

INTISARI

Latar Belakang: Pandemi COVID-19 dapat berdampak pada status kesehatan wanita hamil serta pada pelayanan kesehatan. Selama pandemi COVID-19, terjadi penurunan kualitas pelayanan kesehatan ibu. Peningkatan kualitas layanan kesehatan dapat dilakukan dengan mempertimbangkan perspektif pengguna layanan untuk meningkatkan kompetensi penyedia layanan, serta mengetahui harapan dari pengguna layanan kesehatan terhadap pelayanan kesehatan yang diberikan.

Tujuan: melihat pengalaman ibu didalam mengakses pelayanan maternal.

Metode: Penelitian ini merupakan penelitian kualitatif dengan pendekatan fenomenologi untuk mengeksplorasi bagaimana pengalaman ibu hamil yang pernah terkonfirmasi COVID-19 dalam pemanfaatan layanan kesehatannya. Penelitian dilaksanakan di Kabupaten Sleman, Daerah Istimewa Yogyakarta setelah mendapatkan ethical clearance dari Komisi Etik dengan nomor KE/FK/0565/EC/2022. Pengumpulan data dilakukan dengan wawancara mendalam yang dilakukan oleh peneliti dengan responden utama yaitu wanita hamil yang pernah terkonfirmasi COVID-19. Untuk mendapatkan keabsahan data penelitian, peneliti menggunakan Teknik triangulasi sumber dengan melakukan wawancara mendalam bersama responden triangulasi yaitu tenaga kesehatan di masing-masing Puskesmas. Analisis data menggunakan *thematic analysis* dengan refleksi fenomenologis dan interpretasi untuk mengidentifikasi tema yang mewakili data.

Hasil: Pandemi COVID-19 keseluruhan berdampak secara biologis, psikologis, maupun sosial terhadap wanita hamil. Sebagian besar pelayanan kesehatan maternal di masa pandemi belum berjalan secara optimal baik dari segi pelayanan yang berfokus pada pasien, waktu tunggu, serta belum optimalnya pengadaan pelayanan psikologis kesehatan untuk ibu hamil dengan COVID-19. Harapan ibu hamil untuk pelayanan kesehatan yaitu adanya peningkatan fasilitas kesehatan untuk ibu hamil dengan COVID-19 seperti pemeriksaan USG untuk dapat memantau kondisi kehamilan selama menjalani isolasi, adanya penguatan pengawasan, pemantauan, dan peningkatan rasa empati petugas kesehatan, serta adanya layanan psikologis untuk ibu hamil secara umum.

Kesimpulan: Selama pandemi COVID-19, layanan kesehatan dapat memenuhi kebutuhan perawatan secara biologis namun belum mampu untuk memenuhi kebutuhan perawatan psikologis dan sosial. Diperlukan peningkatan respon dan empati dari petugas kesehatan dan peningkatan pelayanan kesehatan yang lebih berfokus pada kebutuhan menyeluruh wanita hamil.

Kata Kunci: Ibu Hamil, Coronavirus Disease (COVID-19), High Quality Health System, Pelayanan Kesehatan Ibu dimasa pandemic COVID-19

ABSTRACT

Background: The COVID-19 pandemic can have impact on health status of pregnant women as well as on health services. During the COVID-19 pandemic, there was a decline in the quality of maternal health services. To improve the quality of health services can be done by considering the perspective of service users to improve the competence of service providers, as well as knowing the expectations of health service users for the health services provided.

Objective: to see the experience of mothers in accessing maternal services.

Methods: This study is a qualitative study with phenomenological approach to explore how the experiences of pregnant women who have confirmed with COVID-19 in the utilization of their health services have experienced. The research was conducted in Sleman Regency, Yogyakarta Special Region after obtaining ethical clearance from the Ethics Commission with the number KE/FK/0565/EC/2022. Data collection was carried out by in-depth interviews conducted by researchers with the main respondents, namely pregnant women who had confirmed COVID-19. To obtain the validity of the research data, the researcher used source triangulation technique by conducting in-depth interviews with triangulation respondents, namely health workers in each Puskesmas. Data analysis uses thematic analysis with phenomenological reflection and interpretation to identify themes that represent the data.

Result: The overall COVID-19 pandemic has a biological, psychological, and social impact on pregnant women. Most of the maternal health services during the pandemic have not run optimally both in terms of patient-focused services, waiting times, and the provision of psychological health services for pregnant women with COVID-19 has not been optimal. Expectations of pregnant women for health services are an increase in health facilities for pregnant women with COVID-19 such as ultrasound examinations to be able to monitor pregnancy conditions during isolation, strengthening supervision, monitoring, and increase empathy for health workers, as well psychological services for pregnant women.

Conclusion: During the COVID-19 pandemic, health services can meet biological care needs but haven't been able to meet psychological and social care needs. It is necessary to increase responsiveness and empathy from health workers and improve health services that are more focused on the overall needs of pregnant women.

Keywords: Pregnant Women, Coronavirus Disease (covid-19), quality health care, maternal health service during COVID-19 pandemic.