

ENVISIONING HEALTHCARE SERVICE QUALITY, SAFETY AND EQUITY: FROM PUBLIC HEALTH CENTRE TO MILITARY HOSPITAL

Memvisualisasikan Kualitas, Keselamatan, dan Kesetaraan Layanan Kesehatan: Dari Puskesmas Sampai Rumah Sakit Militer

Abdu Nafan Aisul Muhlis^{1,2,3}

¹Editor team of Indonesian Journal of Health Administration, Surabaya, Indonesia

²Doctoral School of Health Sciences, University of Debrecen, Hungary

³The Airlangga Centre for Health Policy Research Group, Universitas Airlangga, Surabaya, Indonesia

Correspondence:

Address:

1. Faculty of Public Health, University of Debrecen, H-4028 Debrecen, Kassai Ut 26, Hungary.
2. The Airlangga Centre for Health Policy Research Group (ACEHAP) Faculty of Public Health, Universitas Airlangga, Kampus C Unair, Mulyorejo, Surabaya, Indonesia, mail: nafan.abdu@gmail.com

The Indonesian Journal of Health Administration Volume 11 No.1 (2023) has been published. This edition covers a wide range of main topics, including enhancing healthcare management, expediting Covid-19 vaccination efforts, and improving public health programs within the community.

Healthcare sustainability is expected to help accomplish the Sustainable Development Goals (SDG) by 2030. Gupta *et al.* (2023) discuss environmental sustainability in healthcare using elicitation techniques and found that the hospital in India tends to utilize natural resource optimally to minimize the usage of electricity and water, install a waste treatment plant, and be accredited by quality assurance body to assure them prioritize the sustainability in healthcare services. In terms of healthcare service equity, Suar (2023) analyzed the implementation of social inclusion in military hospitals in Indonesia. This study revealed that patients from particular groups received exclusive care compared to other National Health Insurance or *Jaminan Kesehatan Nasional* (JKN) program members. However, it contrasts with the Indonesian government's commitment to offer its citizens equitable and inclusive healthcare.

Moreover, healthcare services quality and safety still become major concerns over time. Waiman *et al.* (2023) reported that the Lean Six Sigma method had lowered long waiting times in outpatient services. Furthermore, one of

the frequent errors that contribute to patient safety accidents in hospitals is medication error. Medication errors cause fatalities in multiple nations. Amalia and Basabih (2023) evaluate the difference in medication errors in various developing and developed countries, from Uganda to Japan. They describe medication errors as encompassing multiple stages, such as prescribing, administration, transcribing, and drug dispensing, and most errors tend to occur specifically during the prescribing phase. As a result, introducing effective strategies such as implementing an information system known as Computerized Physician Order Entry (CPOE) and providing comprehensive staff training is essential to prevent medication errors.

In addition, a key risk-reduction method for patient safety programs in healthcare is patient engagement (PE). In Indonesia, however, there are relatively few studies related to this topic, Sjaaf *et al.* (2023) explored the healthcare recipient's perspective and their potential role in patient safety. The author emphasizes that various factors led to the lack of readiness among healthcare recipients to actively participate in patient safety, primarily confined to administrative tasks, supporting the healthcare process, injury prevention, and communication. Apart from that, in terms of the workforce's well-being in healthcare settings, this volume contains two papers that address this issue. Yusuf and Wulandari (2023) examined that

demographic factors, salary or burnout, will most likely correlate to job satisfaction. While Hasugian *et al.* (2023) found that job satisfaction, official housing facilities, access to seminars, saving ability, and age are influential elements for the income adequacy of civil servants in the health field. In this research, they formulated the amount of income adequacy of health workers in Public Health Centres (PHCs) in Indonesia. Healthcare services also offer home pharmacy care to treat specific health problems like diabetes. Halisa *et al.* (2023) measured the cost associated with home pharmacy programs and discovered that the pharmacy could continue to generate a profit while delivering home care services.

As the era of endemic Covid-19 is about to commence, in this edition, we continue to receive articles that discuss vaccination programs during the Covid-19 pandemic. Arisandi *et al.* (2023) revealed that the initial acceptance rate of Covid-19 vaccinations among health workers was still low at the beginning of the vaccination program. They further identified the factors that influenced the knowledge and attitude of health staff towards vaccination. Nevertheless, Erlando *et al.* (2023) researched the willingness to accept (WTA) of Covid-19 vaccines of communities in specific regions in East Java province that were classified based on their cultural areas. Arek and Mataraman communities exhibit a higher willingness and satisfaction towards vaccination, whereas Madura and Pandalungan communities demonstrate a contrasting outcome due to lower accessibility, welfare, and cultural considerations. However, fewer patients visit the PHCs during pandemics, and people tend to avoid visiting health facilities unless their condition worsens significantly. Research by Saputri and Berlianto (2023) shows that patients' intention to revisit PHC is mostly influenced by their trust in the government and healthcare institutions.

Another topic in this volume concerns the development of public health programs. Stunting is a significant nutritional problem in Indonesia, and prioritizing its prevention has become essential for the government and society. Ipa *et al.* (2023) examine

decision-maker's contributions in facilitating efforts to reduce stunting in Garut Regency. However, the study indicated that the convergence strategy in this area could not be executed optimally due to ego barriers across sectors. Thus, they advise fostering active involvement, and it is crucial to define stakeholders' responsibilities clearly.

Aside from stunting issues, HIV and other sexually transmitted diseases have become a top concern. The prevention program of HIV and Syphilis transmission among adolescents has been evaluated by Lubis and Susilawati (2023). In this study, the authors acknowledge that HIV testing at the North Sumatra laboratory is both rapid and free of charge. However, there is a lack of willingness to provide a referral process, which undermines the effective implementation of the HIV and Syphilis transmission prevention program. The next topic is maternal and reproductive health. The probability of maternal mortality rises with home delivery. Wulandari *et al.* (2023) identified approximately 23,8% of mothers giving birth at home. The study found that older age, higher education, being a first-time mother, having insurance coverage, awareness of pregnancy danger signs, residing in urban areas, and receiving antenatal care at least four times reduced the likelihood of home delivery. This edition also explores the evaluation of public service motivation (PSM) among village cadres in Indonesia, specifically focusing on providing care for people with mental illness. Setijaningrum *et al.* (2023) emphasize that PSM can be classified into three distinct categories: rational motivations, norm-based motivations, and affective motivations. Also, they highlight the efficacy of PSM in mobilizing human resources and enhancing the standard of care for individuals with mental health conditions in areas that lack sufficient services.

References

- Amalia, A. E., and Basabih, M. (2023) "Overview of Medication Error Incidence in Hospitals in Various Countries: Literature Review",

- Indonesian Journal of Health Administration, 11(1), pp. 145-153. doi: 10.20473/jaki.v11i1.2023.145-153
- Arisandi, R., Yanti, B. and Zakaria, I. (2023) "Knowledge and Attitudes of Health Workers Towards COVID-19 Vaccination In Aceh, Indonesia", Indonesian Journal of Health Administration, 11(1), pp. 13-25. doi: 10.20473/jaki.v11i1.2023.13-25.
- Erlando, A., Agusti, K. S., Darmawan, A. P. and Amarullah, H. (2023) "Willingness to Accept and Satisfaction of COVID-19 Vaccine in East Java Cultural Areas", Indonesian Journal of Health Administration, 11(1), pp. 36-47. doi: 10.20473/jaki.v11i1.2023.36-47.
- Gupta, H., Garg, S. and Gupta, U. (2023) "Development of Sustainable Healthcare Model for The Hospitals in Northern India", Indonesian Journal of Health Administration, 11(1), pp. 131-144. doi: 10.20473/jaki.v11i1.2023.131-144.
- Halisa, K. N., Setiawan, D. and Prasuma, G. S. (2023) "Cost Analysis of Home Pharmacy Care Program Among Diabetes Patients in Pharmacy", Indonesian Journal of Health Administration, 11(1), pp. 48-56. doi: 10.20473/jaki.v11i1.2023.48-56.
- Hasugian, A. R., Ilyas, J., Hendrawan, H. and Bachtiar, A. (2023) "Factors Affecting Indonesian Public Health Centers' Health Workers' Income Adequacy", Indonesian Journal of Health Administration, 11(1), pp. 4-12. doi: 10.20473/jaki.v11i1.2023.4-12.
- Ipa, M., Yuliasih, Y., Astuti, E. P., Laksono, A. D. and Ridwan, W. (2023) "Stakeholders' Role in The Implementation of Stunting Management Policies in Garut Regency", Indonesian Journal of Health Administration, 11(1), pp. 26-35. doi: 10.20473/jaki.v11i1.2023.26-35.
- Listiowati, E., Sjaaf, A. C., Achadi, A., Bachtiar, A. and Arini, M. (2023) "Engaging Patients for Patient Safety: A Qualitative Study on Healthcare Recipients' Perspectives", Indonesian Journal of Health Administration, 11(1), pp. 67-80. doi: 10.20473/jaki.v11i1.2023.67-80.
- Lubis, Y. H. and Susilawati, S. (2023) "Analysis of Hiv And Syphilis Transmission Prevention Programs for Adolescents", Indonesian Journal of Health Administration, 11(1), pp. 120-130. doi: 10.20473/jaki.v11i1.2023.120-130.
- Saputri, V. V. and Berlianto, M. P. (2023) "Factors Influencing Patients' Revisit Intention to Public Health Center During COVID-19 Pandemic", Indonesian Journal of Health Administration, 11(1), pp. 57-66. doi: 10.20473/jaki.v11i1.2023.57-66.
- Setijaningrum, E., Ghazali, M. B. and Purwanto, L. (2023) "Servant Hearts: Village Cadres' Public Service Motivation in Indonesia's Mental Health Care", Indonesian Journal of Health Administration, 11(1), pp. 93-106. doi: 10.20473/jaki.v11i1.2023.93-106.
- Suar, H. P. N. (2023) "Social Exclusion in Indonesia Military Hospital", Indonesian Journal of Health Administration, 11(1), pp.107-119. doi: 10.20473/jaki.v11i1.2023.107-119.
- Waiman, E., Achadi, A. and Agustina, R. (2023) "Reducing Hospital Outpatient Waiting Time Using Lean Six Sigma: A Systematic Review", Indonesian Journal of Health Administration, 11(1), pp. 154-166. doi: 10.20473/jaki.v11i1.2023.154-166.
- Wulandari, R. D., Laksono, A. D., Matahari, R. and Rohmah, N. (2023) "Policies to Reduce Home Delivery in Indonesia: Who Should Be The Target?", Indonesian Journal of Health Administration, 11(1), pp.81-92. doi: 10.20473/jaki.v11i1.2023.81-92.
- Yusuf, M. and Wulandari, R. D. (2023) "The Influence of Internal Factors on Job Satisfaction in Healthcare Settings", Indonesian Journal of Health Administration, 11(1), pp. 167-182. doi: 10.20473/jaki.v11i1.2023.167-182.