

**THE INFLUENCE OF THE IMPLEMENTATION OF CASE MANAGEMENT MODEL IN FAMILY NURSING SERVICES ON THE QUALITY OF HEALTH CENTER SERVICES AT COMMUNITY HEALTH CENTER BOGOR CITY**

**PENGARUH PENERAPAN MODEL CASE MANAGEMENT DALAM PELAYANAN KEPERAWATAN KELUARGA TERHADAP KUALITAS PELAYANAN PERKESMAS DI PUSKESMAS WILAYAH KOTA BOGOR**

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**ABSTRACT**

The Healthy Indonesia Program with a family approach mandates that health services must be focused on family services by integrating various resources, both human resources, funds and programs. Case management is a collaborative process in the assessment, planning, coordination and implementation, monitoring and evaluation of services to meet health needs through communication and adjustments to the availability of resources to improve the quality of service outcomes at affordable costs. Perkesmas as one of the services that must be implemented in health centers, one of the characteristics of its services supports multidisciplinary collaboration. The implementation of family nursing care services is one indicator of the process of implementing Perkesmas services in health centers that should be able to develop a case management model to realize multidisciplinary collaborative services. Through this research activity, it is proven that nurses have the competence to apply case management in nursing services after being trained. It is proven that there is a significant difference between the average pre-test and post-test scores of Case Management training participants with a p value of 0.000. The implementation of Case Management Steps is in line with the implementation of the nursing process and the community is proven to be satisfied with the services provided by nurses using the nursing process approach. Based on the results of the assessment of the level of family satisfaction after the family nursing care service was carried out, it turned out that the level of family satisfaction was at an average score of 4.26. (A value of 4 means satisfied and a value of 5 means very satisfied). Client satisfaction is one of the benchmarks as an indicator of the process of Perkesmas services.

**Key words: Case Management, quality of Perkesmas services, family nursing services**

## ABSTRAK

Program Indonesia sehat dengan pendekatan keluarga mengamanatkan pelayanan kesehatan harus difokuskan pada pelayanan keluarga dengan mengintegrasikan berbagai sumberdaya baik sumber daya manusia, dana dan program. Manajemen kasus merupakan proses kolaboratif dalam pengkajian, perencanaan, koordinasi dan implementasi, monitoring dan evaluasi pelayanan untuk memenuhi kebutuhan kesehatan melalui komunikasi dan penyesuaian dengan ketersediaan sumber untuk meningkatkan kualitas hasil pelayanan dengan biaya yang terjangkau. Perkesmas sebagai salah satu pelayanan yang harus dilaksanakan di puskesmas, salah satu ciri pelayanannya mendukung multidisiplin kolaborasi. Pelaksanaan pelayanan asuhan keperawatan keluarga merupakan salah satu indikator proses pelaksanaan pelayanan perkesmas di puskesmas yang dapat mengembangkan model case management untuk mewujudkan pelayanan multidisiplin kolaborasi. Melalui kegiatan penelitian ini membuktikan perawat mempunyai kompetensi untuk menerapkan case management dalam pelayanan keperawatan setelah dilakukan pembinaan. Terbukti adanya perbedaan yang signifikan antara nilai rata rata pre test dengan post test dari Peserta pelatihan Case Management dengan p value 0,000. Pelaksanaan Langkah-langkah Case Management searah dengan pelaksanaan proses keperawatan dan masyarakat terbukti merasa puas dengan pelayanan yang diberikan oleh perawat menggunakan pendekatan proses keperawatan. Berdasarkan hasil penilaian tingkat kepuasan keluarga setelah dilakukan pelayanan asuhan keperawatan keluarga, ternyata tingkat kepuasan keluarga berada pada skor rata-rata 4,26. (Nilai 4 berarti puas dan nilai 5 berarti sangat puas). Kepuasan klien merupakan salah satu tolok ukur sebagai indikator dari proses pelayanan Perkesmas.

**Kata kunci :** *Case Management*, mutu pelayanan Perkesmas, pelayanan keperawatan keluarga