvalidasi data penelitian dilakukan triangulasi sumber, triangulasi teknis, dan triangulasi data. Hasil penelitian sudah mengacu pada Permenkes Nomor 4 Tahun 2019. Ditemukan kekurangan pada bagian *man* (SDM), penjangkaran dilakukan diluar gedung melalui posbindu dan kunjungan ke tempat kerja di wilayah kerja Puskesmas. Pelaksanaan pelayanan kesehatan penderita hipertensi sesuai standar belum berjalan secara optimal karena keterbatasan tenaga kesehatan. Saran yang diberikan yaitu melakukan penjangkaran melalui PIS-PK.

Kata Kunci : Standar Pelayanan Minimal (SPM), Pelayanan Hipertensi, Puskesmas Cipelang.

ANALYSIS OF MINIMUM SERVICE STANDARD (SPM) IMPLEMENTATION IN HYPERTENSION PATIENTS IN CIPELANG PUSKESMAS 2019

Sheila Rizkia Anjari

Abstract

Minimum Service Standard (SPM) is government program that covers the quality of basic services that must be carried out by every region in Indonesia in order to fulfill the rights of all people to live healthily and get health services. Based on the results of the SPM achievements of the Cipelang Community Health Center in 2019, the indicators of health services for hypertension sufferers according to standards obtained a cumulative achievement at productive age of 34%, while for the elderly it was 35.01%. This figure is still far from the target set at 100%. The purpose of this study was to analyze the implementation of the Minimum Service Standards (SPM) for hypertension sufferers at Cipelang Public Health Center in 2019. This research method is qualitative with a descriptive approach. The number of informants were 8 people with the purposive sampling method. The data Collection was carried out by in-depth interviews, a document study, and observation. The data analysis technique used 3 steps, namely data reduction, data presentation, and conclusion drawing. To validate the data research, source triangulation, technical triangulation, and data triangulation were used. The results of the study have referred to the Minister of Health Regulation No. 4 of 2019. It was found that there were deficiencies in the human (HR) section, the networking was carried out outside the building via Posbindu and visits to workplaces in the work area of the Puskesmas. The implementation of health services for patients with hypertension according to standards has not run optimally due to limited health personnel. The advice given is to do the networking through PIS-PK.

Keywords : Minimum Service Standard (SPM), Hypertension Service, Cipelang Health Center.