

ABSTRAK

Fenomena pemanfaatan pelayanan kesehatan mata dan telinga di UPT KIM oleh penderita gangguan mata dan THT adalah kasus rujukan dari puskesmas propinsi Sumatera Utara, namun ada kecenderungan pasien yang dirujuk adalah pasien yang berasal dari Kota Medan, dan berasal dari 4 puskesmas saja. Hal tersebut diduga karena fungsi dan kegiatan pokok UPT KIM belum berjalan optimal dalam pelayanan rujukan.

Penelitian ini menggunakan pendekatan kualitatif. Penelitian dilaksanakan di UPT Kesehatan Indra Masyarakat Kota Medan. Informan penelitian sebanyak 8 orang. Data yang digunakan adalah data primer. Pengumpulan data dengan cara wawancara mendalam, observasi, dan analisis dokumen. Analisis data dilakukan secara kualitatif.

Hasil penelitian dengan menunjukkan bahwa fungsi pelayanan UPT Kesehatan Indra Masyarakat yaitu pelayanan kesehatan spesialisik mata dengan kegiatan di dalam gedung dan di luar gedung. Diklat teknis belum berjalan maksimal, litbang masih terbatas, dan kemitraan terjadi kerjasama dan koordinasi yang efektif. Kegiatan pokok UPT dalam bidang manajemen berjalan baik, kegiatan teknis berjalan sesuai prosedur, dan kegiatan tambahan perlu ditingkatkan Rujukan pasien sudah ditangani dengan baik, tetapi masih perlu sosialisasi dan promosi.

Disarankan kepada kepala UPT meningkatkan sosialisasi dan promosi ke puskesmas baik yang ada di Kota Medan maupun di luar Kota Medan, sehingga lebih banyak lagi masyarakat atau pegawai puskesmas yang tahu tentang UPT KIM dan melakukan rujukan pasien penyakit mata.

Kata Kunci: Fungsi, Kegiatan Pokok, Rujukan, Mata, THT

ABSTRACT

The phenomena of the use of health service in eyes and ears at UPT KIM (Technical Service Unit of Public Sense Organ Health) by patients suffered from eye and ENT (Ear, Nose, and Throat) problems is the case of reference letter from puskesmas (Public Health Center) of North Sumatera Province, but there is a tendency that the patients who are referred to come from outside Medan and from only four puskesmas. This condition is probably because the function and the activity of UPT KIM do not run optimally in its reference service.

This research used qualitative method. It was conducted at UPT KIM, Medan. There were eight informants in the research. The data were primary data; they were gathered by conducting in-depth interviews, observation, and documentary study and analyzed qualitatively.

The result of the research showed that the function of UPT KIM was to serve eye and ENT health specialization, either inside or outside the building. Diklat teknis (technical training) did not run well, research and development was still limited, but partnership in cooperation and coordination was effective. The main activity of UPT in management was good, technical activity was in line with the procedures, supplementary activity needed to be improved, patients' reference letters had be handled well although it still needed socialization and promotion.

It is recommended that the Head of UPT increase socialization and promotion to every puskesmas in and outside Medan so that more people or puskesmas personnel know about UPT KIM and perform the reference for patients suffered from eye and ENT disease.

Keywords: Function, Main Activity, Reference, Eye, ENT