

Poned-Based Public Service Innovation in Efforts to Serve Pregnant Women at the Wonoasih Community Health Center, Probolinggo City

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Abstract

This research is about PONED-based public services in efforts to service pregnant women at the Wonoasih Health Center, Probolinggo City. The background of this research is the insufficient examination of pregnant women at the Wonoasih Health Center, Probolinggo City. So that the innovation developed in service delivery is through PONED services. The research method used is descriptive qualitative method. The results of this study are that the Wonoasih Health Center provides specialized PONED services to deal with cases of obstetric emergencies and neonatal procedures that occur during pregnancy, childbirth, and the postpartum period, and are potentially dangerous for the mother and baby. One of them is outlined in the "Mom Love Movement" program to increase the survival rate of pregnant women and reduce the percentage of deaths of pregnant women due to childbirth, and baby safety. Obstacles faced in the development of PONED services were inadequate operational funds, socialization that was not optimal, poor maintenance of medical devices, low quality of inpatient rooms, and the geographic location of the Wonoasih Health Center.

Abstrak

Penelitian ini mengenai pelayanan publik berbasis PONED dalam upaya pelayanan ibu hamil di Puskesmas Wonoasih Kota Probolinggo. Penelitian ini dilatar belakang oleh pemeriksaan yang kurang maksimal terhadap ibu hamil yang berada di Puskesmas Wonoasih Kota Probolinggo. Sehingga inovasi yang dikembangkan dalam pemberian pelayanan yaitu melalui pelayanan PONED. Metode penelitian yang digunakan adalah metode kualitatif deskriptif. Adapun hasil dari penelitian ini yaitu puskesmas Wonoasih memberikan pelayanan spesialisasi PONED untuk mengatasi kasus gawat darurat obstetri dan prosedur neonatal yang terjadi selama kehamilan, persalinan, dan masa nifas, dan berpotensi berbahaya bagi ibu dan bayi. Salah satunya dituangkan dalam program "Gerakan Sayang Ibu" untuk meningkatkan persentase hidup dari ibu hamil serta mengurangi persentase kematian ibu hamil karena melahirkan, dan keselamatan bayi. Kendala yang dihadapi pada pengembangan pelayanan PONED yaitu dana operasional yang tidak memadai, sosialisasi yang tidak maksimal, perawatan alat medis yang kurang baik, rendahnya kualitas kamar rawat inap, dan letak geografis Puskesmas Wonoasih.

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1. INTRODUCTION

Public services are all forms of services provided by the government to the community as a form of service, because in essence the government is a servant of the community. The services provided are to fulfill people's basic needs and rights as citizens. Public services are a priority for the government because they have a direct impact on increasing public satisfaction in order to build a more efficient and transparent government. Referring to Law no. 25 of 2009 article 1, Public Services is a stage of activities to fulfill interests in the context of providing orderly population administration services in the form of goods or services.

Public services have an important role in the development and progress of a country. Good and effective public services can create a prosperous and harmonious community life, reduce social disparities and strengthen democracy. Public services provided by the government must be equitable and cover all sectors such as education, security, transportation, administration, health and many more. Services in the health sector are the government's responsibility to achieve the

prosperity of people's lives as stated in Pancasila and the 1945 Constitution. According to the Law of the Republic of Indonesia article 36 of 2009, it is stated that every development must be based on and balanced with health insight.

In the current technological era, various innovations have emerged to make it easier for the government to provide services to the community. To build a better life for society, the government is making efforts to provide quality health services to the community, especially to pregnant women. Human growth and development actually begins in the womb. Not only is the baby's health a priority, but the mother's health must also be considered. Because to build a prosperous country, people are needed who are physically and spiritually healthy. Therefore, it is very important to provide adequate and efficient public service facilities to pregnant women so that the nutritional needs of the babies born are met.

One of the problems in health development is the high maternal mortality rate (MMR) and infant mortality rate (IMR). So it can reflect the poor quality of health services and have a negative impact on regional development. One index that is responsive in imaging the welfare of the country is conducting a review in the context of assessing efforts to improve maternal and baby health (lestaria, Bahar & Munandar, 2016). Monitoring the Maternal Mortality Rate (MMR) and Infant Mortality Rate (IMR) is very important to identify health constraints, design appropriate interventions, and measure the success of programs to reduce MMR and IMR rates. Therefore, the government is trying to reduce the number of MMR and IMR through the Neonatal Emergency Obstetric Services Program (PONED). This PONED program has been implemented in various regions and one of them is at the Wonoasih Community Health Center, Probolinggo City, this program is to support the government's efforts to improve the prosperity of pregnant women and babies.

1. RESEARCH METHOD

According to Danim (2002), the qualitative research method assumes that qualitative research can be found by containing several accurate studies of people engaging in interactions or through the social environment. This research begins with the research stages of collecting data, reducing and presenting data and drawing conclusions from the research. This research focuses on Public Services in the field of Health for mothers and babies at the Wonoasih Community Health Center, Probolinggo City which discusses the Innovation of the Obstetric Neonatal Emergency Service Program (PONED). This writing describes descriptions, objective explanations related to the PONED program and the obstacles of the objects studied so that it is hoped that it can provide solutions to the problems faced in implementing these services.

2. RESEARCH RESULTS AND DISCUSSION

Innovations in the health sector were developed as an implementation of the Healthy City program. One of the activities of the Probolinggo as a Healthy City program is to develop specialized innovations in community health center services in each sub-district. One of them is the Wonoasih Community Health Center which specializes in PONED services. Basic Neonatal Emergency Obstetric Services (PONED) is a service provided to deal with emergency obstetric cases and neonatal procedures that occur during pregnancy, childbirth and the postpartum period, and are potentially dangerous for the mother and baby. The Basic Neonatal Emergency Obstetric Services (PONED) Program is one of the efforts made by the government in tackling the Maternal Mortality Rate (MMR) and Infant Mortality Rate (IMR). The PONED program is a necessity for primary referral services at Community Health Centers so that they can deal directly with the causes of maternal and neonatal deaths. Apart from that, the PONED Community Health Center is directly supported by the PONEK Regency or City Hospital in a unified referral system.

1. Cervical Cancer Early Treatment Clinic

Cervical cancer is a malignant tumor that attacks the female reproductive organs, namely the neck of the vagina. This part has the function of entering from the uterus into the vagina. Basically, this disease is infected by the Human Papilloma virus (HPV) which infects the cervix

of women. If it is infected, the patient needs to be referred to a clinic for early treatment of cervical cancer. This treatment clinic provides health service facilities for the treatment of cervical cancer. This cancer needs to be treated as early as possible to prevent serious damage to the functioning of the woman's cervix. At this clinic, women with cervical cancer will detect cervical cancer and undergo treatment. There are five main treatments for treating cervical cancer, namely surgery, radiation therapy, and prescribed therapy. However, for early healing in the early stages of this disease, the clinic will usually carry out treatment using surgical methods.

2. 4 Dimensional Ultrasound

In Probolinggo Regency, pregnant women no longer need to worry about the condition of the fetus in the womb because they are equipped with 4-dimensional ultrasound pregnancy examination facilities which can determine the overall condition of the fetus. Apart from that, pregnant women can see the development of the fetus, see its face, and find abnormalities in the fetus. The benefit of 4D ultrasound is that it is a development of 2D and 3D ultrasound, including checking the condition and development of the fetus in the womb. However, 4D ultrasound results are more detailed because they produce moving images than 2D and 3D ultrasounds. The results of this 4G ultrasound can produce still images and display video effects, so parents can see the fetus' face clearly.

The 4D ultrasound service developed by the Wonoasih Community Health Center aims to provide the best service to everyone, especially to the people of Probolinggo Regency.

– Mother Love Movement Program

Pukesmas collaborates with the government to carry out a movement called the "Mother Love Movement" to increase the percentage of pregnant women living as well as reducing the percentage of deaths of pregnant women due to childbirth, and the safety of babies. Wonoasih Community Health Center carries out training for Posyandu cadres, data collection on pregnant women, and affixing control stickers to pregnant women's homes to support the mother-loving movement. Apart from that, GSI also aims to increase understanding, awareness and concern about the human rights of women and children in an interactive and synergistic effort, where the health of pregnant women and babies is one of their human rights. Currently, the Wonoasih Community Health Center, the community, community organizations and Posyandu cadres are collaborating to maintain the health of mothers and children, especially newborn babies.

– Challenges of Development of Wonoasih Community Health Center as Poned

Although Thus, the development of the Wonoasih Poned Community Health Center faces various challenges as follows.

- The health sector does not have adequate operational funds from the APBD, and this decline occurs every year. One factor that contributes to budget problems is that the Probolinggo City DPRD does not support the health sector. This lack of support causes the Probolinggo City Government and DPRD to be inconsistent in preparing the health sector budget. DPRD barely supports maternal and child health. On the other hand, building health facilities is the DPRD's main priority. This budget problem results in a number of other problems, including:
 - The socialization of the Wonoasih Community Health Center program as Poned was not optimal due to lack of funds for promotion.
 - Medical equipment maintenance is poor due to the reduction in operational maintenance costs from the Central Government. Facing this problem, the Wonoasih Community Health Center applies certain fees for patients from Probolinggo Regency.
 - Low quality of inpatient rooms for mothers giving birth.
 - Wonoasih Poned Health Center is located on the outskirts of Probolinggo City and borders Probolinggo Regency, most of the patients come from Probolinggo Regency. This situation is ironic because there are no Jampersal facilities for Probolinggo Regency residents who access the Wonoasih Community Health Center.

- There is a lack of management at the Wonoasih Community Health Center, namely that it has only carried out evaluations at an internal level, there has been no systematic evaluation from the Probolinggo City Health Service.

– **Wonoasih Community Health Center Development Strategy**

Based on resolving the problems faced in the development process of building the Wonoasih Poned Health Center, the Probolinggo City Government can use the following approach:

- **Looking for a budget alternative**

To overcome the problem of lack of budget, the following alternative steps can be taken:

- Strengthening synergy between DPRD and health sector stakeholders.

The DPRD's role does not appear to be providing sufficient support to the Wonoasih Community Health Center. However, the Health Service is proactive, innovation can run even though it is not optimal. Therefore, to make the Wonoasih Poned Community Health Center innovation a success, a discussion forum involving various parties is needed, such as the DPRD, District/City Health Service, District/City Hospital, IDI, IDAI, IBI, and POGI to synergize their roles to make the Poned Community Health Center innovation a success. Wonoasih.

- Collaborating with CSR Private Companies.

Funding for the promotion and maintenance of medical equipment at the Wonoasih Community Health Center requires collaboration with CSR from the Probolinggo city government or the Health Service.

- **The Probolinggo City Government needs to provide Jampersal for Probolinggo Regency residents who give birth at the Wonoasih Community Health Center.**

In collaboration with the Probolinggo District Health Service, Jampersal data can be collected and provided to the Wonoasih Community Health Center for use. Furthermore, this aims to increase access for pregnant women to the Wonoasih Community Health Center.

- **Community health center management**

Improving the management of Wonoasih Community Health Center management can be done by:

- Improving the management skills of the Wonoasih Community Health Center.

The decision maker in determining the sustainability of Poned at the Community Health Center is the role of the head of the Community Health Center in the ongoing management of Poned. Therefore, the selection of the Head of the Community Health Center must be carried out through a competitive selection process and requires managerial capacity who has led similar institutions, thoroughly understands the problems that exist at the Wonoasih Community Health Center, and also has a deep understanding of the problems that exist at the Wonoasih Community Health Center.

- Strive to monitor the quality of Wonoasih Community Health Center services through routine assessments or evaluations every 6 months.

This effort aims to measure indicators of implementation success, which include:

- a) Increased understanding and clinical performance, which can be observed directly through assessment through checklists and repeated clinical audits. Positive appreciation from the community served, which can be seen from Poned visits in stages, and
- b) Poned visits can gradually increase and good recognition from the communities served.
- c) Improved morale also acts as an implementer that increases retention and desire. Continuous training activities that use in-service training as a Poned facility will be used to achieve the above indicators.

3. CONCLUSION

Public services have a very important role in the development and progress of a country to create a prosperous and harmonious social life. One of the welfare areas that has received sufficient attention is in the health sector, especially the health of pregnant women and babies. Wonoasih Community Health Center is one of the pioneers in providing health services to pregnant women and babies in order to prevent the risk of death through the Neonatal Emergency Obstetric Services (PONED) program. The activities carried out include providing 4-dimensional ultrasound services and an early treatment clinic for cervical cancer. Apart from that, there is also the "Love Mother Movement" to increase the percentage of lives of pregnant women and reduce the percentage of deaths of pregnant women due to childbirth, and the safety of babies.

Wonoasih Community Health Center carries out training for Posyandu cadres, collects data on pregnant women, and places control stickers in the homes of pregnant women to support the mother-loving movement. However, in its implementation, PONED has several obstacles, including: fundinadequate operations, inadequate socialization, inadequate maintenance of medical equipment, low quality of inpatient rooms, and the geographical location of the health center on the outskirts of Probolinggo City and bordering Probolinggo Regency so that there are no Jampersal facilities for Probolinggo Regency residents who access the Wonoasih Health Center.

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