

ABSTRAK

Latar Belakang : Rumah sakit adalah institusi pelayanan kesehatan yang menyelenggarakan pelayanan kesehatan perorangan secara paripurna yang memiliki layanan berbasis di rumah sakit dan juga di rumah yaitu pelayanan *home care*. Pelaksanaan layanan *home care* RS Siti Khodijah Pekalongan telah berlangsung sejak bulan Mei 2021, namun angka kunjungan *home care* masih belum optimal, padahal potensi layanan *home care* RS Siti Khodijah Pekalongan sangat besar mengingat belum banyak fasilitas kesehatan yang menyelenggarakan pelayanan *home care* di Kota Pekalongan. Perlu dilakukan evaluasi pemanfaatan dari pengguna layanan *home care* untuk mengetahui faktor-faktor yang berperan mempengaruhi pasien dalam menentukan pemanfaatan pelayanan *home care* di RS Siti Khodijah Pekalongan.

TUJUAN : untuk mengetahui gambaran pemanfaatan pelayanan *home care* berdasarkan determinan dari pengguna layanan yang meliputi fasilitas pelayanan, perilaku caring tenaga kesehatan dan kemudahan informasi pelayanan *home care* di RS Siti Khodijah Pekalongan.

Metode : Penelitian ini dilakukan dengan metode *observational deskriptif* dengan melakukan observasi faktor-faktor sosial yang mempengaruhi pemanfaatan pelayanan *home care*.

Hasil : Hasil penelitian menunjukkan bahwa dari 50 responden dalam penelitian ini paling banyak berusia 20-40 tahun (70%), berjenis kelamin Perempuan (56%), berpendidikan lulusan Diploma-Sarjana (60%), bekerja sebagai Pegawai Swasta (40%), berpenghasilan < Rp.5.000.000 (70%) dan pasien pasca *Section Caesarea* (48%). Nilai rata-rata variabel Fasilitas Pelayanan sebesar 4,44, variabel Perilaku Caring Tenaga Kesehatan sebesar 4,39, dan variabel Kemudahan Informasi *Home Care* sebesar 4,4.

Kesimpulan : rata-rata pengguna layanan *home care* setuju bahwa pemanfaatan pelayanan *home care* berdasarkan determinan fasilitas pelayanan, perilaku caring tenaga kesehatan dan kemudahan informasi pelayanan *home care* di RS Siti Khodijah Pekalongan sudah baik.

Kata Kunci : RS Siti Khodijah, *home care*, persepsi pemanfaatan pelayanan, *determinant*

ABSTRACT

Background : A hospital is a health service institution that provides comprehensive individual health services that have services based in hospitals and also at home, namely home care services. The implementation of home care services at Siti Khodijah Pekalongan Hospital has been ongoing since May 2021, but the number of home care visits is still not optimal, even though the potential for home care services at Siti Khodijah Pekalongan Hospital is very large considering that there are not many health facilities that provide home care services in Pekalongan City. It is necessary to evaluate the utilization of home care service users to find out the factors that influence patients in determining the use of home care services at Siti Khodijah Hospital Pekalongan.

OBJECTIVE : to find out the description of the utilization of home care services based on determinants of service users which include service facilities, caring behavior of health workers and ease of information on home care services at Siti Khodijah Hospital Pekalongan.

Method: This research was conducted using a descriptive observational method by observing social factors that influence the use of home care services.

Results : The research results showed that of the 50 respondents in this study, most were aged 20-40 years (70%), female (56%), had a diploma or bachelor's degree (60%), worked as private employees (40%), had income < Rp.5,000,000 (70%) and post-Section Caesarea patients (48%). The average value of the Service Facilities variable is 4.44, the Caring Behavior variable for Health Workers is 4.39, and the Ease of Home Care Information variable is 4.4.

Conclusion : On average, home care service users agree that the use of home care services based on service facility determinants, caring behavior of health workers and ease of information on home care services at Siti Khodijah Hospital Pekalongan is good.

Keywords: Siti Khodijah Hospital, home care, perception of service utilization, determinants