

# Analisis Upaya Peningkatan Capaian Standar Pelayanan Minimal (SPM) Pelayanan Kesehatan Orang Terduga Tuberkulosis (TB) di Puskesmas Kota Depok Tahun 2022 = Analysis of Quality and Performance Improvement to Achieve Minimum Service Standards (MSS) for People Suspected of Tuberculosis (TB) at the Depok City Health Center in 2022

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## Abstrak

Pelayanan kesehatan orang terduga TB merupakan salah satu standar pelayanan minimal (SPM) bidang Kesehatan yang harus dipenuhi oleh pemerintah Kab/Kota. Puskesmas merupakan unit terdepan dalam pencapaian target kinerja SPM bidang Kesehatan. Capaian SPM TB di kota Depok tahun 2021 baru mencapai 36,17 % dan menjadi capaian terendah kedua dari 12 SPM bidang Kesehatan Kota Depok. Tujuan dari penelitian ini adalah untuk menganalisis secara mendalam aspek struktur, aspek proses peningkatan mutu dan kinerja dengan pendekatan PDSA (Plan-do-study-act) serta output dalam upaya peningkatan capaian pelayanan kesehatan orang terduga TB di Puskesmas Kota Depok Tahun 2022. Penelitian ini menggunakan pendekatan kualitatif dengan menggunakan desain studi kasus melalui wawancara mendalam kepada 31 informan, observasi lapangan dan telusur dokumen. Hasil penelitian, belum semua Puskesmas menetapkan Tim TB Dots, kurangnya tenaga yang terlatih, sarana-prasarana belum semua sesuai standar, bahan-obat belum memadai, penggunaan teknologi informasi belum optimal, komitmen pimpinan dan staf masih kurang. Pada faktor proses, kegiatan upaya peningkatan capaian SPM TB pada tahapan study belum semua Puskesmas melakukan monitoring dan evaluasi terhadap capaian SPM TB. Pada output; terjadi peningkatan capaian pelayanan orang terduga TB pada tahun 2022 dibandingkan tahun 2021, namun belum semua Puskesmas dapat mencapai target SPM TB yang ditetapkan. Kesimpulan: faktor struktur dan proses peningkatan mutu dan kinerja yang dilakukan berpengaruh terhadap keberhasilan dalam pencapaian SPM TB di Puskesmas.

.....The health service for people suspected of having TB is one of the minimum service standards (MSS) in the health sector that must be met by the district/city government. The Public Health Center is the leading unit in achieving the MSS performance targets in the health sector. TB MSS achievement in Depok city in 2021 only reached 36.17% and became the second lowest achievement of the 12 MSS in Depok City Health. The aim of this study was to analyze in depth aspects of the structure, aspects of the quality and performance improvement process using the PDSA (Plan-do-study-act) approach as well as outputs in an effort to increase the achievement of health services for people suspected of having TB at the Depok City Health Center in 2022. This research used a qualitative approach using a case study design through in-depth interviews with 31 informants, field observations and document searches. The results of the study, not all Public Health Centers have established TB Dots Teams, lack of trained personnel, not all facilities are up to standard, medicinal materials are not adequate, use of information technology is not optimal, leadership and staff commitment is still lacking. In terms of process factors, not all Public Health Centers have conducted monitoring and evaluation of TB MSS achievements at the study stage. On output; there has been an increase in the achievement of services for people suspected of having TB in 2022 compared to 2021, but

not all Public Health Centers have reached the set TB MSS target. Conclusion: structural factors and quality and performance improvement processes carried out influence success in achieving TB MSS at the Public Health Centers.