

INTISARI

Latar belakang :Evaluasi kualitas layanan primer merupakan upaya untuk meningkatkan mutu layanan primer di era JKN (Jaminan Kesehatan Nasional)). Evaluasi layanan primer dapat dilakukan dengan menggali pengalaman pasien menggunakan PCAT (Primary Care Assesment Tool). Nilai PCAT dapat digunakan untuk mengetahui persepsi pasien akan dimensi layanan kesehatan primer berbasis prinsip-prinsip kedokteran keluarga seperti *first contact, longitudinality, comprehensive care, family focus, cultural competence*. Pertamina area Sumbagut mempunyai beberapa klinik layanan primer.

Tujuan :Mengetahui perbedaan nilai PCAT klinik layanan primer di Pertamina Sumatera Bagian Utara.

Metode:Sample diambil dari pasien yang berkunjung di klinik pertamina Medan, Pekanbaru, Pulau Sambu, Batam, Tanjung Uban. Pasien mengisi kuesioner yang dibagikan dan dinilai dengan *skala likert*.

Hasil :Total responden adalah 169 orang. skor PCAT tertinggi klinik Batam, terendah klinik Medan dengan nilai p 0.003. Terdapat perbedaan bermakna skor klinik pada *domain first contact* (p 0.032), *longitudinality* (p 0.030), *community oriented* (p 0.002) dan *coordination* (p 0.002).*Family centered, community orientation, cultural competence* mempunyai score terendah diantara *domain* lainnya.

Kesimpulan :Klinik Medan mendapatkan skor yang terendah. Angka kunjungan dan besar populasi klinik Medan adalah yang tertinggi.*Domainfamily centered, community oriented dan cultural competence* merupakan yang paling rendah diantara *domain* yang lain, diseluruh klinik yang diambil sampelnya. Hasil observasi menunjukan lemah di faktor-faktor yang *mendukung family centered, community orientation dan cultural competence*.

Kata kunci:Layanan primer, PCAT

ABSTRACT

Background: Evaluation of the quality of primary care is an effort to improve the quality of primary services in the era of JKN (National Health Insurance). Primary care evaluation can be performed by exploring patient experience using PCAT (Primary Care Assessment Tool). The score of PCAT can be used to determine patient perception of primary health care dimension based on family medicine principles such as first contact, longitudinality, comprehensive care, family focus, cultural competence. Pertamina Sumbagut area has several primary care clinics to evaluate.

Objective: Knowing differences in PCAT score between primary care clinic in Pertamina Sumbagut.

Metode: Sample was taken from patients who visited the Pertamina clinic of Medan, Pekanbaru, Sambu Island, Batam, Tanjung Uban. Patients fill out a questionnaire that is shared and assessed by Likert scale.

Result : Total respondents were 169 people. highest PCAT score was for Batam clinic, lowest was for Medan clinic with p value 0.003. There were significant differences in clinical score on first contact domain (p 0.032), longitudinality (p 0.030), community oriented (p 0.002) and coordination (p 0.002). Family centered, community orientation, cultural competence has the lowest score among other domains.

Conclusion: Medan Clinic got the lowest score. The number of visits and the amount of population of the Medan clinic is the highest. Domain family centered, community oriented and cultural competence is the lowest among other domains, throughout the clinic samples taken. The results of observations show weakness in factors that support family centered, community orientation and cultural competence.

Key words: primary care, PCAT