

Abstrak

STUDI IMPLEMENTASI DAN KUALITAS PELAYANAN *VOLUNTARY COUNSELING AND TESTING (VCT)* DI PUSKESMAS KABUPATEN BANYUMAS (STUDI DI PUSKESMAS 1 BATURADEN DAN PUSKESMAS PURWOKERTO SELATAN)

Rafif Elnu Fauzan, Budi Aji, Colti Sistiarani

Latar Belakang: Kasus HIV merupakan suatu fenomena gunung es dimana penemuan jumlah kasus tidak menggambarkan total kasus HIV. Jumlah penemuan kasus HIV di Banyumas 2018 mencapai 152 jiwa, AIDS mencapai 95 jiwa, dan meninggal karena HIV-AIDS mencapai 19 jiwa. Serta pencapaian SPM HIV di Jawa Tengah hanya mencapai 71,06 % dari target 100%. Dalam peningkatan kualitas pelayanan HIV, pemberian pelayanan orang risiko terinfeksi HIV diwujudkan dengan Pelayanan VCT di Puskesmas. Namun, pelayanan VCT masih terkendala dalam penyediaan sumber daya, sarana prasarana, kerjasama, dan kelangsungan pelayanan. Peneliti ini bertujuan untuk menganalisis Implementasi dan Kualitas pelayanan VCT di Puskesmas Kabupaten Banyumas (Puskesmas 1 Baturaden dan Puskesmas Purwokerto Selatan).

Metodologi: Penelitian ini merupakan penelitian studi kasus kualitatif dengan pendekatan *thematic network*. Sumber data didapatkan dari wawancara mendalam, studi dokumen dan observasi. Analisis data menggunakan *content analysis*.

Hasil Penelitian: Keterbatasan kuantitas sumber daya, pelaksanaan hubungan komunikasi antar stakeholder, karakteristik stakeholder pelaksana, penampilan kompetensi teknis, bentuk kenyamanan pelayanan, kelangsungan pelayanan sesuai standar.

Kesimpulan: Pelayanan VCT di Puskesmas masih terkendala kuantitas sumber daya, kompetensi teknis petugas, dan fasilitas yang dapat mempengaruhi kualitas pelayanan. Serta perlu adanya hubungan komunikasi dan kerjasama antar stakeholder dalam pelaksanaan pelayanan VCT.

Kata Kunci: Implementasi, Kualitas, VCT

Abstract

IMPLEMENTATION AND QUALITY STUDY OF VOLUNTARY COUNSELING AND TESTING (VCT) SERVICES AT BANYUMAS HEALTH CENTER (STUDY AT BATURADEN 1 HEALTH CENTER AND PURWOKERTO SELATAN HEALTH CENTER)

Rafif Elnu Fauzan, Budi Aji, Colti Sistiarani

Background: HIV cases is an iceberg phenomenon, where the case finding is not totally representative the total number of HIV cases. Number of HIV cases in Banyumas 2018 was 152 person, AIDS was 95 person, and died of infected by virus of HIV-AIDS was 19 person. SPM of HIV services in central java is 71,06% of 100%. In enhancement of quality HIV services for the risk community, the government manifested VCT services in Health Center. However, VCT services have a problems, the problems is quantity of human resources, facilities, networking, and continuity of services. And this research have purpose to analysis implementation and quality of VCT services at Banyumas Health Center, study at Baturaden 1 Health Center and Purwokerto Selatan Health Center.

Methods: This research used case study qualitative with thematic network. Data sources were obtained through in-depth interview, documentation studies and observation. Data analysis use content analysis.

Results: limitedness human resources, comunication with stakeholders, the characteristic of stakeholders, competency of human resources, service convenience, and continuity of services.

Conclusions: VCT services in Health Center are still constrained from limitedness human resources, competency of human resources, and facilities that can affect quality of services, and need comunication and collaboration between stakeholder in implementation of VCT services.

Keynote: Implementation, quality, VCT