

INTEGRASI CONTINUITY OF CARE, WOMAN-CENTRED CARE, DAN DIGITAL HEALTH DALAM PENINGKATAN MUTU PELAYANAN KEBIDANAN: SYSTEMATIC LITERATURE REVIEW

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Article Info	ABSTRAK
Article History: Received 21/08/2026 Revised - Accepted 02/09/2026 Keywords: Continuity of Care Woman-Centred Care Digital Health Midwifery services	Transformasi pelayanan kebidanan modern menuntut model yang menjamin kesinambungan pelayanan (Continuity of Care), keterlibatan perempuan (Woman-Centred Care) dalam pengambilan keputusan, serta pemanfaatan teknologi digital (Digital Health) secara tepat, dalam upaya meningkatkan mutu. Penelitian ini bertujuan menganalisis dan mensintesis bukti ilmiah peran Continuity of Care (CoC), Woman-Centred Care (WCC), dan Digital Health dalam bentuk model pelayanan kebidanan yang terintegrasi. Desain penelitian yang digunakan adalah Systematic Literature Review dengan pendekatan PRISMA 2020. Penelusuran Literatur melalui Scopus, PubMed/MEDLINE, Science Direct dan Google Scholar. Berdasarkan rekonstruksi alur seleksi, diperoleh 278 rekaman, sebanyak 48 duplikat dihapus, 230 rekaman menjalani skrining judul dan abstrak, 80 artikel dinilai berdasarkan teks lengkap 28 studi dimasukkan dalam sintesis kualitatif. Instrumen JBI, CASP, dan RoB 2 digunakan untuk menilai kualitas metodologi. Sintesis dilakukan secara tematik, dengan hasil tiga tema utama. Tema pertama, Continuity of Care, menunjukkan bahwa kesinambungan relasional, informasional, dan manajerial antara perempuan dan bidan dapat memperkuat koordinasi pelayanan, kepercayaan, pengalaman pelayanan, serta sejumlah outcome maternal dan neonatal. Tema kedua, Woman-Centred Care, menempatkan perempuan sebagai mitra aktif melalui penghormatan terhadap pilihan, otonomi, martabat, komunikasi, pemberian informasi, dan shared decision-making. Tema ketiga, Digital Health, menunjukkan potensi teknologi digital dalam memperluas akses, meningkatkan edukasi dan komunikasi, mendukung pemantauan, serta memperkuat koordinasi dan kesinambungan pelayanan. Kerangka konseptual Digital-Enabled Midwifery Continuity of Woman-Centered Care (DE-MCWCC) merupakan hasil integrasi ketiga tema tersebut. Dengan demikian, model tersebut diharapkan dapat digunakan sebagai dasar konseptual bagi pengembangan model pelayanan kebidanan yang terintegrasi dan berpusat pada perempuan.

ABSTRACT

The transformation of modern midwifery services demands a model that ensures continuity of care, women's involvement in decision-making (woman-centred care), and the appropriate use of digital technology (digital health) to enhance quality. This study aims to analyze and synthesize scientific evidence regarding the roles of Continuity of Care (CoC), Woman-Centred Care (WCC), and Digital Health within an integrated midwifery service model. A systematic literature review design utilizing the PRISMA 2020 approach was employed. Literature searches were conducted via Scopus, PubMed/MEDLINE, ScienceDirect, and Google Scholar. Following the selection process, 278 records were identified; 48 duplicates were removed, 230 records underwent title and abstract screening, 80 articles were assessed based on full-text content, and 28 studies were included in the qualitative synthesis. The JBI, CASP, and RoB 2 instruments were used to assess methodological quality. A thematic synthesis was performed, yielding three main themes. The first theme, Continuity of Care, demonstrates that relational, informational, and managerial continuity between women and midwives can strengthen service coordination, trust, the service experience, and various maternal and neonatal outcomes. The second theme, Woman-Centred Care, positions women as active partners through respect for choices, autonomy, dignity, communication, information provision, and shared decision-making. The third theme, Digital Health, highlights the potential of digital technology to expand access, improve education and communication, support monitoring, and strengthen service coordination and continuity. The "Digital-Enabled Midwifery Continuity of Woman-Centered Care" (DE-MCWCC) conceptual framework emerged from the integration of these three themes. Consequently, this model is expected to serve as a conceptual foundation for developing integrated, woman-centred midwifery service models.

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