Hubungan Tingkat Kematangan Social capital
dengan Pencapaian Target Universal Child
Immunization (UCI) di Wilayah Puskesmas Kota
Surabaya

Upaya Peningkatan Mutu Pelayanan Puskesmas
Rawat Inap Ngadiilik di Kabupaten Kediri dengan
Metode Quality Function Deployment (QFD)

Upaya Peningkatan Kinerja Puskesmas di Kota
Surabaya Berdasarkan Malcolm Baldrige Criteria for
Performance Excellence

Pengaruh Gaya Kepemimpinan dan Leader-member
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Pengaruh Pelaksanaan Community Development
dan Program Positive Deviance di Pos Gizi terhadap
Perilaku Kesehatan Keluarga Balita

Evaluasi Implementasi Pengelolaan BLU Berdasarkan
4 Perspektif Balanced Scorecard di RS Bhayangkara
Tik. II H.S. Samsori Mertojoso Surabaya

Pengaruh Budaya Organisasi terhadap Kinerja
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Analysis of Quality Improvement Process of Antenatal Service Using Client Oriented Provider Efficient (COPE) Method

Analisis Proses Perbaikan Kualitas Pelayanan Antenatal dengan Metode Client Oriented Provider Efficient (COPE)

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Abstract

ABSTRACT

The study was motivated by the low coverage of antenatal care, especially Pregnant Women’s Fourth Visit (K4) in public health centers (PHCs) in Bojonegoro Regency average coverage was 83.74%, lower than the target of 95%. The purpose of the study was to develop efforts of antenatal care quality improvement by the use of the Client Oriented Provider Efficient method (COPE). This study was carried out at Sugihwaras care PHC and Bojonegoro non-care PHC by using operational research design. Results of this study indicated that Self Assessment Need was unfulfilled on the components of facilitative supervision and Information update and training. The action plan and Priority was in the form of Training for midwives on Interpersonal Communication and Counseling. Before intervention, the type of commitment was committed, stage of commitment was "commitment during later". Level of pre-interventional commitment in Sugihwaras PHC was low, while that of Bojonegoro PHC was high and low; Pre-interventional satisfaction of pregnant women in Sugihwaras was moderate and that of Bojonegoro PHC was very high and very high levels of post-interventional satisfaction. It was recommended to improve midwives’ ability in technical aspects of obstetrics and interpersonal communication and counseling through training.

Keywords: Antenatal Care, Quality Improvement, COPE, Commitment, Satisfaction

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Daftar Pustaka: