

**Specify The Priority Problem of Health Care Quality At The Registration
Counters by Urgency Seriousness Growth (USG) Method in
Primary Health Care of Puger in Jember At 2016**

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ABSTRACT

Quality is one of the aim and indicators of success in a manufacturing company or services. Quality is the important element to produce an output or outcome that can be accepted by the consumer. Primary Health Care of Puger is one of 49 total number primary health care in District of Jember district and it has feature the installation of hospitalization. The problem is the hoarding medical record file, the officer is disobedient in the full fill patient registration book, redundancy of medical record file and storage system of medical record file that still use a decentralization system. Thia aim of research to determine the priority of the quality problem at medical services in Primary Health Care of Puger through Urgency Seriousness Growth (USG) metod. The result of these problem based on method the Urgency Seriousness Growth (USG) is first, the score of hoarding medical record file is 6, score, the score of redundancy of medical record is 5 score, the score of storage system of medical record file that still used a decentralization system is 4 score, and the forth it disobedient officers in the full fill registration book patient is 3 score. The Results of the FGD provided an alternative or solution in hoarding file is creating a Standard Operasional Procedur (SOP) the return medical record on storage at 1x24 hours, making expedition book medical record file, adding up the officer at registration counters, decided the asssigers competency in the registration counterpart.

Keywords : Primary health care of Puger, Priority Problem, Urgency Seriousness Growth (USG)