

ABSTRAK

Mendrofa, Iman Ridho Purnama. 2025. Implementasi Kebijakan Inovasi Pelayanan Kesehatan Berbasis Home Care di RSUD dr. M. Thomsen Nias. Universitas Nias. Pembimbing: Dr. Ayler Beniah Ndraha, S.STP., M.Si., C.PS.

Penelitian ini bertujuan untuk menganalisis implementasi inovasi pelayanan kesehatan berbasis home care di RSUD dr. M. Thomsen Nias, dengan fokus pada efektivitas, faktor pendukung dan penghambat, serta strategi peningkatan keberlanjutan layanan. Adapun tujuan khusus penelitian ini adalah: (1) menganalisis manfaat inovasi pelayanan home care dalam meningkatkan aksesibilitas, kualitas, dan efisiensi pelayanan kesehatan; (2) mengevaluasi implementasi home care dari aspek kebijakan, sumber daya, serta mekanisme pelaksanaan; dan (3) merumuskan strategi yang relevan untuk memperkuat kualitas dan kesinambungan pelayanan. Metode penelitian yang digunakan adalah kualitatif deskriptif dengan teknik pengumpulan data melalui observasi, wawancara, dan dokumentasi. Data dianalisis menggunakan model interaktif yang meliputi reduksi data, penyajian data, serta penarikan kesimpulan dan verifikasi. Hasil penelitian menunjukkan bahwa inovasi home care di RSUD dr. M. Thomsen Nias memberikan kontribusi nyata dalam memperluas jangkauan layanan kesehatan, terutama bagi pasien dengan keterbatasan akses transportasi dan kebutuhan perawatan jangka panjang. Namun, implementasi program masih menghadapi sejumlah kendala, antara lain keterbatasan tenaga kesehatan, beban kerja tinggi, koordinasi antarunit yang belum optimal, serta minimnya pemanfaatan teknologi informasi. Meskipun demikian, terdapat faktor pendukung seperti komitmen manajemen rumah sakit, kebutuhan nyata masyarakat, dan dukungan regulasi kesehatan. Strategi yang dapat diterapkan untuk memperkuat program home care meliputi peningkatan kapasitas sumber daya manusia melalui pelatihan berkelanjutan, pemanfaatan telemedicine, penguatan sistem koordinasi lintas unit, serta penyusunan standar operasional prosedur yang adaptif terhadap kondisi lokal. Dengan demikian, implementasi inovasi home care di RSUD dr. M. Thomsen Nias dapat menjadi model alternatif pelayanan kesehatan yang inklusif dan berkelanjutan bagi wilayah kepulauan terpencil, sekaligus memperkuat sistem pelayanan publik berbasis kebutuhan masyarakat.

Kata Kunci: Implementasi Kebijakan, Inovasi, Pelayanan Kesehatan, Home Care, RSUD Dr. M. Thomsen Nias.

ABSTRACT

Mendrofa, Iman Ridho Purnama. 2025. Implementation of Home Care-Based Health Service Innovation Policy at Dr. M. Thomsen Nias Regional General Hospital. Nias University. Advisor: Dr. Ayler Beniah Ndraha, S.STP., M.Si., C.PS.

This study aims to analyze the implementation of home care-based health service innovation at Dr. M. Thomsen Nias Regional General Hospital, focusing on effectiveness, supporting and inhibiting factors, and strategies for improving service sustainability. The specific objectives of this study are: (1) to analyze the benefits of home care service innovation in improving the accessibility, quality, and efficiency of health services; (2) to evaluate the implementation of home care from the aspects of policy, resources, and implementation mechanisms; and (3) to formulate relevant strategies to strengthen the quality and sustainability of services. The research method used was descriptive qualitative with data collection techniques through observation, interviews, and documentation. The data were analyzed using an interactive model that included data reduction, data presentation, and conclusion drawing and verification. The results showed that the home care innovation at Dr. M. Thomsen Nias Regional General Hospital made a real contribution to expanding the reach of health services, especially for patients with limited access to transportation and long-term care needs. However, the implementation of the program still faced a number of obstacles, including limited health personnel, high workloads, suboptimal coordination between units, and minimal use of information technology. Nevertheless, there are supporting factors such as hospital management commitment, real community needs, and health regulatory support. Strategies that can be applied to strengthen the home care program include increasing human resource capacity through continuous training, utilizing telemedicine, strengthening the inter-unit coordination system, and developing standard operating procedures that are adaptive to local conditions. Thus, the implementation of home care innovation at Dr. M. Thomsen Nias Regional General Hospital can become an alternative model of inclusive and sustainable health services for remote island regions, while also strengthening the public service system based on community needs.

Keywords: Policy Implementation, Innovation, Health Services, Home Care, Dr. M. Thomsen Nias Regional General Hospital.