

# **Implementation Of Minimum Service Standards For Patients For National Health Insurance Participants In Outpatient Units Pratama Clinic Inpatient Care Siti Khodijah, Blitar City**

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## **ABSTRACT**

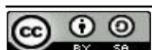
The implementation of SPM in the health sector cannot be separated from the implementation of the National Health Insurance program (JKN) or the Social Security Agency (BPJS) because of the complementary and synergistic nature. Patient satisfaction in accordance with the minimum service standards is an indicator of the standard of a hospital/health clinic/health care facilities and a measure of service quality. Low satisfaction will affect the number of visits in the hospital, while the attitude of employees towards patients will also have an impact on patient satisfaction where the needs of patients from time to time will increase, as well as the demands on the quality of services provided. Services provided to pregnant women in accordance with Permennkes number 4 of 2019 at least four times during pregnancy with a schedule of one time in the first trimester, one time in the second trimester and two times in the third trimester carried out by midwives and or doctors and or midwifery specialists both working in public and private health service facilities that have a registration certificate (STR). The study used a qualitative method with a narrative approach with Purposive Sampling with the background of the event caused by the experience of yourself and the experience of others as a form of knowledge about the health of the three informants of pregnant women. And there is a relationship of knowledge with the implementation of service standards according to permennkes number 4 of 2019. This means that the level of relationship between knowledge and implementation is quite sufficient with the suggestion that the primary clinic inpatient Siti Khodijah conduct training on Ante Natal Care services for health workers, especially midwives pregnant women to support the accuracy of the examination.

**Keywords:** Minimum Service Standards, National Health Insurance, Satisfaction.

## **INTRODUCTION**

Health is a basic need of every human being. A person cannot meet all the needs of his life if he is in an unhealthy condition. So that health is the capital of every individual to continue his life properly.

The government has a responsibility to ensure that every citizen receives quality health care according to their needs. As a basic need, each individual is responsible for meeting the needs of his life and those who are his responsibility, so basically the fulfillment of community needs for health is the responsibility of every citizen. Given the needs of citizens to health goods/services is very vital and with the characteristics of health goods/services are unique and complex, then the role of government in the health sector should be standardized, so that citizens can meet the needs in the health sector.



A sense of comfort while undergoing treatment is an important part for patients that can accelerate healing. Comfort such as getting enough information and communication and the friendliness of the officers contribute to the patient's recovery. The sick person not only needs treatment, but also attention and getting adequate information. Therefore, medical workers should always provide good service.

Important issues related to patient satisfaction that need to be considered is the quality of service with indicators of physical evidence, reliability, responsiveness, assurance, and empathy given to health workers to patients so as to create patient satisfaction. At this time, people who use health facilities are not only concerned with the end result, in the form of healing themselves or their families, but they have assessed what they see and feel when hospitalized. The increasing demands of the community for quality and affordable health facilities, various efforts are taken to meet these expectations. Health services are required to provide satisfaction to patients.

## **METHODS**

Research methods as a way to obtain the truth of science or a solution to a problem basically use the scientific method (Notoatmodjo, 2019). Research design is a research strategy in identifying problems before the final planning of data collection and identifying the structure where the research is carried out (Nursalam, 2019).

In this study using qualitative descriptive research design which is a research method carried out with the main purpose of making a picture of a situation objectively and understanding a phenomenon about what is experienced by research subjects holistically (Nursalam, 2019).

The approach used is narrative. Narrative approach is a research that focuses on individual experiences and rewrite them in the form of narrative chronology. The word narrative comes from the word to narrate which means to tell or describe an event or phenomenon in detail.

## **RESULTS**

Based on the results of research obtained from the results of filling out the initial questionnaire and in-depth interviews to pregnant women patients participating in the National Health Insurance . Perceptions of pregnant women patients participants of the National Health Insurance vary. However, the essence of each informant's answer is almost the same. The following are discussed the research findings according to the categories described above.

From the questionnaire question number 1 stated that the informant was satisfied with the medical services at the primary clinic inpatient Siti Khodijah Blitar. From the questionnaire question number 2 stated that the informant was quite satisfied with the information described by health workers who examine. From the questionnaire question number 3 stated that the informant was quite satisfied with the communication of health workers when asking complaints. From the questionnaire question number 4 stated that the informant was not satisfied with the facilities in the clinic Pratama prasana inpatient Siti Khodijah Blitar. And from Question Number 5 stated that the informant was very satisfied with the use of the National Health Health Insurance run in the clinic Prastama inpatient Siti Khodijah Blitar.

## **DISCUSSION**

1. Discussion of research in accordance with the implementation of Permenkes number 4 of 2019 concerning minimum Health Services

In accordance with Permenkes number 4 of 2019 concerning minimum health service standards, the findings of the implementation of minimum service standards in pregnant women patients participating in the National Health Insurance at the Siti Khodijah inpatient primary clinic in Blitar City were as follows :

a) Services provided to pregnant women at least 4 times during pregnancy with a schedule once in the third trimester which is carried out by midwives and or doctors and or midwifery specialists who work in government and private health care facilities who have a registration certificate ( STR).

## CONCLUSION

Patient satisfaction with health facility services including health care personnel, infrastructure, health information received to feedback obtained, as well as repeated patient visits.

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