

ABSTRAK

Latar Belakang: Covid-19 yang melanda seluruh dunia menyebabkan perubahan pelayanan kesehatan. Salah satu layanan kesehatan yang terkena dampaknya yaitu layanan kesehatan gigi dan mulut. Pelayanan kesehatan gigi dan mulut dinyatakan salah satu layanan yang berisiko tinggi oleh *WHO* dan *CDC*. Hal tersebut menjadi sebuah tantangan bagi keselamatan dan kesehatan bagi para dokter gigi spesialis dan dokter gigi yang melaksanakan pelayanan. Rekomendasi atau panduan dalam melaksanakan pelayanan kesehatan gigi dan mulut diterbitkan oleh Kementerian Kesehatan RI. Rekomendasi atau panduan tersebut diterbitkan sebagai standar operasional prosedur dalam pelayanan kedokteran gigi sehingga dapat mengurangi risiko kerja bagi para tenaga kesehatan.

Tujuan: Untuk menilai persepsi tenaga kesehatan poli bedah mulut dan gigi mulut terhadap panduan pelayanan dan menilai penerapan panduan pelayanan di RSUD Cililin.

Metode: Penelitian kualitatif dengan pengumpulan data melalui observasi, wawancara, dan wawancara mendalam dengan 22 informan staf RSUD Cililin. Informan dipilih secara purposif dan data dianalisis secara tematik yaitu dengan mengumpulkan semua data observasi, wawancara dan wawancara mendalam. Validitas data dilakukan dengan cara mengembangkan strategi *multiple* sumber bukti ditambah *chain of evidence*, dan kajian draft kembali oleh informan kunci.

Hasil: Beberapa tema yang muncul yaitu sumber informasi, risiko kerja dan pencegahan; penerapan rekomendasi atau panduan pelayanan kedokteran gigi di era *new normal*; hambatan kerja dan dukungan manajemen; persepsi risiko kerja; persepsi terhadap pandemi Covid-19 saat ini. Dan implementasi nyata dari penerapan panduan atau rekomendasi nyata mengurangi risiko kerja sebesar 60%.

Kesimpulan: Penerapan rekomendasi atau panduan pelayanan belum dilakukan secara optimal oleh manajemen rumah sakit, staf poli bedah mulut dan gigi mulut, petugas pendaftaran dan petugas penapisan atau *skrining*. Persepsi informan utama dan informan kunci terhadap risiko pelayanan kedokteran gigi saat pandemi dan era *new normal* mendeskripsikan kekuatiran akan terjadinya penularan infeksi. Persepsi risiko kerja menunjukkan bahwa minimnya penerapan rekomendasi atau panduan serta persepsi para informan kunci terhadap penerapan panduan yang kurang optimal, berakibat risiko kerja tinggi yang dihadapi oleh para tenaga kesehatan di poli bedah mulut dan gigi mulut RSUD Cililin.

Kata Kunci: pandemi Covid-19, era *new normal*, penerapan panduan pelayanan kedokteran gigi di masa pandemi, persepsi risiko kerja.

ABSTRACT

Background: Back in 2020, Covid -19 happened all over the world. Ones that were affected of Covid-19 disease were healthcare. Dental service was one of them. Dental treatment had been declared by WHO and CDC as a high-risk treatment. That time became a challenge for the specialist and dentist of their safety and health during the patient's treatment. Protocols and recommendations are published by the ministry of health in Indonesia. That protocol is published as a standard operational procedure in dental treatment, so could less risk for the specialists and dentists.

Objective: To value the perception of dental polyclinic staff's towards the protocol

and to value the implementation of the protocol in RSUD Cililin.

Methods: A qualitative research was applied using observation, interview and depth- interview with 22 staff member of RSUD Cililin. Informants were selected purposively and analysis data was carried out by thematic which collected all the observation data, interviews and depth-interviews. Validity data is developed strategy with multiple evidences, chain of evidence and the key informants review the result draft.

Results: Several themes emerged are the source of information, prevention and risk; the implementation of protocol of dental services in pandemic era or new normal; the barriers or management support; the perception of risk factor; and the perception after the pandemic. Therefore, implementing corrective solutions is necessary to address this issue.

Conclusion: The implementation of protocol has not yet been fully optimal done by the hospital's management, the dental polyclinic's staff, registration officer or screening officer. The perception of main informants and key informants of the risk factors during dental treatment in pandemic era or new normal has described a fear of cross infection. The risk's perception showed that less implementation of the protocol and the perception of key informants toward it, will make a high risk facing the specialist and dentists in RSUD Cililin.

Keywords: Covid-19, new normal era, the implementation of the protocol of dental treatment, the risk's perception.