



The Efforts to Improve the Quality of Health Services in Puskesmas

Riqqah Fajr Isnaini(✉)

Faculty of Teacher Training and Education, Universitas Sebelas Maret, Surakarta, Indonesia
riqqahfjrr@student.uns.ac.id

Abstract. Health is an important part of the welfare of society. Health is also one of the basic human needs in addition to clothing, food and shelter. In human life, having a health where a person feels good physically and mentally, more precisely, is healthy, which is a condition that is free from various types of diseases, both physically, mentally, and socially. The public who are customers of public services also have needs and expect the performance of professional public service providers who are able to satisfy the community. The quality of public services is also of the public interest. Many people still complain about the quality of service at the puskesmas. This will talk about the quality of health services which are currently the main focus for the community. With awareness and concern for this quality must be increased.

Keywords: health services · quality · puskesmas

1 Introduction

The Puskesmas is the spearhead of health services that has a function as the first contact for the community in getting services. Which is where many people are still complaining about the services at the puskesmas. According to Permenkes No. 75 of 2014 concerning Community Health Centers, puskesmas are the most important role in improving the health status of the community as well as service facilities that carry out public health efforts by prioritizing the health efforts of first-level people to achieve the highest health status.

However, the puskesmas has not been able to fulfill its function properly. Instead, puskesmas are more synonymous with health services for the lower middle class. Puskesmas implements management in every activity process, namely human resource management which is one that is applied by puskesmas as a government organization. Therefore, health services are required to improve the quality of health services.

Quality is related to the belief that something quality is something that is luxurious and expensive. This quality is also abstract which cannot be measured. Quality has many different interpretations, when used to describe a particular product or service (Ali Gufran, 2007). Quality in health services can be interpreted as satisfying customer service. On the one hand, it is said that quality can be interpreted from the extent to which the health services provided are in accordance with standard operating procedures (SPO)

or medical procedures. Ali Gufran also said that quality service in a broad sense is defined as the extent to which the reality of the health services provided is in accordance with the latest and best medical professional criteria and standards that have met or exceeded customer needs with an optimal level of efficiency. Quality has the characteristics to do the right service in the right way.

2 Quality of Health Center Services

2.1 Quality includes material and human resources at the organization's own facilities. Quality includes the environment and people, both in hospitals and health centers. The quality of health services shows the level of perfection of health services that creates a sense of satisfaction for every patient. Quality health services can meet perceived needs and are carried out in a polite manner and are able to cure complaints and prevent the development of disease. The dimension of quality in health services is related to patient satisfaction which can affect the health and welfare of the community. Service providers must understand the health status and needs of the community.

The main cause of service quality is not easy because the quality of service quality is multi-dimensional with different perspectives in background, experience, education, knowledge, work, environment and interests. Several factors that influence the quality of health services are 1) consumer factors, whether health services meet needs and expectations, 2) professional factors, whether health services can meet patient needs and expectations, 3) management factors, how is the most efficient health service process for resources? ability to meet patient needs and expectations.

In an effort to improve quality, there are principles that need to be monitored, namely customer satisfaction and health service standards that must be balanced. The quality of a health service according to the Institute of Medicine (2001) can be based on efficiency, effectiveness, timeliness, fairness oriented to patient safety. Because the quality of health services cannot be separated from patient satisfaction. Quality health services will increase patient satisfaction with the services provided. In customer/patient satisfaction, they not only want healing from illness which is the outcome of the service, but the patient also feels and evaluates the treatment in the service process. Patients also expect that during the service process they will not experience medical errors or unexpected unexpected events. The existence of standards in health services provides benefits that can reduce the variation of the process which is a requirement and the basis for measuring the quality of the profession that will improve consistency, efficiency of health services and make it easier for officers in service. Therefore, it is necessary to increase and improve the quality of performance in health services.

2.2 According to the Minister of Health Regulation No. 75 of 2014 concerning Health Centers, the function of Puskesmas is the first, organizing the first level of Community Health Efforts (UKM) in their working areas which are authorized to carry out planning based on analysis of service needs, conduct advocacy and socialization of health policies, communicate and educate community empowerment in health. Second, the implementation of Individual Health Efforts (UKP) which is authorized to provide comprehensive and quality basic health services. Third, puskesmas as a vehicle for health

worker education. Third, puskesmas as a vehicle for health worker education. Efforts to improve the quality of health services:

1. Organizational arrangement that is efficient, effective and structured with clear work assignments adhering to the principle of organization through the function.
2. The existing laws and regulations followed by regulations support the implementation of the policy.
3. Strengthening networks that will improve health services and service quality.
4. Standardization which is an important activity that must be carried out with both quantitative and qualitative standards of personnel, advice and facilities, methods, capabilities, and others.
5. Development of human resources through various education and training on an ongoing basis to produce professional human resources.
6. Quality assurance must be implemented and followed by planning and implementing efforts to improve and improve service quality.
7. The development of science and technology is carried out in cooperation and collaboration with local and international centers of excellence.
8. Increasing the participation of the community and professional organizations, especially in fostering members with professional standards of quality improvement.
9. Increasing Social control that will increase accountability, transparency and service quality.

3 Conclusion

Quality is a standard that must be achieved by puskesmas through health workers who provide the best possible service to patients. Good service quality will be available and affordable according to the needs, resources, standards and professional ethics and satisfactory quality for the patients served. It is necessary to improve the quality of health services at the puskesmas because the puskesmas is the spearhead of health services that has a function as the first contact for the community in getting services. Quality health services will increase patient satisfaction with the services provided.

Bibliography

1. Ulumiyah, N. H. (2018). Meningkatkan Mutu Pelayanan Kesehatan dengan Penerapan Upaya Keselamatan Pasien di Puskesmas. *Jurnal Administrasi Kesehatan Indonesia*, 6(2), 149-155.
2. Djoko Wiyono, Manajemen Mutu Pelayanan Kesehatan, Airlangga University Press, 2000.
3. Rizanda Machmud (2008). Manajemen Mutu Pelayanan Kesehatan. *Jurnal Kesehatan Masyarakat*, 2(2), 186-190.
4. Lestari, T. R. P. Upaya Peningkatan Mutu Pelayanan di Puskesmas melalui Pendekatan Manajemen Sumber Daya Manusia Kesehatan. *Kajian* 23(3), 154–174 (2020). <http://jurnalbidandiah.blogspot.com/2012/05/strategi-dan-upaya-peningkatan-mutu.html>

Open Access This chapter is licensed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License (<http://creativecommons.org/licenses/by-nc/4.0/>), which permits any noncommercial use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license and indicate if changes were made.

The images or other third party material in this chapter are included in the chapter's Creative Commons license, unless indicated otherwise in a credit line to the material. If material is not included in the chapter's Creative Commons license and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder.

