

ABSTRACT

This research was based on issues and criticism from the community in the environment and also on social media regarding the lack of health services at the Simpang Sungai Duren Community Health Center. Improving health services must start from within the Puskesmas itself. Improvements in the quality of health services that can be carried out at health service facilities include medical audits, financial audits, infection control and prevention programs, antimicrobial resistance control, and ISO. For this reason, in order to achieve and implement improvements in the quality of health services both internally and externally, the central government and regional governments can impose administrative sanctions as a form of guidance and supervision based on the results of monitoring and evaluation during supervision, complaints and/or reporting in electronic and print media. Improving the Quality of health services is a series of efforts by health service facilities to provide health that comply with standards and prioritize patient safety. So, in an effort to improve the quality of health services, every health service facility is obliged to improve the quality of health services both internally and externally and continuously and sustainably.

Keywords: Services, Health, Fulfillment, Patient

INTISARI

Penelitian ini berangkat atas dasar isu dan kritik masyarakat di lingkungan dan juga di media sosial tentang kurangnya layanan kesehatan di Puskesmas Simpang Sungai Duren. Peningkatan layanan kesehatan harus dimulai dari internal puskesmas itu sendiri. Peningkatan mutu pelayanan kesehatan yang dapat dilakukan pada fasilitas pelayanan kesehatan antara lain seperti audit medis, audit keuangan, program pengendalian resistensi antimikroba, serta ISO. Untuk itu guna tercapai dan terlaksananya peningkatan mutu pelayanan kesehatan baik secara internal maupun eksternal, pemerintah pusat dan pemerintah daerah dapat mengenakan sanksi administratif sebagai bentuk pembinaan dan pengawasan yang didasarkan pada hasil monitoring dan evaluasi pada saat pengawasan, pengaduan dan atau pemberitaan media elektronik dan media cetak. Peningkatan Kualitas Pelayanan kesehatan merupakan serangkaian upaya fasilitas pelayanan kesehatan dalam menyelenggarakan pelayanan kesehatan yang sesuai dengan standar dan mengutamakan keselamatan pasien, sehingga dalam upaya peningkatan kualitas pelayanan kesehatan, setiap fasilitas pelayanan kesehatan wajib melakukan peningkatan kualitas pelayanan kesehatan baik secara internal maupun eksternal dan terus menerus serta berkesinambungan.

Kata Kunci: Pelayanan, Kesehatan, Pemenuhan Kebutuhan, Pasien