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ANALYSIS OF PROCESS FACTORS (MEDICAL AND NON MEDICAL) AFFECTING PUBLIC HEALTH CENTER PERFORMANCE: A CASE STUDY OF PUBLIC HEALTH CENTER IN THE NATIONAL HEALTH INSURANCE ERA
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ABSTRACT

Background: Health development is an integral part of national development. The success of health development can be seen from indicators used to monitor health status and evaluate the success of program implementation. Indicators used are mortality, morbidity, and nutritional status. Public Health Center as a place that facilitates the first level of health services still experienced various problems, among which is still high maternal, infant and toddler mortality. The high mortality rate indicates that the standard of success of the program is still low even though more and more people need high quality service and fast along with the enactment of National Health Insurance (NHI) system as of January 1, 2014. This study aims to analyze the process factors (medical and nonmedical) that affect the performance Public Health Center so as to find the cause of the poor quality of Public Health Center services so that it can formulate strategies to improve the quality of Public Health Center service seen from the process factors (medical and nonmedical) as one of the alternative model that can be used to improve the health service quality of Public Health Center.

Materials and Methods: The research method used is qualitative method with case study approach. The object of this research is 5 Public Health Center in Padang City, Bungus Public Health Center, Lubuk Begalung Public Health Center, Ambacang Public Health Center, Andalas Public Health Center, and Lubuk Buaya Public Health Center. Data obtained through in-depth interview, questionnaire, and triangulation.

Results: Process at Public Health Center II (Andalas Public Health Center and Lubuk Buaya Public Health Center) are better than Public Health Center I (Bungus Public Health Center, Lubuk Begalung Public Health Center, and Ambacang Public Health Center). Health Center II services better process of medical service.

Conclusions: Public Health Center as primary health care facilities in the era of National Health Insurance (NHI) is not high quality yet. This is evident from the findings of research showing that (1) The medical and non-medical processes have not proceeded in full compliance with the medical standards and standards of public services; and (2) model of quality improvement strategy of Public Health Center which is chosen is Model I (Model Derma).

Acknowledgements: The NHI system has not been directly linked to health services quality improvement in Community Health Centers.

KEYWORDS

National Health Insurance, Public Health Center Performance, Quality of Public Health Center Service, Primary Health Service, Public Health Center.