

**EVALUASI IMPLEMENTASI SISTEM MANAJEMEN MUTU ISO
9001:2008**

DI PUSKESMAS WILAYAH KABUPATEN SLEMAN

**EVALUATION OF IMPLEMENTATION OF QUALITY
MANAGEMENT SYSTEM ISO 9001: 2008
IN PUBLIC HEALTH REGION DISTRICT SLEMAN**

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INTISARI

Latar Belakang: Adanya regulasi fasilitas kesehatan tingkat pertama harus terakreditasi mengakibatkan minat puskesmas untuk meneruskan sertifikasi ISO 9001:2008 menurun. **Tujuan:** Mengetahui gambaran Implementasi Sistem Management Mutu ISO 9001:2008 di Puskesmas wilayah Kabupaten Sleman, kepuasan pelanggan serta persepsi Kepala Puskesmas terhadap implementasi SMM ISO 9001:2008.

Metode Penelitian: Penelitian ini merupakan *mixed method research*, gabungan antara metode penelitian kuantitatif dan kualitatif dengan desain studi *cross sectional*. Penelitian kuantitatif untuk mengetahui gambaran implementasi SMM ISO 9001:2008. Penelitian kualitatif memperkuat analisis penelitian. Subjek penelitian, sebanyak 25 orang MR puskesmas mengisi kuesioner terkait implementasi SMM ISO 9001:2008. Wawancara mendalam dengan pejabat struktural yang berwenang dalam penerapan SMM ISO 9001:2008.

Hasil dan Pembahasan: Kondisi fisik bangunan 100% sudah sesuai prototipe dari Dinas Kesehatan. Rerata capaian utilitas sarana prasarana 71%., aspek sarana 77,2%, komitmen petugas 77,5%, perencanaan & logistik 88%, review dokumen 78,86%, administrasi SMM 74,33%, audit 86,6%, sasaran mutu & kepuasan pelanggan 98,3%. Adanya persepsi dari puskesmas yang menyatakan tujuan dari SMM ISO 9001:2008 dan akreditasi adalah sama untuk menstandarkan sistem pelayanan di puskesmas. Meskipun kepala puskesmas menghendaki menggunakan satu sistem yakni akreditasi namun Dinas Kesehatan sepertinya menginginkan hal yang berbeda.

Kesimpulan: Kebijakan reformasi birokrasi SMM ISO 9001:2008 di puskesmas, menjadi alasan kuat untuk merehabilitasi bangunan fisik semua puskesmas. Aspek proses: Manajemen Organisasi di Puskesmas sudah memenuhi 8 klausul persyaratan dalam implementasi SMM ISO 9001:2008. Aspek outcome: Sasaran mutu merupakan indikator keberhasilan, penerapan SMM ISO 9001:2008. SMM ISO meningkatkan kepuasan pelanggan, penerapan SMM ISO 9001:2008 di puskesmas 48% kriteria baik, kriteria kurang sebesar 8%. Adanya perbedaan persepsi Puskesmas dan Dinas Kesehatan.

Kata Kunci: manajemen mutu, ISO

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ABSTRACT

Background: At the end of 2014 all health centers in Sleman district is expected to be certified QMS ISO 9001: 2008. Government regulation that first-level health facilities should be accredited health centers resulted in an interest to continue the certification of ISO 9001: 2008 menurun. Tujuan: Knowing picture Mangement System Implementation of ISO 9001: 2008 in Puskesmas Sleman, customer satisfaction and perception of PHC Chief of the implementation of QMS ISO 9001: 2008.

Methods: This study is a mixed method research, a combination of quantitative and qualitative research methods with cross sectional study design. Quantitative research methods to describe the implementation of QMS ISO 9001: 2008. The qualitative research to strengthen the research analysis. Subject of research undertaken data, as many as 25 samples of MR health centers fill out a questionnaire regarding the implementation of QMS ISO 9001: 2008. Structural depth interviews with officials who have the authority in the application of QMS ISO 9001: 2008.

Results and Discussion: The physical condition and 100% of the building is in conformity with the prototype of the Department of Health. The mean achievement utility infrastructures means 71%., Aspect means of 77.2%, 77.5% staff's commitment, planning and logostik 88%, review document 78.86%, 74.33% SMM administration, audit 86.6%, the target quality and customer satisfaction of 98.3%. Their perception of puskesmas stating the purpose of QMS ISO 9001: 2008 and accreditation was equal to standardize the service system in health centers. Although the head of the health center wants to use one system that is accredited but Health Department seems to want different things.

Conclusion: The bureaucratic reform policy QMS ISO 9001: 2008 in health centers, a strong reason to rehabilitate physical structures all health centers. Aspects of the process: Organizational Management Aspect outcomes: The quality objectives is an indicator of success, implementation of QMS ISO 9001: 2008. QMS ISO improve customer satisfaction, the implementation of QMS ISO 9001: 2008 in health centers 48% criteria, the criteria of no less than 8%. The big difference in perceptions of health centers and the Department of Health. in health centers already meet the requirements of clause 8 in the implementation of QMS ISO 9001: 2008.

Keywords: quality management, ISO

