

Analysis of the Quality of Health Services during the COVID-19 Pandemic with the European Foundation for Quality Management Method at the Technical Implementation Unit of the Sungai Pakning Public Health Center, Bukit Batu District, 2022

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Abstract

The research objective is analysis of the quality of health services during the coronavirus disease 2019 (COVID-19) pandemic with the European foundation for quality management method at the Technical Implementation Unit of the Sungai Pakning Public Health Center, Bukit Batu District, 2022. This research is a qualitative analytic study using a purposively selected sample of data sources. The number of main informants is 13 people with in-depth interviews 7 people and 6 informants with focus group discussions and there are 3 supporting informants. The analytical method in this study uses the European foundation for quality management method. The results show that performance quality of health services during the COVID-19 pandemic with the european foundation for quality management at the Technical Implementation Unit of the Sungai Pakning Public Health Center, Bukit Batu District, 2022 method scored 689 points, where this point is categorized as a gold trophy level.

Keywords

quality; health services;
european foundation for quality
management method



I. Introduction

The policy direction of the National Medium-Term Development Plan in the health sector for 2020-2024 is to increase access and quality of health services towards universal health coverage with an emphasis on strengthening basic health services and increasing promotive and preventive efforts supported by innovation and the use of technology. In the implementation of these planning objectives, there are many strategic problems faced in public organizations to carry out what are the main tasks, functions, authorities, and responsibilities assigned to them (Kementrian Kesehatan, 2020). Development is a systematic and continuous effort made to realize something that is aspired. Development is a change towards improvement. Changes towards improvement require the mobilization of all human resources and reason to realize what is aspired. In addition, development is also very dependent on the availability of natural resource wealth. The availability of natural resources is one of the keys to economic growth in an area. (Shah, M. et al. 2020)

The paradigm of government administration, development and public services has shifted from rule government to good governance, from a centralized system to decentralized. The implementation of government, development, and public services according to the good government paradigm does not only rely on regulations or the government, but also needs to involve other elements such as the private sector in Indonesia and the community. The basic essence of decentralization is the government's effort to get closer to the governed, with that closeness it is hoped that the government will

be able to play a good and correct role in the problems, complaints, wishes and aspirations of the public that must be served.

Measurement of the quality of health services is reliability, responsiveness, competence, accessibility, ethics of officers must be polite, services must adapt to different consumer languages, credibility, security, and completeness of service facilities and the appearance of the physical environment of a service.

One indicator of the success of health services is patient satisfaction. The concept of service quality related to patient satisfaction is determined by five elements commonly known as service quality "servqual" (responsiveness, assurance, tangible, empathy, and reliability) or ability, assurance, physical form, attention and reliability.

The assessment of the quality of health services at the Public Health Center has so far been carried out through the stages of P1, P2, and P3 management which have been prepared and planned in advance according to needs. In the management stage after planning is carried out, the next stage is the implementation of activities. To ensure that is carried out as follows the Public Health Center management cycle where the cycle must be carried out every certain period of time starting from the planning stage to the evaluation stage with a scoring technique between realization and implementation can be effective and efficient, it is necessary to carry out a monitoring function and then in the final stage an evaluation existing target (Kementrian Kesehatan, 2016).

One of the acknowledgments of service quality is through accreditation, but during the COVID-19 pandemic, the Ministry of Health issued a circular regarding the postponement of the accreditation assessment, namely SE Number HK.02.01/Menkes/455/2020 which according to the circular, Public Health Center accreditation is postponed until the status of a national disaster or public health emergency is declared revoked by the Government. The Public Health Center must be able to adapt the management of the Public Health Center to the conditions of the coronavirus disease 2019 (COVID-19) pandemic and conduct a comprehensive performance assessment of the Public Health Center so that there are no weaknesses in the structure that affect the performance of the health services. In management there is a rule that says "if you can measure it, you can manage it" evaluation provides an overview of how effectively the performance of an organization is achieved so as to provide quality improvement for services that align with existing needs, so that Public Health Center must be adaptive in maintaining the continuity of service quality optimally (Kementrian Kesehatan, 2019).

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II. Research Method

This research is a qualitative analytic study using a purposively selected sample of data sources. Purposive sampling technique is a method of selecting samples based on the quality possessed by the sample needed by researchers to obtain the information they need. Purposive samples are generally used in qualitative research in order to obtain information-rich cases that can be used as the most useful analysis material for research (Octiva et al., 2018; Pandiangan, 2018). In this study, in-depth interviews were conducted with individuals selected by people who have power and authority over the social situation or object under study to obtain a complete and in-depth description of a condition through

input, process and output components, as well as combining several approaches (Octiva et al., 2021; Pandiangan et al., 2021; Pandia et al., 2018). The concept of “health services research” and the European foundation for quality management method. The criteria for the informants selected in this study were based on the suitability of the European foundation for quality management method interviewed, had a fairly long position and tenure, knew and understood the problem clearly, was trustworthy, became a good source of data and was able to express opinions well.

Informants are people who are considered to know more about everything related to research problems (Asyraini et al., 2022; Octiva, 2018; Pandiangan, 2015). Informants can provide comprehensive information. Informants in this study were the main informants and supporting (key) informants who provided information related to the object of research with the following considerations (Jibril et al., 2022; Pandiangan et al., 2018; Pandiangan, 2022):

1. Informants know the problem more broadly and deeply in connection with the object of research.
2. Informants can be trusted and competent as sources of data in relation to the object of research.

The number of main informants is 13 people with in-depth interviews 7 people and 6 informants with focus group discussions and there are 3 supporting informants.

The analytical method in this study uses the European foundation for quality management method. The European foundation for quality management method is a simple tool that is able to measure the quality of management in the institution (Pandiangan et al., 2022; Tobing et al., 2018).

III. Result and Discussion

3.1 Overview of Research Subjects

a. Overview of Research Sites

Sungai Pakning Public Health Center is located in Bukit Batu District, Bengkalis Regency with a working area of 1,423 km², consisting of 9 villages and 1 ward. The boundaries of the Sungai Pakning Public Health Center area are as follows:

1. In the north, it is bordered by Bengkalis District, Malacca Strait, and Bandar Laksamana District.
2. To the south, it is bordered by Siak Kecil District.
3. In the west, it is bordered by Bandar Laksamana District.
4. To the east, it is bordered by Bengkalis District.

b. Population

The total population of the Sungai Pakning Public Health Center working area in 2021 is 21,641 people with 5,894 family cards.

3.2 Health Service Facilities

Sungai Pakning Public Health Center is an Inpatient Public Health Center which is a Technical Implementation Unit of the Bengkalis District Health Office which provides preventive, promotive, curative to rehabilitative services either through individual health efforts or public health efforts.

Sungai Pakning Public Health Center is an inpatient Public Health Center and also serves outpatient services which also have Poned services.

The Sungai Pakning Public Health Center has a network of Public Health Centers, namely the Assistant Public Health Center (Pustu) and the Village Health Post (Poskesdes). The number of Pustu at Sungai Pakning Public Health Center is 4, namely Sejangat Village Pustu, Batang Duku Village Pustu, Buruk Bakul Village Pustu, and Sukajadi Village Pustu.

The number of Poskesdes in the Sungai Pakning Public Health Center is 7 and 1 Poskeskel with the following details, namely Dompas Village Poskesdes, Pangkalan Jambi Village Poskesdes, Pakning Asal Village Poskesdes, Sungai Pakning Poskeskel, Sei Selari Village Poskesdes, Batang Duku Village Poskesdes, Buruk Bakul Village Poskesdes, and Bukit Batu Village Poskesdes.

The number of pharmaceutical preparations and medical devices in the work area of the Sungai Pakning Public Health Center is 3 pharmacies. The number of private doctor practices is 5 and 1 dental practice. There is 1 Primary Clinic Medical Center and Maternity Home owned by Pertamina Sungai Pakning and 1 Private Maternity Clinic located in Sei Selari Village.

3.3 Health Efforts Based on Human Resources

a. Integrated Service Post

Integrated Service Post is one of the community-based health efforts carried out by, from and with the community, to empower and provide convenience to the community to obtain health services, especially mothers, babies, and toddlers. Number of Integrated Service Posts in the the Sungai Pakning Public Health Center, Bukit Batu District as many as 26 units.

b. Siaga Village

The number of alert villages in the Sungai Pakning Public Health Center area is 9 units.

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c. Leadership

The Head of the Public Health Center has been able to influence or set an example to his subordinates in an effort to achieve organizational goals and the Head of the Public Health Center has disseminated the vision and mission, participated in solving problems and was directly handled, friendly, and able to build good cooperation with external and internal parties, the creation of comfort in working at the Sungai Pakning Public Health Center, taking a personal approach and solving existing problems, the total score for the sub-criteria for leadership is 75 where this score is included in the clear evidence category.

d. Policy and Strategy

The head of the Public Health Center has been able to implement his mission and vision by building a stakeholder strategy that focuses on customer needs in the process carried out. Policy plans, objectives and processes are developed and implemented through

strategy. The total score for the sub-criteria for policies and strategies is 75 where this score belongs to the clear evidence category.

e. Human Resources or Employees

The Head of the Public Health Center has carried out human resource development, empowered human resources, there is communication between employees and leaders and human resources are rewarded accordingly. The total score of the sub-criteria for human resources is 75 where this score belongs to the clear evidence category.

f. Process

The head of the Public Health Center is already able to establish, regulate, and improve processes in order to provide satisfaction, increase indicator values in general to customers and stakeholders, only the problem is in the long process of waiting at the counter which they have a bit of a problem with. The total score of the sub-criteria for the process is 65 where this score belongs to the clear evidence category. In sub-criteria 5.b there is still no new innovation to meet the needs of clients/stakeholders. Then on pillar 5.d in the service category, clients/stakeholders complain only at the counter because the place is not comfortable. The long wait process which is a bit of a complaint, the solution from the Head of the Public Health Center is by the end of this year to repair the room so that patients are more comfortable waiting in line at the counter, waiting for medicine.

g. Staff Satisfaction

Satisfaction Staff achieve satisfactory results. The total score for the sub-criteria for staff satisfaction is 75 where this score belongs to the clear evidence category.

h. Community Satisfaction

The public's view of the Public Health Center is considered good and right. The total score for the sub-criteria for community social outcomes is 75 where this score belongs to the clear evidence category.

i. Core Performance Results

The Head of Administration evaluates comprehensively and achieves the results issued to satisfy the community. The total score of the sub-criteria for community social satisfaction is 75 where this score belongs to the category of clear evidence.

IV. Conclusion

The results show that performance quality of health services during the coronavirus disease 2019 (COVID-19) pandemic with the European foundation for quality management at the Technical Implementation Unit of the Sungai Pakning Public Health Center, Bukit Batu District, 2022 method scored 689 points, where this point is categorized as a gold trophy level.

Suggestions for this research are:

1. For the Sungai Pakning Inpatient Public Health Center
 - a. For the Sungai Pakning Inpatient Public Health Center, it is better to implement each of the European foundation for quality management indicators in managing the Public Health Center management so that each value on service quality is fulfilled and can

- actively partner with outside parties in an effort to improve service quality in the Public Health Center.
- b. In the field of technology, it is also better to use an internet network whose network is more effective and stable, so that in carrying out all activities related to the internet there are no more problems, if necessary, cooperate directly with Telkom.
 - c. The Public Health Center should also create a special table or place to receive complaints from inside and outside and utilize technology in conducting patient satisfaction surveys.
 - d. For the comfort of patients in the waiting room, it is better to equip facilities and infrastructure such as air conditioning, special seats for the elderly and pregnant women and provide drinking water if funds are sufficient.
2. For Bengkalis Regency Health Office
 - a. For the Health Office to consider the assessment of the Public Health Center using the european foundation for quality management method by comparing several other Public Health Centers so that the strengths and weaknesses in the management of each Public Health Center can be identified and make a letter of determination from the Head of the Health Office to apply the european foundation for quality management method in all Public Health Centers in Bengkalis Regency so that Public Health Centers will have quality in providing services to the community.
 - b. This method is minimal in cost and only takes time to assess compared to other assessments such as Accreditation, ISO and BSC which requires a large amount of money starting from completing the infrastructure to the cost of the assessment team. Thus, the European foundation for quality management method is more practical and easier to use in the assessment of the Public Health Center.
 3. For Further Researchers

For further researchers, this research can be used as a reference material to conduct similar research and can conduct further research in comparing several Public Health Centers by using this European foundation for quality management assessment method.

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