



Effectiveness of Inpatient Services at Batudaa Pantai Health Center, Gorontalo Regency

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ABSTRACT

The research aims to find out the effectiveness of services and the factors that hinder the effectiveness of inpatient services at the Batudaa Pantai Health Center, Gorontalo Regency. This research uses a qualitative approach with a case research type. The types of data used are primary and secondary data with data sources in the form of informant statements, observation results, and supporting documents. The results of the research show: 1) The effectiveness of inpatient services at the Batudaa Pantai Health Center, Gorontalo Regency, is supported by a) the work spirit of the staff is quite good, b) the flexibility of staff adaptation to innovation and the ability to avoid service freezes is good, and c) productivity is good with an average number of services of 3-4 patients/month and success in the form of recovery of hospitalized patients. 2) The factors that hinder inpatient services at the Batudaa Pantai Health Center, Gorontalo Regency, will be traced according to the priority of the inhibiting factors as follows: a) the main staff is the addition of general practitioners, dentists, and pharmacy staff, b) Supporting equipment in the form of sets of equipment dental clinics, ultrasound for midwifery and nursing, as well as laboratory equipment are still very much needed to increase the effectiveness of services in inpatient units. c) the travel distance and terrain factors are external factors that do not directly relate to inpatient services.

Keywords: Effectiveness; Service; Inpatient Care

1. Introduction

Improving the performance of health services has become a major theme throughout the world [1]. With this theme, health services and health professional groups as service providers must display their social accountability in providing cutting-edge services to consumers based on professional standards, so that they can meet community expectations [2]. One of the spearheads of health services in the community [3] is the Community Health Center (Puskesmas) which is the Department's Technical Implementation Unit which is responsible for carrying out health efforts at the first level in their respective work areas [4]. To realize the directives of the Minister of Health's regulations above, various efforts are needed to improve the quality of health services at the community health center level, both in personnel and the completeness of health facilities. This effort is intended to increase the effectiveness of primary health services for the community. Increasing the effectiveness of health services is very important considering that health is one of the basic needs of society that must be met and is the government's responsibility as part of excellent public services.

In connection with excellent service which has an impact on effectiveness and efficiency in public services [5] suggests that the new public service (NPS) places more emphasis on the quality of public services. To make government organizations more effective in realizing their role optimally, it is necessary to make improvements to the structural dimensions of the organization to effectively achieve organizational goals. To maximize the quality of health services, they must be evaluated through measuring effectiveness. According to Hansen, R. C. (2001), effectiveness is the ability to have the right goals or equipment to realize what has been set [6]. Meanwhile Hansen, R. C. (2001) who quoted Gibson's opinion put forward several criteria for effectiveness, namely, productivity, efficiency, satisfaction, adaptation, and development [6]. Based on the description above, it can be said that effectiveness is a very important concept because it can provide an overview of the success of an organization in achieving its targets or it can be said that effectiveness is the level of achievement of objectives from activities that have been carried out compared to targets that have been previously set. In providing health services, Batudaa Pantai Community Health Center, Gorontalo Regency continues to improve after being accredited, service improvement continues to be driven in that services not only focus on facilities and infrastructure issues but also cover the issue of Human Resources needed [7], especially regarding inpatient services, considering the distance between the people of Batudaa sub-district. The Batudaa Pantai as the recipient of the service is quite far from the hospital, not to mention the difficulty of traveling from this sub-district to Gorontalo City or Gorontalo Regency.

The factor that is an indicator of obstacles to inpatient services at the Batudaa Pantai Health Center is the lack of medical equipment available at the Batudaa Pantai Health Center. Some of the medical tools that are needed are a dental examination tool, an ultrasound and a Lab Centrifuge-Sentrifus tool, these three tools are not available. Another thing is work morale, employees are not enthusiastic about doing their work due to delays in paying basic employee allowances as well as payment for services and referral problems in terms of fuel oil for operational cars (Ambulances) whose management is inefficient so that the state civil servants at the Batudaa Coast Community Health Center Gorontalo Regency is not enthusiastic about referral patient

services. This is what then causes the low productivity of state civil servants. In providing health services, Batudaa Pantai Health Center refers to Service Operational Standards. As an accredited health center, the Batudaa Pantai Community Health Center, Batudaa Pantai District, Gorontalo Regency must provide complete health services. If supported by good human resources from staff and medical staff.

Specifically for inpatient services, which have officially been operating since December 27, 2022, every month the average number of inpatients at the Batudaa Pantai Health Center is 3 people, the rest are referred to the Regional General Hospital dr. MM Dunda Limboto or Aloe Saboe Hospital, Gorontalo City. Patients who are referred to the hospital always pay attention to the patient's illness condition, the availability of supporting equipment, and medical staff when the patient is received. The determination of the Batudaa Pantai Health Center as a Community Health Center that provides inpatient services is based on the Decree of the Regent of Gorontalo Regency number 693/05/XII/2022, concerning Amendments to the Regent's decision number 385/05/V/2020 Determining Categories of Health Centers in Gorontalo Regency. In this latest decision, the Batudaa Pantai Health Center was designated from previously being a non-patient health center to become an inpatient health center. In this Regent's Decree, considerations for the designation as an Outpatient Health Center are included, based on considerations in terms of resources, socio-economics, and considerations for each Puskesmas area.

Furthermore, regarding the explanation of Inpatient Health Centers, it is stated in the attachment to the Minister of Health regarding general provisions for Inpatient Health Centers:

- a. A Puskesmas is an inpatient Puskesmas that is strategically located towards non-inpatient Puskesmas and first-level health service facilities in the vicinity, which can be developed into an intermediate referral center or referral center.
- b. Hospitalization at the Community Health Center is only intended for cases whose length of stay is a maximum of 5 days. Patients who require treatment for more than 5 (five) days must be referred to the hospital, in a planned manner.
- c. Must be equipped with resources to support inpatient services, by provisions.
- d. Community health centers in urban areas can provide inpatient services with a maximum number of 5 (five) beds.
- e. Community health centers in rural, remote, and very remote areas can provide inpatient services with a maximum number of 10 (ten) beds. Under certain conditions, based on consideration of service needs, population, and accessibility, the number of beds in Community Health Centers in rural, remote, and very remote areas can be increased, while still considering the availability of existing resources.

Several things were taken into consideration in determining whether this Puskesmas would provide inpatient services from a regional aspect. This is because the results of observations show that, apart from the distance between people and the hospital, the hilly and steep terrain means that people tend to place their hopes on this health center. Paying attention to the facts above illustrates that the number of patients has increased from year to year. On the other hand, distance traveled and social status do not support patient treatment. Based on the above, the Batudaa Pantai Community Health Center has adopted a policy of accepting inpatient services. This will provide compensation for the effectiveness of the service. The effectiveness of this research is more directed at inpatient services at the Batudaa Pantai District Health Center, Gorontalo Regency.

2. Methods

This type of research is qualitative descriptive research [8], which is a type of research that provides an overview of the effectiveness of inpatient services at the Batudaa Pantai District Health Center, Gorontalo Regency. The design of this research is a case study to reveal a fact or reality regarding [9] the effectiveness of inpatient services at the Batudaa Pantai District Health Center, Gorontalo Regency. The research location is at the Batudaa Pantai District Health Center, Gorontalo Regency. Meanwhile, this research will be carried out for 2 months after the research proposal seminar, while the research location will be carried out at the Batudaa Pantai District Health Center, Gorontalo Regency. The reason the researcher chose this location was because the status of the inpatient health center plus 3 patient visits every month emphasized the staff to improve their abilities and provide services sincerely and sincerely, so the researcher wanted to find out more about the effectiveness of inpatient services at the Batudaa Pantai District Health Center. In general, there are two types of data used in research, namely primary data and secondary data. Primary data was collected through observation, documentation, and interviews, namely data obtained directly from informants through direct and open face-to-face meetings by the needs of this research. Meanwhile, secondary data, namely data obtained through literature study, references, statutory regulations, documents, and observations, was obtained from the research location. Primary data sources in qualitative research consist of observation results and interviews with informants. The total number of informants was 8 people.

Data in qualitative research is obtained from various sources using various data collection techniques (triangulation), and is carried out continuously until the data reaches the saturation point. Triangulation itself, according to Awasthy (2019), means a technique for checking the validity of data that uses something outside the data for checking purposes or as a comparison of the data [9]. Data in qualitative research consists of 1) detailed descriptions of situations, events, people, interactions, and behavior, 2) a person's statements about their experiences, attitudes, beliefs, and thoughts as well as from documents. Bogdan and Taylor (1975) stated that data analysis is a process of formal effort to find themes and formulate ideas as suggested by the data and as an effort to assist with themes ideas, and so on [8]. Meanwhile, Miles and Huberman, stated that activities in qualitative data analysis are carried out interactively and continue continuously until completion, until the data is saturated [10]. Activities in data analysis after data collection include data reduction, data display, and data verification. During data collection : 1) narrowing the study, 2) developing analytical questions, 3) making observer comments regarding the ideas that emerge, and 4) starting to review library materials related to research in the field.

3. Results

1. Effectiveness of Inpatient Services at the Batudaa Pantai Community Health Center

From the interview results, it is clear that the research focus consisting of work enthusiasm, flexibility of adaptation, and productivity has quite good results, as is the case with the results of observations on the 3 sub-focus discussions. Below we will discuss the results of the research findings. The results of interviews with both informants and key informants found that all apparatus, especially in inpatient services, were all bound by the spirit of realizing the goals of inpatient services which were in line with the results of observations and supporting documents for inpatient services. Thus, the Batudaa Pantai Community Health Center apparatus, especially in the inpatient service unit, has quite high work morale (effectiveness) as evidenced by their efforts to realize service goals. This morale is still influenced by a lack of equipment, so officers have to coordinate with doctors. The results of the research stated that the work spirit of inpatient staff at the Batudaa Pantai Community Health Center was declared effective because it was based on the staff's efforts to achieve service goals. Work effectiveness is a condition that shows the achievement of a previously determined goal by mobilizing all the resources available to humans through their activities.

Togetherness in achieving goals is a must in achieving organizational goals. Individual work enthusiasm must be visible in the spirit of togetherness in achieving organizational goals. The results of interview research show that Batudaa Pantai Community Health Center officers demonstrate cooperation within and between fields and together contribute to the success of inpatient services. The results of this interview are also supported by observations that show that all officers actively continue to provide support and assistance to the inpatient unit. A feeling of ownership of what the organization's goals are is an attitude of treating the goals as if they were the goal of one's life and treating patients as if they were serving their family and themselves. The manifestation of all these feelings is responsibility for duties and responsibilities. The results of the research show that inpatient unit staff work together and help each other when they experience problems, which is a manifestation of a sense of belonging to the goal of the service itself. Observation results show that officers who carry out their duties carefully are not well qualified. good cooperation, officers work according to their duties.

The conclusion that can be expressed regarding the effectiveness of the work morale sub-focus is that it is effective in the aspects of officer cooperation and the ability to provide information to patients and patient families. The flexibility of adaptation in this research consists of 2 sub-focuses, namely innovating and preventing service freezes. The results of research through interviews found that both of them had good qualifications or had run effectively as stated by general informants according to their fields and expert informants, in this case, the head of the Batudaa Pantai Health Center, Gorontalo Regency. The results of this interview are also by the results of observations which show that this effectiveness is still influenced by the presence of doctors at the location, considering that the Puskesmas' service hours are only until 14.00. The rest of the inpatient schedule is carried out by picket officers without being accompanied by a doctor. This is due to limited staff, especially doctors. Organizational goals will be achieved and programs will be implemented well, determined by humans as the driving factor. Humans are the most important element in planning, evaluating, processing, monitoring, and measuring success. Therefore, working employees must try to be more effective in their work because effectiveness means the occurrence of a desired effect or consequence. So an effective person's actions are actions that produce the results desired by that person to achieve a common goal. Productivity Productivity in this research consists of 2 sub-focuses, namely the number of services (quantity) and service results. The results of interviews with informants show that in terms of quantity, the inpatient unit can serve 3-4 inpatients/month in a month. Meanwhile, if it is based on results (quality) for childbirth and cases of illnesses that do not require further treatment, they can be resolved well. According to the results of the documents, all of the inpatients were able to complete their treatment well unless other symptoms required further treatment, so they were referred to the hospital with the assistance of staff. Thus, effectiveness in the productivity aspect is effective, where community health center services can provide healing to inpatients. For certain types of diseases, inpatients are referred to the hospital after receiving initial service. Productivity does not only cover economic aspects but is also related to non-economic aspects, for example, management and organization, work quality issues, motivation, initiative, and so on. Work productivity is a measure of the comparison of the quality and quantity of a worker in a unit of time to achieve results or work performance effectively and efficiently with the resources used. Based on the description above, it can be said that providing referrals to hospitals is part of productivity by considering the quality of work which is also influenced by the limited availability of resources currently owned by the Batudaa Pantai Health Center.

2. Factors inhibiting inpatient services at Batudaa Pantai Health Center, Gorontalo Regency

Medical devices, The results of interviews with informants revealed that there was still equipment supporting inpatient services that the Batudaa Pantai Health Center did not yet have. The equipment in question includes a set of dental equipment, ultrasound for midwifery and nursing purposes, as well as laboratory equipment that supports pharmaceutical work. The results of observations and comparing them with the documentation results found that the equipment mentioned by the informants was not yet available at the Batudaa Pantai Health Center. This then has an impact on the referral process to the hospital if an inpatient who is about to give birth has symptoms that require serious treatment. Likewise, dental clinics can only treat symptoms of pain and cannot do more specific work. This also applies to laboratory examinations that are not equipped with centrifuge equipment, one of the functions of which is to be able to detect early a person's illness through urine examination and other functions. The conclusion that can be put forward is that the factors inhibiting the effectiveness of inpatient services at the Batudaa Pantai Community Health Center, one of which is supporting equipment, namely, ultrasound for nursing, midwifery, and mandatory equipment for general practitioners, sets of equipment for dental and oral health that are not yet owned and finally support for laboratory equipment as equipment. for early diagnosis of disease in inpatients. The effectiveness of services can be influenced by the availability of adequate work facilities and infrastructure, work equipment, and other support, including the provision of telecommunications and information technology (telematics).

Power. Manpower is the human resources owned by the Batudaa Pantai Community Health Center. The results of interviews, which are supported by documents, show that health workers at this Puskesmas are still limited and still need at least 2 general practitioners and 1 dentist to maximize services in the inpatient unit. To achieve what is called effectiveness in service, this aspect of limited manpower is one of the inhibiting factors in achieving what is expected from the nature of effectiveness itself. If based on the provisions of PMK Number 43 of 2019 which states that the staffing of general practitioners for inpatient health centers is 2 people, plus 1 dentist, then the staffing factor is still a factor inhibiting inpatient services at the Batudaa Pantai Health Center, especially for doctors. (Regulation of the Minister of Health of the Republic of Indonesia No. 43 of 2019) . The availability of adequate information technology infrastructure because this facility is 50 percent of the key to the successful implementation of the e-government concept.

Mileage. This sub-focus consists of two sub-fields, namely distance traveled and terrain traveled. Travel distance is related to the starting point until reaching the endpoint, while distance is related to the level of ease and difficulty from the starting point to reaching the final destination. The results of research through interviews, as stated in the presentation of previous research results, found that the distance and terrain traveled by villages in the Batudaa Pantai sub-district to reach the Batudaa Pantai sub-district health center varies. The closest village is Kayubulan village as the location of this health center. Meanwhile, the other 8 villages are quite far away and have quite difficult terrain, considering that this Puskesmas is located on a road that has hills on one side and the ocean on the other. The road turns and is on the edge of a hill, making the side of the sea stretch steep which is often called a cliff. The results of this research reinforce the factors inhibiting effectiveness from an external perspective considering that although the service at the Batudaa Pantai Health Center, as per the research results, is quite good, getting to this location requires time and quite difficult terrain, which is an obstacle to the effectiveness of the service. Likewise, if there is a patient who has to get a referral to a hospital, the distance between the Batudaa Pantai Health Center and the referral hospital is quite far, not to mention if the patient has to be picked up in another village, not from the location of the health center.

The conditions of the distance traveled and the terrain are factors that further confirm that:

- 1) Batudaa Pantai District Health Center is very important and strategic for the community considering that this health center still holds the title of remote area health center. So, to make inpatient services more effective, several efforts need to be made to minimize inhibiting factors through efforts to add equipment, support staff, and other things.
- 2) To achieve the effectiveness of inpatient services, the provision of supporting medical equipment and staffing factors will increasingly occupy a top priority position for future development.
- 3) Overcome long and difficult distances and terrain, can be overcome by using vehicles that are suitable for the terrain traveled by community members as recipients of community health center services.
- 4) If based on PMK Number 43 of 2019, the existence of the Batudaa Pantai Health Center is indeed worthy of qualifying as an inpatient health center from the aspect that it is located in rural areas, remote areas, and very remote areas, which are far from advanced level referral health service facilities. (Regulation of the Minister of Health of the Republic of Indonesia No. 43 of 2019)

4. Conclusion

It is hoped that this research will be able to provide useful value primarily for the development of science, especially regarding government public services in the health sector as a basic need of citizens. Apart from that, it can add references and input material for future researchers, especially regarding services in the health sector at the Community Health Center level, where there are still many complaints about their services. It is hoped that the results of this research will provide positive implications for local governments as information and evaluation material regarding the effectiveness of health services, especially inpatient services at the Community Health Center level. For health service institutions, the results of this research can be used as evaluation material about how effective health services are currently perceived by the community. Research limitations that could be developed in further research. This research is qualitative research built on a naturalistic paradigm as an effort to discover new phenomena, and not to test or validate a relationship system. Therefore, this research requires a more in-depth study of several focuses and sub-focuses developed in the research. This research is based on public administration and does not touch on procedural technical issues of services at the Community Health Center level. So many technical problems such as inhibiting factors in the form of a shortage of health equipment, lack of health personnel, and travel distances are not discussed in detail.

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