ANALISIS IMPLEMENTASI *PUBLIC SAFETY CENTER* (PSC) 119 DI DINAS KESEHATAN KOTA PADANG TAHUN 2023

TESIS

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ABSTRAK

Tingginya angka kematian akibat keadaan darurat di Indonesia, termasuk di Kota Padang, menekankan perlunya sistem kedaruratan terpadu. Public Safety Center (PSC) 119 dibentuk untuk menyediakan pelayanan darurat yang cepat, akurat, dan menyeluruh. Namun, implementasinya di Kota Padang menghadapi berbagai tantangan, termasuk rendahnya pemanfaatan oleh masyarakat dan keterbatasan sumber daya. Penelitian ini bertujuan untuk menganalisis implementasi PSC 119 di Dinas Kesehatan Kota Padang tahun 2023, dengan fokus pada aspek input, proses, dan output. Penelitian kualitatif dengan desain studi kasus di Dinas Kesehatan Kota Padang. Informan dipilih secara *purposive sampling*. Pengumpulan data menggunakan wawancara semi-terstruktur, *Focus Group Discussion* (FGD), observasi dan telaah dokumen. Input: Ketersediaan Sumber Daya Manusia (SDM) masih kurang optimal karena sangat bergantung pada tenaga medis puskesmas dan relawan. Kompetensi SDM bervariasi; tidak semua tenaga medis telah mendapatkan pelatihan kegawatdaruratan medik. Anggaran operasional masih terbatas berasal dari APBD. Sarana dan prasarana belum memadai, belum dilengkapi sistem informasi geografis (GIS) dan GPS pada ambulans. Proses: Perencanaan program PSC 119 belum memiliki dokumen analisis serta identifikasi risiko. Pelaksanaan sesuai pedoman, dengan SOP yang memadai, namun sosialisasi SOP kepada SDM masih informal. Koordinasi lintas sektor sudah berjalan tetapi belum ada MoU dan standar prosedur layanan yang jelas. Sosialisasi kepada masyarakat umum belum optimal. Pemantauan telah dilakukan secara rutin. Output: *Response time* menunjukkan kinerja baik, meskipun pencatatan masih manual. Persepsi pasien/keluarga pasien umumnya positif, terutama terkait kecepatan respons, namun sebagian besar informasi layanan diperoleh melalui jaringan pribadi.

Kata Kunci: *Public Safety Center* (PSC) 119, *Emergency Medical Service* (EMS), *pre-hospital, SPGDT,*

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ANALYSIS OF THE IMPLEMENTATION OF PUBLIC SAFETY CENTER (PSC) 119 AT THE PADANG CITY HEALTH OFFICE IN 2023

IX + 138 pages, 11 figure, 17 tables, 13 appendices

ABSTRACT

The high mortality rate due to emergencies in Indonesia, including in the city of Padang, emphasizes the need for an integrated emergency system. The Public Safety Center (PSC) 119 was established to provide fast, accurate, and comprehensive emergency services. However, its implementation in the city of Padang faces various challenges, including low utilization by the community and limited resources. This study aims to analyze the implementation of PSC 119 at the Padang City Health Department in 2023, focusing on input, process, and output aspects. A qualitative study with a case study design was conducted at the Padang City Health Department. Informants were selected using purposive sampling. Data collection involved, semi-structured interviews, Focus Group Discussions (FGD), observation and document review. Input: Human resource availability remains suboptimal, heavily reliant on community health center medical staff and volunteers. Staff competencies vary; not all medical personnel have received emergency medical training. Operational budgets remain limited, sourced from the local government budget. Facilities and infrastructure are inadequate, lacking geographic information systems (GIS) and GPS on ambulances. Process: The PSC 119 program planning does not yet have risk analysis and identification documents. Implementation is in accordance with guidelines, with adequate SOPs, but the dissemination of SOPs to human resources is still informal. Cross-sector coordination is already underway but without an MoU and clear service procedure standards. Dissemination to the general public is not yet optimal. Monitoring has been conducted regularly through annual evaluation meetings and daily reports. Output: Response time indicates good performance, although record-keeping is still manual. Patient/patient family perceptions are generally positive, particularly regarding response speed, but most service information is obtained through personal networks.

Key words: Public Safety Center (PSC) 119, Emergency Medical Service (EMS), pre-hospital

Bibliography: 94 (1960-2024)