

## ABSTRAK

**Latar Belakang:** Angka kematian ibu masih tinggi di Indonesia tidak selaras dengan peningkatan keberhasilan pencapaian indikator pelayanan kesehatan ibu. Hal ini dapat dihubungkan dengan belum baiknya kualitas pelayanan kesehatan ibu di Indonesia. Sebagai rumah sakit pendidikan utama di Indonesia, Rumah Sakit dr. Cipto Mangunkusumo (RSCM) diharapkan dapat menjadi acuan bagi pelayanan kesehatan ibu yang berkualitas sehingga perlu diketahui bagaimana kualitas pelayanan kesehatan ibu di RSCM

**Tujuan:** Diketuainya kualitas pelayanan kesehatan ibu di RSCM.

**Metode:** Dilakukan studi kualitatif terhadap pelayanan kesehatan ibu di RSCM menggunakan instrumen yang dikembangkan oleh Kementerian Kesehatan Republik Indonesia pada tahun 2012 yang disebut sebagai ‘Instrumen Umpan Balik Pengumpulan Data Kualitas Pelayanan Kesehatan Ibu dan Bayi Baru Lahir di Fasilitas Kesehatan’. Penelitian dilakukan selama 1(satu) minggu tanggal 1-7 November 2016 dengan cara melakukan observasi fasilitas pelayanan, observasi dan wawancara petugas kesehatan, evaluasi rekam medik serta wawancara pada pasien.

**Hasil:** RSCM memenuhi 521 dari 560 butir standar yang mencakup pelayanan asuhan antenatal 54 dari 60 butir (90%), pelayanan asuhan persalinan 154 dari 170 butir (91%), pelayanan obstetri dan neonatal emergensi 313 dari 330 butir (95%) serta pelayanan keluarga berencana 84% dinilai dari aspek persentase pasien yang mendapatkan edukasi serta pelayanan KB pasca salin pada masa penelitian. RSCM memenuhi 199 dari 214 jenis (93%) struktur fisik dan kelengkapan medis standar. Secara keseluruhan rerata pencapaian kualitas pelayanan kesehatan ibu di RSCM adalah 91% dari standar. Hampir seluruh pasien menyatakan puas dengan pelayanan petugas kesehatan dan seluruhnya menyatakan puas dengan fasilitas dan kenyamanan selama berada di RSCM.

**Kesimpulan:** RSCM sudah memenuhi sebagian besar standar kualitas pelayanan kesehatan ibu. Temuan yang tidak sesuai standar sebagian karena ketidak sesuaian standar instrumen tersebut dengan standar RSCM sebagai rumah sakit rujukan tipe A, namun sebagian lagi dapat diperbaiki untuk meningkatkan kualitas pelayanan kesehatan ibu di RSCM. Instrumen penilai yang digunakan sudah memadai untuk menilai kualitas pelayanan kesehatan ibu di rumah sakit pada umumnya, namun untuk menilai kualitas pelayanan kesehatan ibu di rumah sakit rujukan tipe A perlu disusun instrumen dengan standar khusus yang lebih sesuai.

**Kata kunci:** kualitas, pelayanan kesehatan ibu, rumah sakit

## ABSTRACT

**Background:** The maternal mortality rate in Indonesia is still high and is not aligned with the increasing of the national indicators for maternal health services in Indonesia. It assumed that this might be correlate with the quality of maternal health care services in Indonesia. As a major teaching hospital in Indonesia, dr. Cipto Mangunkusumo Hospital (RSCM) is expected to be a good role model for the maternal health care services quality for hospitals in Indonesia, so it is important to evaluate the quality of maternal health care services in RSCM.

**Objective:** To know the quality of maternal health services in RSCM

**Methods:** This study using a qualitative method on maternal health care services in RSCM using an instrument developed by the Ministry of Health of the Republic of Indonesia in 2012 'Feedback Instruments of Mother and Newborn Quality Data Collection for Health Care Facilities'. The study was conducted for 1 (one) week from 1 to 7 November 2016. In this study the facilities was observed, the staff was observed and interviewed, the medical records were evaluated and some patients were also interviewed.

**Results:** RSCM fulfilled 521 of 560 points of standard which were cover antenatal care services 54 of the 60 items (90%), labor and delivery care 154 of 170 items (91%), obstetric and neonatal emergency services 313 of 330 items (95%) and family planning services 84 % percentage of standard care. From the physical structure and medical completeness, RSCM fulfilled 199 of 214 (93%) standard. Overall achievement for the quality of maternal health services in RSCM was 91%. Almost all patients were satisfied with the service of the health workers and all of the the patients said that they were satisfied with the facilities and feels comfortable during their stay at RSCM.

**Conclusions:** RSCM already fulfilled most of the standards for the quality of maternal health services. A few findings were not compliant with the standards as a type A referral hospital, but some finding can be improved to increase the quality of maternal health services in RSCM. In general, instrument that had been used was sufficient to evaluate the quality of maternal health care services in most hospitals, but to assess the quality of maternal health services in referral hospitals type A, a new instrument should be made with special standards.

**Keywords:** *Quality, maternal health services, hospital*