

Evaluasi Sistem Pelaporan Bulanan Pelayanan Kesehatan Klinik dengan Pendekatan PDCA (Plan, Do, Check, Act) di Kabupaten Jember (Evaluation of Monthly Health Service Reporting System Clinic with PDCA (Plan, Do, Check, Act) Method in Jember Regency)

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ABSTRACT

Jember Health District has a working area of 31 sub-districts within it spread 57 clinics owned by individuals and companies. Health District as a unit of work of regional apparatus need to do founding effort. The problem is from the spread of 57 clinics in Jember District, only 25% (14 clinics) are routinely reporting their services. The delay is due to the clinic not actively reporting its service. The purpose of this research is to evaluate monthly clinical health reporting system with PDCA (Plan, Do, Check, Action) approach in Jember District. Type This research is qualitative research with interview, documentation and brainstorming data collecting technique. Result of this research happened problem at factor man that officer not active in executing reporting system and factor method that is lack of communication and coordination between clinic officer and Health District in submit reporting every month. Planning in this research is scheduling of reporting, existence of reminder preparation of reporting, giving of newest reporting format and explanation the correct reporting technical delivery. After the implementation of the planning, actions based on the results of the implementation of this research planning is Jember Health District needs to increase the intensity of communication with clinics in Jember in the form of routine meetings and arrange technical guidelines for filling reporting.

Keywords: *Clinic, Health District, PDCA, Reporting Evaluation*