



ABSTRAK

Latar Belakang: Angka harapan hidup dari tahun ke tahun terus meningkat, akibatnya jumlah usila terus bertambah. Puskesmas Wates ditunjuk oleh Dinkes Kulon Progo guna mengembangkan Puskesmas Santun Usila. Demi menjaga mutu, terlebih Puskesmas Wates telah melakukan akreditasi pada Januari 2016, perlu evaluasi dengan melihat kepuasan pasien usila terhadap pelayanan.

Tujuan: Mengetahui alur pelaksanaan pelayanan klinik, kesehatan masyarakat dan kepuasan pasien usila di Puskesmas Wates.

Metode: Penelitian ini menggunakan metode deskriptif kualitatif dan rancangan penelitian studi kasus. Pengumpulan data dengan menggunakan wawancara, observasi, studi dokumentasi, dan kuesioner. Sampel sebanyak 93 responden usila. Teknik pengambilan sampel secara *purposive sampling*.

Hasil: Ciri-ciri Puskesmas Wates sebagai Puskesmas Santun Usila yaitu adanya pemisahan nomor antrian untuk usila di pendaftaran, pegangan toilet serta pelayanan yang ramah usila. Tidak terdapat ruang khusus untuk pelayanan usila sehingga alur usila sama dengan alur pasien umum. Alur pelaksanaan usila sudah sesuai dengan SPO pelayanan klinik secara umum. Tidak terdapat alur pelayanan UKM usila, pelayanan usila mengacu pada kerangka acuan kinerja UKM usila. Posyandu usila belum dapat rutin, karena keterbatasan petugas kesehatan, dana dan kader kesehatan belum pernah dilatih. Pelayanan klinik dikatakan baik dengan nilai rata-rata tinggi pada unsur kepastian biaya (3,51), keramahan petugas (3,43), kewajaran biaya (3,37), kejelasan petugas (3,32) dan keadilan mendapatkan pelayanan (3,31). Namun mendapat nilai rata-rata rendah pada unsur kedisiplinan petugas (3,19), prosedur pelayanan (3,16), kenyamanan (3,13), ketepatan jadwal waktu pelayanan (3,13), dan nilai rata-rata terendah terdapat pada unsur kecepatan pelayanan (2,95).

Kesimpulan: Alur pelayanan klinik usila sama dengan alur untuk pasien umum. Tidak terdapat alur pelayanan kesehatan masyarakat bagi usila. Unsur kecepatan pelayanan usila di Puskesmas Wates perlu mendapat perbaikan.

Kata Kunci: Usila Lanjut, Kepuasan Pasien Usia Lanjut, Klinik, Puskesmas Santun Usila.



ABSTRACT

Background: Life expectancy from year to year increase, consequently the number of elderly continues to grow. Puskesmas Wates Kulon Progo appointed by the health office to develop friendly elderly health center. In order to maintain the quality, especially Puskesmas Wates has accreditation in January 2016, is necessary to evaluate by looking elderly patient satisfaction with the service.

Objective: To determine the flow of execution of clinical services, public health and patient satisfaction elderly in Puskesmas Wates.

Methods: This study used a qualitative descriptive and case study design. The collection of data through interviews, observation, documentation studies, and questionnaires. Sample of 93 elderly respondents. The sampling technique is purposive sampling.

Results: The characteristics of Puskesmas Wates as friendly elderly health center namely the separation of the queue number for the elderly in the registration, the toilet handle and service friendly elderly. There is no specific room for the elderly so that the flow of elderly services the same as general patient flow. Chronology of the implementation of elderly is in conformity with the SOP clinical services in general. No workflow SMEs elderly care, elderly care refers to a frame of reference the performance of SMEs elderly. Posyandu elderly can not be routine, due to limited health personnel, funds and health workers have not been trained. Clinical services said to be good with the average value of the elements of the charge height (3.51), hospitality officer (3.43), reasonableness of fees (3.37), clarity officer (3.32) and obtain justice ministry (3, 31). But got a low average value of the element of discipline officer (3.19), service procedures (3.16), comfort (3.13), service time schedule accuracy (3.13), and the average value was lowest for the the element of the speed of service (2.95).

Conclusion: Flow elderly clinical services same with grooves for general patients. There is no flow of public health services for the elderly. The element of speed of service of elderly in Puskesmas Wates need to get improvements.

Keywords: *Elderly, Elderly Patient Satisfaction, Clinics, Friendly Elderly Health Center.*