

## ABSTRAK

### ANALISIS PENCAPAIAN STANDAR PELAYANAN MINIMAL (SPM) PADA PENDERITA HIPERTENSI DI PUSKESMAS SOKARAJA 1 KABUPATEN BANYUMAS TAHUN 2024

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**Latar Belakang:** Standar Pelayanan Minimal (SPM) di Kabupaten Banyumas belum sepenuhnya mencapai target layanan sebesar 100% terutama pada SPM hipertensi. Puskesmas Sokaraja I masuk dalam kategori puskesmas dengan capaian SPM hipertensi paling rendah yaitu 94,2% pada tahun 2023. Diperlukan analisis lebih lanjut untuk mengetahui proses penyelenggaraan SPM hipertensi di Puskesmas Sokaraja I.

**Metode:** Penelitian ini menggunakan desain penelitian kualitatif dengan pendekatan fenomenologi. Penelitian dilaksanakan di Puskesmas Sokaraja I pada bulan Agustus – Desember 2024. Subjek penelitian terdiri dari 7 orang informan yang diperoleh melalui *purposive sampling*. Analisis data menggunakan analisis tematik.

**Hasil Penelitian:** Kegiatan SPM pada penderita hipertensi di Puskesmas Sokaraja I disusun sesuai dengan pedoman PMK No. 4 Tahun 2019 terdiri atas kegiatan kunjungan rumah dan pelatihan kader. Namun, kunjungan rumah tidak dilaksanakan oleh pihak puskesmas. Kegiatan SPM pada penderita hipertensi dilaksanakan oleh PJ SPM hipertensi, bidan desa, dan kader lalu dipertanggungjawabkan kepada manajemen puskesmas dan Dinas Kesehatan. Pelaksanaan kegiatan mengalami banyak kendala pada pencatatan dan pelaporan, koordinasi dan kerjasama tim hingga pada peran manajemen puskesmas dan *stakeholder*.

**Kesimpulan:** Penyelenggaraan SPM pada penderita hipertensi di Puskesmas Sokaraja I belum mencapai target dengan capaian sebesar 72,27% dari 100% layanan. Kegiatan kunjungan rumah perlu dilakukan agar sesuai dengan ketentuan pemerintah. Kegiatan sosialisasi tentang peraturan SPM serta pemberlakuan pemberian *reward* dan *punishment* kepada jejaring perlu dilakukan untuk mengatasi permasalahan pada pencatatan dan pelaporan jejaring di Puskesmas Sokaraja I.

**Kata Kunci:** Pencapaian, Standar Pelayanan Minimal, Hipertensi

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## ABSTRACT

### ANALYSIS OF THE ACHIEVEMENT OF MINIMUM SERVICE STANDARDS (MSS) FOR HYPERTENSION PATIENTS AT SOKARAJA I HEALTH CENTER BANYUMAS REGENCY IN 2024

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**Background:** The achievement of Minimum Service Standards (MSS) in Banyumas Regency did not fully achieve the 100% service target, especially MSS for hypertension. Sokaraja I health center falls into the category of health center with the lowest MSS for hypertension achievement of 94.2% in 2023. Further analysis is needed to find out the process of administering MSS for hypertension suspects at Sokaraja I health center.

**Methods:** This study uses a qualitative research design with a phenomenological approach. This research was conducted at Sokaraja I health center in August – December 2024. The research subjects consisted of 7 informants who were obtained through purposive sampling. Data analysis uses thematic analysis.

**Result:** The activities of MSS for hypertension at Sokaraja I health center are prepared according to Minister of Health Regulation Number 4 Year 2019 where activities consist of home visits and cadre training. However, home visits were not carried out by the health center. The activities of MSS for hypertension are carried out by programmer MSS hypertension, village midwives, and cadres and then accounted for to puskesmas management and the Health Office. The implementation of activities experienced many obstacles in recording and reporting, coordination and teamwork to the role of health center management and stakeholders.

**Conclusion:** The implementation of MSS for hypertension at Sokaraja I health center has not reached the target with an achievement of 72.27% of 100% service. Home visits need to be conducted in accordance with government regulations. Socialisation of MSS regulations as well as the implementation of rewards and punishments for networks need to be to overcome problems with network recording and reporting at the Sokaraja I health center.

**Keywords:** Achievement, Minimum Service Standards, Hypertension

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