

Optimization of Minimum Service Standards for Newborn Services in Lebak Regency: Challenges and Solutions

Hadrian Marta¹, Ahmad Idris Abdurrohman¹, Shinta Novelia^{2*}

¹Directorate General of Regional Development, The Ministry of Home Affairs of Indonesia
²Midwifery Department, Faculty of Health Sciences, Universitas Nasional Jakarta, Indonesia;
shinta.novelia@civitas.unas.ac.id (Corresponding Author)

Article Info:

Submitted:
18-05-2024
Revised:
27-05-2024
Accepted:
28-05-2024

DOI:

<https://doi.org/10.53713/nhsj.v4i2.374>



This work is licensed
under CC BY-SA License.

ABSTRACT

Newborns, as a vulnerable group are still faced with a high risk of illness and death. The high IMR in Lebak Regency is caused by various factors, one of the main ones is the lack of optimal health services for newborns. This can be seen from the low coverage of antenatal services, childbirth in health facilities, and newborn care. This research aimed to analyze the implementation of Minimum Service Standards (MSS) related to the type of newborn service in Lebak Regency, Banten Province. The purpose of this study is to analyse the extent to which the MSS is applied and to identify the challenges and obstacles faced in its implementation. The research method used is qualitative with a descriptive-analytical approach. Data were collected through interviews, observations, and documentation studies. The results showed that the implementation of MSS related to the type of newborn service in Lebak Regency was not optimal. Some of the challenges and obstacles faced in its implementation are the lack of qualified human resources, inadequate health facilities, and lack of socialization and education in the community. Based on the results of the study, several steps were recommended to improve the implementation of MSS related to the type of newborn services in Lebak Regency such as increasing the number and quality of human resources, improving health facilities, and increasing socialization and education to the community.

Keywords: minimum service standards; newborn services; Lebak Regency; Banten Province

INTRODUCTION

Newborns, as a vulnerable group, are still faced with a high risk of illness and death. (UNICEF, 2023) shows that Indonesia's Infant Mortality Rate (IMR) reaches 24 per 1,000 live births, with variations between provinces. In Lebak Regency, the situation is more concerning, with IMR reaching 14 per 1,000 live births (Lebak District Health Office, 2023). This far exceeds the national average of 7 per 1,000 live births.

The high IMR in Lebak Regency is caused by various factors, one of the main ones is the lack of optimal health services for newborns. This can be seen from the low coverage of antenatal services, childbirth in health facilities, and newborn care. Budiani et al. (2022) and Novelia et al. (2021) in their research revealed that the coverage of newborn health services in Indonesia still needs to improve, especially in rural areas.

Lebak Regency, Banten Province, is a district with a high infant mortality rate. This is due to several factors, such as (1) Geographical conditions: Lebak Regency has a large and remote area, so people's access to health facilities still needs to be improved. (2) Poverty: Lebak Regency is one of the poorest districts in Banten Province. This makes it difficult for people to get quality health services. (3) Lack of knowledge: People still do not have enough knowledge about the importance of health services for newborns.

In addition, (Aliyah, 2020) explained that the local government implementation policy in the 1945 Constitution regulates the basic rights of citizens including the right to education, health, the right to work, decent livelihood, and social security. Furthermore, Law Number 23 of 2014 concerning Local Government Article 10 states that the implementation of local government is directed at accelerating the realization of community welfare through improved services, empowerment, and community participation. Considering that every citizen has the right to get basic services, these basic services need to establish Minimum Service Standards.

The Government of Indonesia has established Minimum Service Standards (MSS) through Government Regulation Number 2 of 2018 concerning MSS, this regulation regulates the type and scope of basic services that local governments must provide. Furthermore, the implementing regulations are Minister of Home Affairs Decree Number 59 of 2021 concerning the Implementation of MSS, this regulation regulates technical guidelines for the preparation and implementation of MSS in the regions and Minister of Health Decree Number 6 of 2024 concerning Technical Standards for Fulfilment of Minimum Health Service Standards, this regulation regulates the guidelines for the implementation of MSS in the health sector.

MSS in the health sector is one of the standards that must be given to the citizens. Fulfillment of basic service quality consists of basic service technical standards and basic service quality fulfillment technical standards. The technical standards for fulfilling basic services are as follows:

1. Health services for pregnant women;
2. Maternity health services;
3. Newborn health services;
4. Toddler health services;
5. Health services at primary education age;
6. Health services in the productive age;
7. Health services for the elderly;
8. Health services for people with hypertension;
9. Health services for people with diabetes mellitus;
10. Health services for people with severe mental disorders;
11. Health services for suspected tuberculosis persons; and
12. Health care for people at risk of being infected with a virus that weakens the human immune system (Human Immunodeficiency Virus).

In this case, related to the type of newborn service to ensure that all babies in Indonesia get quality health services, the MSS must include:

1. Antenatal services: Pregnant women have at least 6 times of pregnancies checked during pregnancy.
2. Childbirth: Childbirth is performed in a health facility by qualified health workers.
3. Newborn care: Newborns get a complete health check and immunizations.

Based on the description above, the researcher is interested in conducting a study entitled Optimizing Minimum Service Standards for Newborns in Lebak Regency: Challenges and Solutions

METHOD

Qualitative methods with an analytic descriptive approach were used in this study. Data was collected through interviews with 10 pregnant women, 5 new mothers, 3 Puskesmas (Primary Health Care) officers, 2 Posyandu (Integrated Health Service Post) officers, and 1 Health Office official (Creswell & Creswell, 2018; Kvale & Brink, 2009). Observations were conducted at 3 Puskesmas and 2 Hospitals in Lebak Regency (Spradley, 2016; Yin, 2016). Documentation studies were conducted to collect data on policies and regulations related to MSS, such as Government Regulation Number 2 of 2018 concerning Minimum Service Standards, Minister of Home Affairs Regulation Number 59 of 2021 concerning the Implementation of Minimum Service Standards, Minister of Health Regulation Number 6 of 2024 concerning Technical Standards for Meeting Minimum Health Service Standards, and Lebak Regency Regional Regulation Number 2 of 2020 concerning Maternal Health, Newborns, infants, Toddlers and Children (Bowen, 2009; Miles & Huberman, 1994).

RESULTS

The results showed that the implementation of MSS related to the type of newborn service in Lebak Regency could have been more optimal. Some of the research findings include:

1. Shortage of Qualified Health Workers:
 - 1) Physician Shortage: The ratio of physicians per 10,000 population in Lebak Regency is 0.4, far below the national standard of 1.2.
 - 2) Midwife Shortage: The ratio of midwives per 1,000 population is 2.8, still below the national standard of 3.2.
 - 3) Nurse Shortage: The ratio of nurses per 1,000 population is 5.3, still below the national standard of 6.0.
2. Health facilities have not met the standards:
 - 1) Maternity Room: Only 60% of Puskesmas in Lebak Regency have delivery rooms that meet the standards.

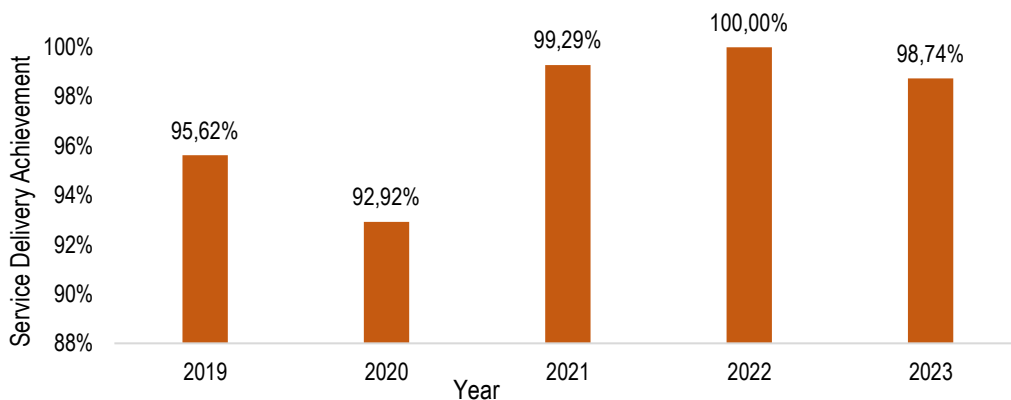
- 2) Medical Equipment: 30% of Puskesmas in Lebak Regency need more essential medical equipment for newborn services.
 - 3) Medicines: 20% of Puskesmas in Lebak Regency are experiencing a shortage of essential medicines for newborns.
3. Lack of Community Socialization and Education:
- 1) Only 50% of pregnant women in Lebak Regency know the importance of health services for newborns.
 - 2) Only 30% of pregnant women in Lebak Regency understand the steps to prevent complications in newborns.
- The results showed that the implementation of MSS related to the type of newborn service in Lebak Regency still needed to be improved. This can be seen from several research findings, including:

Table 1. Report on the Implementation and Application of MSS in Lebak Regency, Banten Province for 12 Types of Health MSS Services

No	Basic Services	Year				
		2019	2020	2021	2022	2023
1	Health services for pregnant women	93.08%	94.21%	91.82%	100.00%	86.40%
2	Maternity health services	84.36%	91.07%	86.09%	100.00%	94.57%
3	Newborn health services	95.62%	92.92%	99.29%	100.00%	98.74%
4	Toddler health services	76.72%	83.99%	95.91%	100.00%	93.42%
5	Health services at primary education age	90.88%	58.74%	41.89%	100.00%	100.00%
6	Health services in the productive age	100.00%	23.70%	39.36%	100.00%	80.88%
7	Health services for the elderly	60.67%	50.69%	45.17%	100.00%	87.62%
8	Health services for people with hypertension	29.13%	10.77%	31.63%	100.00%	77.22%
9	Health services for people with diabetes mellitus	52.91%	78.23%	60.26%	100.00%	48.68%
10	Health services for people with severe mental disorders	66.57%	100.00%	50.22%	100.00%	100.00%
11	Health services for suspected tuberculosis persons	77.27%	34.63%	65.50%	100.00%	86.30%
12	Health care for people at risk of being infected with a virus that weakens the human immune system (Human Immunodeficiency Virus).	52.15%	51.69%	65.29%	100.00%	86.21%
MSS Achievement Index		73.28%	64.22%	64.37%	100.00%	86.67%

Source: MSS Evaluation Results on the e-MSS Application Directorate General of Bina Bangda, Ministry of Home Affairs

Table 1. Contains information on the achievements of 12 health MSS services in Lebak Regency, Banten Province for 5 years. The overall health MSS Achievement Index of Lebak Regency still has fluctuating achievement values yearly, with the highest achievement of 100% in 2022. Meanwhile, the type of newborn health services in Lebak Regency is above 90% with a national achievement target of 100% yearly.



Source: MSS Evaluation Results on the e-MSS Application Directorate General of Bina Bangda, Ministry of Home Affairs

Figure 1. Achievements of the Implementation of the Type of MSS Newborn Service

Figure 1. explains that the achievement of health MSS in the type of newborn services from 2019 to 2023 has a fluctuating achievement trend in Lebak Regency, Province. In 2020, Lebak Regency has the lowest achievement of 92.92% and in 2023 has the highest achievement of 100% over 5 years. The results still need to be optimal to achieve the target of implementing 100% MSS every year.

Based on the above findings, several steps need to be taken to improve the optimization of the implementation of MSS newborn services in Lebak Regency:

1. Increase the number and quality of health workers: The government needs to increase the number of qualified health workers, such as doctors, midwives, and nurses, and provide ongoing training to improve their competencies.
2. Improve health facilities: The government needs to improve the quality of health facilities, such as delivery rooms, medical equipment, and medicines, to meet the standards required for optimal newborn care.
3. Increase socialization and education: Through various effective programs and media, the government needs to increase socialization and education to the public about the importance of health services for newborns.

DISCUSSION

The findings of this study show that there are still many challenges and obstacles faced in the implementation of MSS related to the type of newborn service in Lebak Regency. It can be seen in Figure 1 that MSS's achievements are still fluctuating. This can result in the quality of health services received by newborns in the area needing to be more optimal.

The findings of this study show that the implementation of MSS related to the type of newborn services in Lebak Regency still needs to be improved by several factors, such as a lack of human resources, inadequate health facilities, and lack of socialization and education in the community. This can result in the low quality of health services received by newborns in the area.

Some of the challenges and obstacles faced in implementing MSS related to the type of newborn service in Lebak Regency include:

1. Lack of qualified human resources: The number of doctors, midwives, and nurses in Lebak Regency still needs to be improved to serve the health needs of newborns. This has led to a need for more qualified health workers to provide antenatal, maternity, and newborn care.
2. Inadequate health facilities: Health facilities in Lebak Regency, especially in Puskesmas, still need to be improved. This can be seen from the need for delivery rooms, medical equipment, and medicines. This lack of adequate health facilities causes difficulties in providing quality antenatal, maternity, and newborn care services.
3. Lack of socialization and education in the community: People still do not have enough knowledge about the importance of health services for newborns. This has led to low coverage of antenatal, childbirth, and newborn care services in health facilities.
4. Budget constraints: These budget constraints affect the district's ability to meet basic health service needs, especially newborn health, such as adequate infrastructure and health facilities that are active and can operate optimally. This is because Lebak district has a relatively small Local Original Revenue (PAD) and extensive geographical conditions, so development in the area is limited.
5. Lack of cross-sector health support: The 2023 Lebak District Health Office Performance Report explains the need for more cross-sector support. Thus, this will hinder the optimal delivery of newborn health services.
6. Lack of program evaluation, as stated by Jaswin (2019), is that evaluation is used to optimize the implementation of MSS, one of which is caused by the lack of program evaluation of MSS, especially newborn MSS.

Based on the findings of the research and analysis conducted, it can be concluded that the implementation of MSS related to the type of newborn service in Lebak Regency is still hampered by several factors, such as lack of human resources, inadequate health facilities, and lack of socialization and education to the community.

This shows that there are still many efforts that need to be made by the local government of Lebak Regency to improve the implementation of MSS. Efforts that need to be made include:

1. Increase the number and quality of human resources: The local government of Lebak Regency needs to increase the number and quality of doctors, midwives, and nurses through education and training programs.
2. Improve health facilities: The local government of Lebak Regency needs to improve health facilities in Puskesmas and hospitals by providing adequate delivery rooms, medical equipment, and medicines.
3. Increase socialization and education to the community: The local government of Lebak Regency needs to increase socialization and education to the community about the importance of health services for newborns through various programs and activities.

4. Improve Budgeting: The local government of Lebak Regency needs to improve coordination and develop and evaluate programs to meet basic public service needs regularly.
5. Improved Program Evaluation: The results of this evaluation involve independent government external parties. Thus, sanctions can be taken if any deviation from MSS is found.

CONCLUSION

The implementation of MSS related to the type of newborn service in Lebak Regency still needs to be improved, it can be seen that the achievements of MSS are still fluctuating every year. This can affect the quality of health services received by newborns in the area, which could be more optimal in implementing childbirth services by trained health workers, thus potentially hampering the health and safety of newborns.

To improve the implementation of MSS, it is necessary to take several strategic steps, namely:

1. Increasing the number and quality of human resources by increasing the number of trained midwives by conducting special training for 20 people per year.
2. Improving health facilities through constructing 5 new Puskesmas in remote areas and complementing medical equipment in 10 existing Puskesmas.
3. Increasing socialization and education to the community, especially to pregnant women and families in 50 villages, through counseling and mass media, with material on the importance of MSS services, procedures for accessing services, and benefits for infant health.
4. It is necessary for the commitment of each Party to consistently what has been planned to achieve the MSS target can be budgeted in the Regional Revenue and Expenditure Budget every year
5. Increased coordination and synergy across sectors such as Puskesmas, clinics, and private medical practice to ensure that health MSS in Lebak Regency can be fulfilled effectively and efficiently.

REFERENCES

- Aliyah, Y. A. Nurul. (2020). Achievement of Minimum Service Standards (MSS) in the Health Sector Cases of Hypertension and Diabetes Mellitus in Bandung City in 2020. *Journal of Science Widya Praja Government*, 46(2), 355–368.
- Bowen, G. A. (2009). Document analysis as a qualitative research method. *Qualitative Research Journal*, 9(2), 27-40.
- Budiani, M., et al. (2022). Newborn Health Services in Indonesia: A Systematic Review. *Journal of Public Health*, 23(2), 123-130.
- Creswell, J. W., & Creswell, D. C. (2018). *Research design: Qualitative, quantitative, and mixed methods approaches*. Sage publications.
- Indonesia. Ministry of Health. (2023). Minimum Health Service Standards.
- Indonesia. Ministry of Home Affairs. (2023). Results of Evaluation of Standard and Minimum Services Implementation in the Regions in 2023.
- Indonesia. (2018). Government Regulation of the Republic of Indonesia Number 2 of 2018 concerning Minimum Service Standard.
- Indonesia. Ministry of Home Affairs. (2021). Minister of Home Affairs Regulation Number 59 of 2021 concerning the Application of Standards Minimal Service.
- Indonesia. Ministry of Health. (2024). Minister of Health Regulation Number 6 of 2024 concerning Technical Standards for Compliance Minimum Health Service Standards.
- Jaswin, E., Basri, H., & Fahlevi, H. (2019). Implementation of Performance-Based Budgeting In achieving Minimum Service Standards (MSS) Service Providers Health at the Bener Regency Health Office is festive. *Journal of Economic Perspectives Darussalam*, 4(2), 284–299.
- Kvale, S., & Brink, M. (2009). *Interviews: Learning the craft of qualitative research interviewing*. Sage publications.
- Lebak Regency. (2020). Regional Regulation of Lebak Regency Number 2 of 2020 concerning Maternal, Infant Health Newborn, Infant, Toddler and Child.
- Lebak District Health Office. (2023). District Health Office Performance Report Lebak in 2023.
- Miles, M. B., & Huberman, A. M. (1994). *Qualitative data analysis: A sourcebook of methods, techniques, and news programs*. Sage publications.
- Novelia, S., Rukmaini, & Tohir, M. (2021). Analysis of Antenatal Care Visit at the Work Area of Kilasah Health Centre Serang City in 2019. *Nursing and Health Sciences Journal (NHSJ)*, 1(3), 214-218. <https://doi.org/10.53713/nhs.v1i3.52>
- Sari, A., et al. (2021). Factors Affecting Infant Mortality Rate in Lebak Regency, Banten Province. *Indonesian Journal of Public Health*, 16(3), 234-240.
- Spradley, J. P. (2016). *Participant observation*. Routledge.
- Yin, R. K. (2016). *Case study research: Design and methods*. Sage publications. Documentation Studies Methodology
- UNICEF Indonesia. (2023). Infant Mortality Rate in Indonesia. <https://www.unicef.org/indonesia/>