

Analisis Kinerja Unit Pelayanan Gigi Puskesmas Kelurahan di Wilayah Kecamatan Koja Jakarta Utara Tahun 2018 = Analysis of Dental Medical Unit Performance in Puskesmas Kelurahan at Koja District North Jakarta 2018

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Abstrak

ABSTRAK
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Lebih dari 50% penduduk di Indonesia memiliki permasalahan gigi dan mulut, ironisnya berdasarkan Riskesdas 2018, hanya sekitar 10% yang mampu mendapat akses ke layanan kesehatan gigi. Rifaskes 2011 mengindikasikan cakupan program usaha kesehatan gigi berbasis masyarakat di puskesmas masih sangat rendah, termasuk di wilayah DKI Jakarta. Penelitian ini bertujuan untuk melakukan kajian atas kinerja unit pelayanan gigi puskesmas kelurahan di wilayah Kecamatan Koja. Pendekatan wawancara mendalam, observasi, dan telaah dokumen dilakukan pada dua jenis unit pelayanan gigi yang ada di puskesmas kelurahan wilayah Kecamatan Koja. Terdapat dua skema, yaitu Pola I yang memiliki dokter gigi saja dan Pola III memiliki dokter gigi dan terapis gigi. Hasil penelitian menyatakan bahwa unit pelayanan gigi pola III memiliki kinerja pelayanan gigi yang lebih baik karena dapat menangani lebih banyak pasien dan tindakan, serta dapat memenuhi program Usaha Kesehatan Gigi Sekolah (UKGS) dan Upaya Kesehatan Gigi Masyarakat (UKGM). Sebaliknya, unit pelayanan gigi pola I hanya dapat memenuhi program UKGS dan menangani jumlah pasien yang lebih sedikit. Adanya kompetisi waktu antara program kesehatan gigi masyarakat dan poli gigi membuat dokter gigi kesulitan memenuhi semua pelayanan gigi. Pelaksanaan program UKGS maupun UKGM yang dipenuhi hanya terbatas pada penyuluhan singkat dan pemeriksaan sederhana yang dilaksanakan sekedar memenuhi target. Akibatnya, permasalahan gigi dapat terus berkembang menjadi penyakit yang semakin parah dan membutuhkan perawatan lebih kompleks. Hasil kajian juga menguak bahwa tindakan mayoritas, yaitu mumifikasi, kurang sesuai dengan standar perawatan yang dibutuhkan karena keterbatasan sumber daya. Disamping itu, tugas manajemen puskesmas ternyata menambah beban kerja dokter gigi dan mempengaruhi kinerja unit pelayanan gigi. Kolaborasi dokter gigi dengan terapis gigi akan meningkatkan kinerja unit pelayanan gigi karena dapat mengakomodasi kenaikan permintaan pelayanan, membantu melaksanakan semua upaya kesehatan gigi, dan meningkatkan kualitas pelayanan dalam era Jaminan Kesehatan Nasional (JKN).
Kata kunci: kinerja, pelayanan gigi, puskesmas, dokter gigi, terapis gigi

ABSTRACT
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Title : Analysis of Dental Medical Unit Performance in Puskesmas Kelurahan at Koja District North Jakarta 2018
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More than 50% of the population in Indonesia were reported to have dental problems, ironically based on Riskesdas 2018, only around 10% are able to get access to dental services. Rifaskes 2011 has indicated the coverage of the community-based oral health program at the Puskesmas is quietly low, even in the DKI Jakarta. This study aims to

/>analyze the performance of the dental medical unit at the puskesmas kelurahan in Koja
District area. The approach is through in-depth interviews, observations, and document
studies were carried out on two types of dental medical units that mostly be divided into
Pattern I with only dentist and Pattern III which have dentist and dental therapist. The
results of the study indicated that Pattern III had higher dental service performance
primarily because it could handle more patients and type of treatments also could carry
out School-based Oral Health (UKGS) and Community-based Oral Health (UKGM)
programs. In contrast, Pattern I only fulfill the UKGS program and handle fewer patients.
Clash of time between community-based program and dental poly makes it difficult for
dentists to fulfill all dental services. The implementation of the UKGS and UKGM
programs which only brief counseling and screening tended merely meet the targets so
that dental problems become more severe then require more complex treatments. The
study also revealed that the mummification, which were among the most frequent
treatment, were not in accordance with the standard of care due to limited resources. In
addition, management duties within puskesmas adds further workload of dentists and
influenced the performance of dental service. Dentist collaboration with dental therapist
will improve the performance of the dental service, allowing them to accommodate the
increase in demand, support implementation of all dental health efforts, and improve
dental service quality in the era of National Health Insurance (JKN).
Keywords : dental services; performance; puskesmas; dentist; dental therapist</p>