

Prinsip-Prinsip Pelayanan Kesehatan Komprehensif



Elvi Juliansyah, M.Si., M.Kes.
apt. Nhadira Nhestricia, S.Farm., M.K.M.
Bdn. Desi Handayani Lubis, SST., M.Kes.
Rudiansyah, SKM., M. Kes.
Nur Sri Atik, SST., M.Kes.
apt. Siska Ferilda., S.Si., M.Farm.

Prinsip-Prinsip Pelayanan Kesehatan Komprehensif

Elvi Juliansyah, M.Si., M.Kes.

apt. Nhadira Nhestricia, S.Farm., M.K.M.

Bdn. Desi Handayani Lubis, SST., M.Kes.

Rudiansyah, SKM., M. Kes.

Nur Sri Atik, SST., M.Kes.

apt. Siska Ferilda., S.Si., M.Farm.

PT CIPTA DIGITAL EDUKASI

Anggota IKAPI: No. 666/DKI/2026



Prinsip-Prinsip Pelayanan Kesehatan Komprehensif

Penulis : Elvi Juliansyah, M.Si., M.Kes., apt. Nhadira
Nhestricia, S.Farm., M.K.M., Bdn. Desi Handayani
Lubis, SST., M.Kes., Rudiansyah, SKM., M. Kes.,
Nur Sri Atik, SST., M.Kes., dan apt. Siska Ferilda.,
S.Si., M.Farm.
ISBN : 978-634-7808-70-7 (PDF)
Penyunting Naskah : Fahri Firliansyah.
Tata Letak : Fahri Firliansyah.
Desain Sampul : Novikean Keysah Sanisri

Penerbit

PT Cipta Digital Edukasi

Jl. Wijaya Ii/Wijaya Grand Centre Blok G-15, Desa/Kelurahan Pulo, Kec. Kebayoran Baru,
Kota Adm. Jakarta Selatan, Provinsi DKI Jakarta, Kode Pos: 1216

E-Mail : penerbitcde@gmail.com

Website : cideka.com

© Hak cipta dilindungi oleh undang-undang

Berlaku selama 50 (lima puluh) tahun sejak ciptaan tersebut pertama kali dilakukan
pengumuman.

Dilarang mengutip atau memperbanyak sebagian atau seluruh isi buku ini tanpa izin tertulis
dari penerbit. Ketentuan Pidana Sanksi Pelanggaran Pasal 2 UU Nomor 19 Tahun 2002
Tentang Hak Cipta.

Barang siapa dengan sengaja dan tanpa hak melakukan prebuttal sebagaimana dimaksud
dalam Pasal 2 ayat (1) atau Pasal 49 ayat (1) dan ayat (2) dipidana dengan pidana penjara
masing-masing paling singkat 1 (satu) bulan dan/atau denda paling sedikit Rp1.000.000,00
(satu juta rupiah), atau pidana penjara paling lama 7 (Tujuh) tahun dan/atau denda paling
banyak Rp5.000.000.000,00 (lima miliar rupiah).

Barang siapa dengan sengaja menyerahkan, menyiarkan, memamerkan, mengedarkan atau
menjual kepada umum suatu ciptaan atau barang hasil pelanggaran Hak Cipta atau Hak
Terkait sebagaimana dimaksud pada ayat (1) dipidana dengan pidana penjara paling lama
5 (lima) tahun dan/atau denda paling banyak Rp500.000.000,00 (lima ratus juta rupiah).

KATA PENGANTAR

Puji syukur ke hadirat Tuhan Yang Maha Esa atas tersusunnya buku ajar berjudul Prinsip-Prinsip Pelayanan Kesehatan Komprehensif. Buku ini hadir untuk memberikan pemahaman mengenai konsep dan prinsip dasar pelayanan kesehatan yang menyeluruh, mencakup aspek promotif, preventif, kuratif, dan rehabilitatif dalam upaya meningkatkan derajat kesehatan masyarakat. Melalui buku ini, pembaca diharapkan dapat memahami bagaimana pelayanan kesehatan komprehensif diterapkan secara terintegrasi dan berkesinambungan di berbagai tatanan layanan kesehatan.

Buku ini ditujukan untuk masyarakat umum agar mudah dipahami oleh berbagai kalangan, tidak hanya tenaga kesehatan dan mahasiswa, tetapi juga masyarakat luas yang memiliki kepedulian terhadap kesehatan.

Jakarta, Juli 2026

Tim Penyusun

DAFTAR ISI

KATA PENGANTAR.....	iii
DAFTAR ISI.....	iv
Bab 1: Konsep Dasar Pelayanan Kesehatan Komprehensif	1
1.1 Pengertian Pelayanan Kesehatan Komprehensif	1
1.2 Prinsip-Prinsip Dasar.....	5
1.3 Komponen Pelayanan Komprehensif	9
1.4 Peran Tenaga Kesehatan.....	14
1.5 Latihan Soal.....	18
Bab 2: Landasan Filosofis dan Etika Pelayanan Kesehatan....	19
2.1 Landasan Filosofis Kesehatan	20
2.2 Prinsip-Prinsip Etika Pelayanan Kesehatan.....	23
2.3 Etika Khusus dalam Konteks Pelayanan Kesehatan.....	26
2.4 Implementasi Etika dalam Sistem Kesehatan.....	28
2.5 Latihan Soal.....	30
Bab 3: Sistem Kesehatan Nasional dan Struktur Pelayanan...	32
3.1 Konsep Dasar Sistem Kesehatan Nasional.....	32
3.2 Tingkatan dan Peran Fasilitas Pelayanan Kesehatan.....	46
3.3 Hubungan Antarunsur dalam Sistem Pelayanan Kesehatan	54
3.4 Latihan Soal.....	67

Bab 4: Pendekatan Pelayanan Kesehatan Berbasis Masyarakat

..... **68**

4.1 Pengertian Pelayanan Kesehatan Berbasis Masyarakat..... 68

4.2 Peran Masyarakat dalam Menjaga Kesehatan Bersama 73

4.3 Strategi Pelaksanaan Program Kesehatan di Masyarakat 79

4.4 Latihan Soal..... 84

Bab 5: Pelayanan Kesehatan Dasar Dan Sistem Rujukan..... 85

5.1 Peran Pelayanan Kesehatan Dasar dalam Masyarakat 85

5.2 Sistem Rujukan dalam Pelayanan Kesehatan 89

5.3 Integrasi Pelayanan untuk Kebutuhan Kesehatan Masyarakat 92

5.4 Latihan Soal..... 96

Bab 6: Manajemen Sumber Daya dalam Pelayanan Kesehatan

..... **98**

6.1 Pengertian dan Pentingnya Pengelolaan Sumber Daya 98

6.2 Sumber Daya Manusia di Bidang Kesehatan 101

6.3 Pengelolaan Sarana, Prasarana, dan Teknologi 106

6.4 Pengelolaan Dana dan Pembiayaan Kesehatan 113

6.5 Latihan Soal..... 118

Bab 7: Mutu dan Keselamatan Dalam Pelayanan Kesehatan119

7.1 Konsep Mutu Pelayanan Kesehatan 119

7.2 Keselamatan Pasien dalam Pelayanan Kesehatan 123

7.3 Standar dan Penilaian Kualitas Fasilitas Kesehatan 126

7.4 Latihan Soal..... 131

Bab 8: Kolaborasi Interprofesional dalam Pelayanan Kesehatan

..... 132

8.1 Pengertian dan Manfaat Kerja Sama dalam Pelayanan Kesehatan
..... 132

8.2 Peran Berbagai Profesi dalam Tim Kesehatan 135

8.3 Komunikasi Efektif dalam Tim Kesehatan..... 140

8.4 Tantangan dan Upaya Meningkatkan Kolaborasi..... 146

8.5 Latihan Soal..... 151

Bab 9: Inovasi dan Teknologi Dalam Pelayanan Kesehatan . 152

9.1 Perkembangan Teknologi di Bidang Kesehatan..... 152

9.2 Pemanfaatan Layanan Kesehatan Berbasis Digital 156

9.3 Tantangan dan Peluang Teknologi Kesehatan..... 160

9.4 Latihan Soal..... 164

Bab 10: Evaluasi dan Penguatan Sistem Pelayanan Kesehatan

..... 165

10.1 Pentingnya Evaluasi dalam Pelayanan Kesehatan..... 165

10.2 Upaya Peningkatan Kualitas Sistem Pelayanan 170

10.3 Membangun Sistem Pelayanan Kesehatan yang Berkelanjutan 173

10.4. Latihan Soal..... 178

Daftar Pustaka..... 179

Profil Penulis 188

Daftar Pustaka

- Adiyanta, F. S. (2020). Urgensi Kebijakan Jaminan Kesehatan Semesta (Universal Health Coverage) bagi Penyelenggaraan Pelayanan Kesehatan Masyarakat di Masa Pandemi Covid-19. Diponegoro University. <https://doi.org/10.14710/alj.v3i2.272-299>
- Agarwal, P., Kithulegoda, N., Umpierre, R., & Barnsley, J. (2023). Digital transformation in healthcare: Improving patient outcomes and system efficiency through health technology innovation. *Healthcare Management Forum*, 36(4), 210–216.
- Agarwal, P., Mukerji, G., Desveaux, L., Ivers, N. M., & Bhattacharyya, O. (2023). Digital health interventions and the future of healthcare delivery: A systematic perspective. *NPJ Digital Medicine*, 6(1), 1–8.
- Agency for Healthcare Research and Quality. (2023). Patient safety culture surveys: User guide. Agency for Healthcare Research and Quality.
- Al-Jumaili, A. A., & Doucette, W. R. (2018). Comprehensive evaluation of medication safety systems in hospitals. *Research in Social and Administrative Pharmacy*, 14(4), 361–371.
- Amankwah, O., Choong, W. W., & Boakye-Agyeman, N. A. (2023). The relationship between facilities management service

quality and patients' health-care experience: the mediating effect of adequacy of health-care resource. *Facilities*, 41(1-2), 108-125.

Anderson, J., Gupta, S., & Morris, L. (2021). Continuity of Care and Patient Outcomes in Integrated Health Systems: A Longitudinal Study. *Journal of Healthcare Management*, 66(3), 145–159.

Bader, B., Coenen, M., & Kus, S. (2023). Evaluation of community-based health promotion interventions: A scoping review. *Frontiers in Public Health*, 11, 1123757.

Berkowitz, B. (2020). The patient experience and patient satisfaction: Measurement of a complex dynamic. *Online Journal of Issues in Nursing*, 25(1), 1–11.

Berwick, D. M. (2022). Improving quality and value in healthcare: The role of innovation and system improvement. *Journal of the American Medical Association*, 327(9), 803–804.

Boniol, M., Kunjumen, T., Nair, T. S., Siyam, A., Campbell, J., & Diallo, K. (2022). The global health workforce stock and distribution in 2020 and 2030: A threat to equity and universal health coverage? *BMJ Global Health*, 7(6), e009316.

Braithwaite, J., Greenfield, D., Westbrook, J., Pawsey, M., Westbrook, M., Gibberd, R., & Naylor, J. (2022). Health service accreditation as a predictor of clinical and organisational performance: A systematic review. *BMJ Open*, 12(4), e056715.

- Dharma, A. A. G. S. S. (2020). Pengaturan Pelayanan Kesehatan yang di lakukan oleh Dokter Melalui Telemedicine. Udayana University.
<https://doi.org/https://doi.org/10.24843/jmhu.2020.v09.i03.p12>
- Erku, D. A., Khatri, R., Endalamaw, A., Wolka, E., Nigatu, F., Zewdie, A., & Assefa, Y. (2023). Community engagement initiatives in primary health care to achieve universal health coverage: A realist synthesis of scoping review. *PLOS Global Public Health*, 3(5), e0001171.
- Fehrer, J. A., Baker, J. J., & Carroll, C. E. (2022). The role of public relations in shaping service ecosystems for social change. *Journal of Service Management*, 33(4-5), 614-633.
- Frenk, J., & Moon, S. (2020). Governance challenges in global health. *The New England Journal of Medicine*.
- Gatseva, P. D., & Argirova, M. (2011). Public health: the science of promoting health. *Journal of Public Health*, 19(3), 205-206.
- Gilson, L. (2003). Trust and the development of health care as a social institution. *Social science & medicine*, 56(7), 1453-1468.
- Goodwin, N. (2022). Understanding integrated care. *International Foundation for Integrated Care*.
- Katantha, M. N. (2025). Effective interprofessional communication for patient safety: A rapid review. *Safety*, 11(3), 91.

- Kementerian Kesehatan Republik Indonesia. (2022). Pedoman sistem rujukan pelayanan kesehatan nasional. Kementerian Kesehatan Republik Indonesia.
- Kementerian Kesehatan Republik Indonesia. (2022). Strategi transformasi digital kesehatan Indonesia. Kementerian Kesehatan Republik Indonesia.
- Khatri, R. B., Endalamaw, A., Erku, D., Wolka, E., Nigatu, F., Zewdie, A., & Assefa, Y. (2025). Contribution of health system governance in delivering primary health care services for universal health coverage: A scoping review. *PloS One*, 20(2), e0318244.
- Kruk, M. E., Ling, E. J., Bitton, A., Cammett, M., Cavanaugh, K., Chopra, M., & Gupta, N. (2022). Building resilient health systems: A proposal for a resilience index. *BMJ*, 357, j2323.
- Kusnadi, D., & Hartini, S. (2022). The Holistic Approach in Comprehensive Health Services: Enhancing Patient Recovery and Wellbeing. *International Journal of Nursing and Health Sciences*, 8(2), 101–112.
- Maharani, A., Tampubolon, G., Anindya, K., & Sujarwoto. (2022). Participation in community-based healthcare interventions and non-communicable diseases early detection of general population in Indonesia. *SSM - Population Health*, 19, 101236.
- Manzoor, F., Wei, L., Hussain, A., Asif, M., & Shah, S. I. A. (2021). Patient satisfaction with health care services: An application

- of physician's behavior as a moderator. *International Journal of Environmental Research and Public Health*, 18(5), 1–16.
- Maulana, M. A., & Avrillina, J. P. (2024). Kesehatan sebagai Hak Asasi: Perspektif Filosofis tentang Hukum Kesehatan. None. <https://doi.org/https://doi.org/10.47134/lawstudies.v2i1.2075>
- Mishra, A. (2022). Understanding community participation in rural health care: A participatory learning and action approach. *Frontiers in Public Health*, 10, 860792.
- Murray, C. J., & Frenk, J. (2000). A framework for assessing the performance of health systems. *Bulletin of the world Health Organization*, 78, 717-731.
- Papanicolas, I., Rajan, D., Karanikolos, M., Soucat, A., & Figueras, J. (2022). Health system performance assessment: A framework for policy analysis. *European Observatory on Health Systems and Policies*.
- Reeves, S., Pelone, F., Harrison, R., Goldman, J., & Zwarenstein, M. (2018). Interprofessional collaboration to improve professional practice and healthcare outcomes. *Cochrane Database of Systematic Reviews*, 2018(6), CD000072.
- Reeves, S., Pelone, F., Harrison, R., Goldman, J., & Zwarenstein, M. (2017). Interprofessional collaboration to improve professional practice and healthcare outcomes. *Cochrane Database of Systematic Reviews*, 6, CD000072.
- Reeves, S., Pelone, F., Harrison, R., Goldman, J., & Zwarenstein, M. (2020). Interprofessional collaboration to improve

- professional practice and healthcare outcomes. Cochrane Database of Systematic Reviews.
- Schot, E., Tummers, L., & Noordegraaf, M. (2020). Working on working together: A systematic review on how healthcare professionals contribute to interprofessional collaboration. *Journal of Interprofessional Care*, 34(3), 332–342.
- Sinha, R. (2024). The role and impact of new technologies on healthcare systems. *Discover Health Systems*, 3(1), 1–11.
- Soewondo, S. S., Parawansa, S. S. R., & Amri, U. (2023). Konsep Euthanasia di Berbagai Negara dan Pembaruannya di Indonesia. *None*.
<https://doi.org/https://doi.org/10.20473/mi.v6i2.43841>
- Starfield, B. (2018). *Primary care: Balancing health needs, services, and technology*. Oxford University Press.
- Susanti, D., & Prabowo, T. (2023). Comprehensive health service model: Integration of promotive, preventive, curative, and rehabilitative approaches in public health systems. *Journal of Global Public Health Studies*, 5(2), 120–138.*
- Vaseghi, F., Yarmohammadian, M. H., & Raeisi, A. (2022). Interprofessional collaboration competencies in the health system: A systematic review. *Iranian Journal of Nursing and Midwifery Research*, 27(6), 496–504.
- Weller, J. M., Boyd, M., & Cumin, D. (2024). Teamwork matters: Team situation awareness to build high-performing healthcare teams. *British Journal of Anaesthesia*, 132(5), 771–775.

- World Health Organization. (2020). Community engagement: A health promotion guide for universal health coverage in the hands of the people. World Health Organization.
- World Health Organization. (2020). Global spending on health 2020: Weathering the storm. World Health Organization.
- World Health Organization. (2021). Comprehensive primary health care: Operational framework for strengthening health systems. WHO Press.
- World Health Organization. (2021). Global patient safety action plan 2021–2030: Towards eliminating avoidable harm in health care. World Health Organization.
- World Health Organization. (2021). Global strategy on digital health 2020–2025. Geneva: World Health Organization.
- World Health Organization. (2021). Global strategy on digital health 2020–2025. World Health Organization.
- World Health Organization. (2021). Global strategy on digital health 2020–2025. World Health Organization.
- World Health Organization. (2021). Global strategy on people-centred and integrated health services. World Health Organization.
- World Health Organization. (2021). Health systems strengthening. Geneva: WHO.
- World Health Organization. (2021). Integrated health services: Concepts, policy options and practical applications. World Health Organization.

- World Health Organization. (2021). Patient safety and quality of care. Geneva: WHO.
- World Health Organization. (2021). Primary health care and health systems resilience. Geneva: World Health Organization.
- World Health Organization. (2021). Strengthening health service referral systems in primary health care. World Health Organization.
- World Health Organization. (2022). Quality health services: A planning guide. World Health Organization.
- World Health Organization. (2023). Primary health care measurement framework and indicators: Monitoring health systems through primary health care. Geneva: World Health Organization.
- World Health Organization. (2023). Quality health services: Planning and improvement guide. Geneva: World Health Organization.
- World Health Organization. (2023). Strengthening health systems resilience for universal health coverage and health security. World Health Organization.

- World Health Organization. (2024). Global strategy on human resources for health: Workforce 2030: Progress report. World Health Organization.
- Wright, S. (2024). Health infrastructure. Dalam Implementing the Primary Health Care Approach: A Primer. World Health Organization.
- Wulandari, A., & Sari, R. (2022). The role of rehabilitation and palliative care in improving quality of life among chronic disease patients. *Indonesian Journal of Nursing and Health Sciences*, 8(1), 47–62.*
- Xu, K., Soucat, A., & Kutzin, J. (2021). Public spending on health: A closer look at global trends. *Health Systems & Reform*, 7(1), e1938860.

Buku ajar berjudul **Prinsip-Prinsip Pelayanan Kesehatan Komprehensif** ini menyajikan gambaran menyeluruh tentang bagaimana layanan kesehatan dirancang dan dijalankan agar mampu menjawab berbagai kebutuhan masyarakat secara utuh. Pembahasan mencakup keterkaitan antara upaya pencegahan, penanganan, dan pemulihan kesehatan yang saling terhubung dalam satu sistem pelayanan yang berkesinambungan.

Isi buku disusun dengan bahasa yang mudah dipahami sehingga membantu pembaca melihat bagaimana pelayanan kesehatan tidak hanya berfokus pada pengobatan, tetapi juga pada peningkatan kualitas hidup dan kesejahteraan secara menyeluruh.

Buku ini ditujukan untuk masyarakat umum yang ingin memahami cara kerja layanan kesehatan modern serta bagaimana peran setiap pihak dalam membangun sistem kesehatan yang lebih efektif dan berorientasi pada kebutuhan manusia.