

Pelayanan Kesehatan Berkualitas: Masih Jauh dari Harapan Ibu Hamil dan Bersalin. Studi Kasus Pelayanan Kegawatdaruratan Obstetri di RSUD Klas C, Kabupaten Kalimalang dan Suka Maju = Qualified medical service is still so far from wishing of pregnant and delivering mother(s). Case study on obstetric emergency service in local general hospital (RSUD) class C at both Kalimalang and Suka Maju District

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Abstrak

Penelitian ini mengungkapkan sejauh mana pelayanan kegawatdaruratan obstetri memenuhi kebutuhan perempuan sebagai pasien kegawatdaruratan obstetri, melalui pengalaman perempuan yang pernah memanfaatkan pelayanan kegawatdaruratan obstetri di RSUD klas C Suka Maju dan Kalimalang. Untuk melihat hubungan tersebut, digunakan kerangka pikir kesehatan dan kematian maternal menurut konsep kesehatan perempuan, hak dan kesehatan reproduksi, aspek yuridis pelayanan kesehatan reproduksi, konsep pelayanan kesehatan berkualitas menurut perempuan, program aksi safe motherhood dan standar pelayanan kegawatdaruratan obstetri. Metode penelitiannya berpendekatan kualitatif dan berperspektif perempuan. Metode pengumpulan data adalah studi kasus. Subjek penelitian berjumlah 31 orang, terdiri dari subjek utama sebanyak 12 orang, yaitu pasien trias kegawatdaruratan obstetri yang bertahan hidup serta 19 orang subjek pendukung, seperti orang tua/mertua, suami, saudara ipar, teman pasien baik yang meninggal dunia maupun bertahan hidup.

Hasil penelitian menunjukkan bahwa pelayanan kegawatdaruratan di dua RSUD tersebut belum sesuai dengan standar pelayanan kegawatdaruratan obstetri dan belum memenuhi kebutuhan perempuan sebagai pasien obstetri. Berdasarkan aspek yuridis, beberapa jenis pelayanan dapat dikategorikan sebagai pelanggaran terhadap hukum kesehatan dan hak reproduksi perempuan. Kenyataannya, pasien dan keluarganya lebih banyak diam dan pasrah karena superioritas dokter dan rumah sakit. Di samping itu, pasien dan keluarganya tidak memahani tindakan apa yang bisa mereka lakukan apabila dokter melanggar hukum atau hak reproduksi perempuan. Penelitian ini menyimpulkan bahwa pelayanan kegawatdaruratan obstetri dapat ditingkatkan apabila ada komitmen yang kuat dari para dokter dan rumah sakit secara keseluruhan.

*This Research revealed how far obstetric emergency service had satisfied woman needs as obstetric emergency patients thought woman experience who had ever gotten Obstetric Emergency Service in Local General Hospital (RSUD) Class C at both Kalimalang and Suka Maju District. To see such relation it had been applied frame of health and maternal mortality think according to woman health concept, reproductive rights and reproductive health, juridical aspect of reproductive medical service, concept of qualified medical service to them, action program of safe motherhood and obstetric emergency service standard. Method of collecting data used case study. Total research subject is 31 person comprising main subject is 12 obstetric emergency patients who has been survive, and 19 supporting subjects such as parents/parent in law, friends and cousin in law either who had passed away or as survivors.*

Research result had indicated that emergency service at those two hospital had not suitable with emergency service standard as well as had not satisfied woman needs yet as obstetric patients. In side of juridical aspect some of service types may be categorized as violation on both medical laws and reproductive rights. If fact rather, patients and their family is silent and nothing to do because superiority of physicians and hospital. And patients and their family had not understood what action to do if physicians had violated laws or reproductive rights. Finally, this research may draw conclusion that obstetric emergency service may be increased if physicians and hospital had bound strong commitment totally.</i>