

ABSTRAK

Puskesmas sebagai ujung tombak pelayanan kesehatan tingkat pertama memiliki peran penting dalam meningkatkan derajat kesehatan masyarakat. Penelitian ini bertujuan untuk mengkaji optimalisasi Pelayanan Kesehatan Tingkat Pertama di Puskesmas Dewantara, Kabupaten Aceh Utara. Berlatar belakang pada peran strategis Puskesmas dan adanya keluhan masyarakat terkait pelayanan, studi ini memfokuskan pada dua hal: (1) kesesuaian pelayanan kesehatan di Puskesmas Dewantara dengan Peraturan Menteri Kesehatan Nomor 43 Tahun 2019, dan (2) faktor-faktor yang mempengaruhi optimalisasi pelayanan berdasarkan dimensi kualitas pelayanan (keandalan, daya tanggap dan jaminan). Melalui pendekatan kualitatif deskriptif, penelitian ini menemukan bahwa Puskesmas Dewantara telah berupaya menerapkan standar pelayanan sesuai regulasi, termasuk dalam hal pendidikan, pelatihan dan pengawasan. Meskipun demikian, optimalisasi pelayanan masih terkendala oleh beberapa faktor, diantaranya keterbatasan sumber daya manusia, sistem informasi yang belum terintegrasi dan beban kerja yang tinggi. Guna meningkatkan kualitas Pelayanan Kesehatan Tingkat Pertama, beberapa saran yang diajukan mencakup: penguatan kuantitas dan kualitas SDM, optimalisasi sistem informasi kesehatan, peningkatan kapasitas kader kesehatan, perbaikan fasilitas fisik Puskesmas, dan penguatan koordinasi dengan Dinas Kesehatan serta pihak-pihak terkait.

Kata kunci: Optimalisasi, Pelayanan Kesehatan, Puskesmas, Permenkes 43/2019, Kualitas Pelayanan

ABSTRACT

Community Health Centers (Puskesmas), as the forefront of primary healthcare services, play a vital role in improving public health outcomes. This research aims to examine the optimization of Primary Health Services at Dewantara Community Health Center, North Aceh Regency. The research is grounded on the strategic role of Puskesmas and public concerns regarding service delivery. It focuses on two primary areas: (1) the conformity of healthcare services at Dewantara Community Health Center with the Indonesian Minister of Health Regulation Number 43 of 2019, and (2) factors influencing service optimization based on service quality dimensions (reliability, responsiveness and assurance). Employing a descriptive qualitative approach, this study reveals that Dewantara Community Health Center has made efforts to implement service standards in compliance with the regulation, including in aspects of education and training and supervision. Nevertheless, service optimization is still hindered by several factors, including limited human resources, a not fully integrated information system and high workloads. In order to improve the quality of Primary Health Services, it is suggested to: strengthen the quantity and quality of human resources, optimize the health information system, build the capacity of health cadres, upgrade the physical facilities of the health center, and strengthen coordination with the Health Office and relevant stakeholders.

Keywords: Optimization, Healthcare Services, Community Health Center, Minister of Health Regulation 43/2019, Service Quality