

MATERNAL DEATH, QUALITY SERVICES, AND MENTAL HEALTH: A CYCLE OR REPEATED EPISODE ?

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In this edition, the Indonesian Journal of Health Administration carries a variety of research themes. During one semester, we have received more than hundreds of manuscripts. We select essential articles describing practical issues in managing Indonesia's health system.

Maternal issues are classic issues in every edition of the Indonesian Journal of Health Administration. In this issue, our authors, Fatmaningrum *et al.* (2022), revealed how the COVID-19 pandemic had increased the number of maternal deaths. Research conducted by Ernawaty and Sri (2022) again shows how big the risks Indonesian women must bear during pregnancy and childbirth are. Not only are they risking their lives because they have to give birth to children, but once discharged from treatment, they still have to be faced with high delivery costs. The National Health Insurance does help a lot, but who will help JKN from a deficit if there are many cases of diseases that require huge costs. A systematic review conducted by Muhlis (2022) found that the low level of participation in the JKN program was due to various multidimensional factors. This factor is not only related to the ability to pay contributions, but many are due to individual and environmental internal factors.

Information technology seems to bring new hope to the health system. Research by Damayanti *et al.* (2022) demonstrated the potential of using the internet to help empower pregnant women in obtaining the needed maternal health services. The internet in this study is the primary source of information for mothers in making maternal decisions in emergency conditions. However, the use of technology is not always acceptable to the target. The use of medical record management information system researched by Ismatullah *et al.* (2022) shows how the acceptance of health workers in the management information system is more complex than the acceptance of information technology in community groups. The utilization of information technology in hospitals requires directed guidance to ensure what should be done to maximize investment in

this information system. Arifin *et al.* (2022) offer a digital marketing model that can be used to guide hospitals to attract more customers. Before the COVID-19 pandemic, Indonesia was familiar with the internet, but this introduction turned into a long-term relationship when the pandemic hit. The behavior of seeking care has changed from initially preferring physical shopping to being completely digital.

During the pandemic, the utilization of health services was recorded to have decreased, especially in outpatient services at the Puskesmas. Guidelines for implementing Public Health Efforts during the pandemic are also directed to be minimized. This restriction impacts several mandatory health services such as Measles-Rubella immunization for toddlers. Research conducted by Pradini *et al.* (2022) shows that the patient's expectations have not been matched with the quality of health services obtained. Nonetheless, the gap between expectations and reality does not stand alone in indicators of quality health services. Primary health facilities such as stunting eradication programs also need attention. Zaleha and Idris (2022) shows the need to ensure that health workers are prepared in quantity and quality following established program standards.

Meanwhile, the measurement of patient satisfaction in advanced health services during the pandemic showed different results. Hartanti and Antonio (2022) identified that physical conditions such as facilities and service organization and supply and quality of drugs affect patient satisfaction. This condition is quite different from what was stated (Pradini *et al.*, 2022). Hastuti *et al.* (2022) use phenomenological studies to reveal patient complaints in government-run hospitals. So far, measurements for health care facilities have been carried out routinely through customer satisfaction surveys. Unfortunately, with the instrument's limitations that it only measures specific dimensions and is measured on a scale, the main complaints of patients who are not included in these measurements will be ignored. Improving the quality of services during the pandemic also needs to consider

how to fulfill basic medical needs, as happened in Sri Lanka (Liyanage *et al.*, 2022). Service standards are very much needed in an emergency such as a pandemic. Research conducted by (Rumi *et al.*, 2022) explains how variations in the use of COVID-19 drugs are given.

The welfare of health workers is no less important in improving quality. Kurniawan *et al.* (2022) measured the prevalence of nurse burnout symptoms in isolation rooms. As a result, more than half of the respondents experienced emotional exhaustion and decreased performance. Interestingly, nurses who work in non-ICU rooms experience higher burnout than in ICU rooms.

Meanwhile, Tejoyuwono (2022) underlined the importance of a code of ethics that must be adhered to by all health workers. His research shows how many health workers still smoke and violate the rules of the no-smoking area. This behavior is not in sync with what they always tell the public to avoid smoking. It shows that the human factor is still essential to intervene even though the information technology factor has dominated. For this reason, health financing plays an important role (Pertiwi and Sjaaf, 2022). Health financing is needed to support these strengths; supporting policy factors, implementation in the regions and aligning efforts between the central and local governments are essential.

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