

Challenges Experienced by Health Professionals in Implementing the Family Integrated Service Post in Public Health Center; A qualitative study

Elisa Sulistia Fitri^{1CA}, Mely Ratnasari Thiu², Mira Utami Ningsih³

¹Program Studi Administrasi Kesehatan, ITS Kes Muhammadiyah Selong, Indonesia

²Departemen Promosi Kesehatan, Puskesmas Sembalun, Indonesia

³Jurusan Keperawatan, Poltekkes Kemenkes Mataram, Indonesia

Abstrak

Pos Pelayanan Terpadu Keluarga merupakan program yang bertujuan untuk memberikan pelayanan kesehatan yang dapat diakses oleh seluruh desa dan/atau dusun di provinsi tersebut. Pos Pelayanan Terpadu Keluarga (FISP) menasar ibu hamil, ibu menyusui, bayi, remaja, usia produktif, dan lanjut usia. Para petugas kesehatan menghadapi beberapa tantangan dalam penyediaan pos pelayanan terpadu, baik dari rekan kerja maupun dari masyarakat. Tantangan yang dirasakan berdampak signifikan terhadap kualitas layanan serta penyediaan program pos pelayanan terpadu. Oleh karena itu, penelitian ini bertujuan untuk mengetahui tantangan yang dirasakan oleh tenaga kesehatan selama penerapan FISP di Puskesmas Sembalun. Penelitian ini menggunakan desain wawancara kualitatif dan mengadopsi paradigma konstruktivis. Penelitian ini menggunakan teknik purposive stratified sampling untuk menentukan sampel. Tiga bidan, tiga perawat, seorang praktisi promosi kesehatan, dan dua ahli gizi berpartisipasi dalam penelitian ini. Penelitian ini mengidentifikasi empat tantangan utama yang dialami oleh tenaga kesehatan di Puskesmas Sembalun. Tantangannya adalah jadwal masyarakat, kurangnya kesadaran, peralatan penting yang tidak didukung, dan kekurangan staf. Peserta secara lisan menyampaikan bahwa tantangan-tantangan ini mempunyai dampak yang signifikan terhadap penyediaan pos pelayanan terpadu keluarga. Kajian lebih lanjut diperlukan untuk mengeksplorasi lebih banyak tantangan yang dapat menghambat layanan kesehatan serta mempelajari dampak dari tantangan tersebut

Kata kunci: Tantangan; Petugas Kesehatan; Pos Pelayanan Terpadu Keluarga; Puskesmas

Abstract

The Family Integrated service post is a program that aiming to provide accessible health services to all over the villages and/or sub-villages in the province. The family integrated service post (FISP) targeting pregnant women, breastfeeding mothers, babies, adolescent, productive age, and elderly. Healthcare workers faced some challenges during the provision of integrated service post, either from their co-workers or from the communities. The challenges perceived have significant impact on the quality of services as well as the provision of integrated service post program. Hence, this study was aimed to investigate the challenges perceived by health professionals during the implementation of the FISP in PHC of Sembalun. This study used a qualitative interview design and adopted constructivists paradigm. The study used purposive stratified sampling technique to determine the sample. Three midwives, three nurses, a health promotion practitioner, and two nutritionists were participated in the study. This study identified four main challenges experienced by health professionals in public health center of Sembalun. The challenges are communities' schedule, lack of awareness, unsupported of essential tools, and staff

shortage. Participants verbally conveyed that these challenges have significant effects on the provision of family integrated service post. Further study is needed to explore more challenges that could impede health services as well as study regarding the impact of these challenges.

Keyword: Challenges; health professionals; family integrated service post; public health center

INTRODUCTION

Ensuring good quality health service is one of government's responsibilities to achieve the Sustainable Development Goals in their country (World Health Organisation, 2022). Government's roles to support health and well-being at all ages and accessible healthcare are highly essential (World Health Organisation, 2023). Indonesian Government through their Ministry of Health have been working through creating and improving various programs to support the Global Sustainable Development Goals (SDGs), particularly, integrated service post (ISP) or in Indonesian language called Pos Pelayanan Terpadu (*Posyandu*). ISP is a well-known program that provide access to healthcare facilities closer to communities. The ISP team consisted of nurses, midwives, nutritionists, and health promotion practitioner. They perform their tasks accordingly based on the guidelines. Nevertheless, the team have been experiencing challenges in implementing the ISP. Studies by Cahyanti (2016) in Boyolali and a literature review by Suparto et. al. (2021) found that health professionals experienced barriers that majority were come from the communities.

Moreover, a study conducted by Herawati, et al., (2019) in Suwangi Village, East Lombok regency, West Nusa Tenggara Province, found that healthcare workers perceived challenges in encouraging communities to visit the ISP regularly. The government of West Nusa Tenggara have been working on their program to ensure the health and well-being standards, policies, and guidelines are in place. To cite an example, the public health office of West Nusa Tenggara Province has developed an innovation named Family Integrated Health Service program in Public Health Center all over the province (Dinas Kesehatan Provinsi Nusa Tenggara Barat, 2020). The main purpose of the family integrated service post is to provide accessible health services to all over the villages and/or sub-villages in the province. The family integrated service post (FISP) targeting pregnant women, breastfeeding mothers, babies, adolescent, productive age and elderly (Dinas Kesehatan Provinsi Nusa Tenggara Barat, 2020 & Kementrian Kesehatan, 2023).

As the only one province in Indonesia that implementing the FISP, health professionals play an important role in the provision of the program (Dinas Kesehatan Provinsi Nusa Tenggara Barat, 2020). Therefore, a strong team work is needed. Based on initial study by the authors, after two years implementing the FISP, health professionals have been experiencing challenges, especially, in some areas that categorized as the most remote area in Lombok. Public health center (PHC) of Sembalun is Located in Sembalun village which included as one of the five most isolated areas in East Lombok

regency. Overall, the health professionals who work at the PHC of Sembalun already implemented the FISP based on the standard, but they faced some challenges during the implementation, either from their co-workers or from the communities. From the initial research, authors also found that the implementation of FISP has brought some positive impacts on the performances of the health professionals in term of creativity in providing health services. However, the challenges perceived have significant impacts on the quality of services as well as the provision of integrated service post program. Hence, this study was aimed to investigate the challenges perceived by health professionals during the implementation of the FISP in PHC of Sembalun.

METHOD

The study used a qualitative interview design and adopted constructivists paradigm. Qualitative design is a subjective approach but systematic, that enable participants to describe and articulate their experiences (Burns & Grove, 2011). Ali and Johnson (2017) and Creswell (2009) also stated that qualitative design can also provide researcher with a better understanding on social issues or phenomenon. A constructivist paradigm enable researcher to explore people's experiences and opinions and allow researcher to gain in-depths understanding (Broom & Willis, 2007). This method was considered as the most suitable for this research as not much research conducted previously regarding this topic.

This study was conducted in PHC of Sembalun. The participants of this study were health professionals involved in the FISP. A stratified purposive sampling was used to determine the sample. The sample were consisted of nine health professionals who work at PHC of Sembalun for at least two years and have at least two years of involvement in the FISP program.

The data were collected through individual interview in PHC of Sembalun by using adapted then modified questions from the previous research by Jayanti (2020). The questions used in the semi-structured interview were consisted of three main themes: Community-related challenges, facilities-related challenges, and human resources management-related challenges. The interview process lasted 15-20 minutes and was recorded with participants' permission. Later, the audio-recorded was transcribed verbatim by the author. The transcripts were interpreted using the thematic content analysis. Authors read through and analyze the transcripts in order to get a comprehensive experience perceived as explained by the participants. After that, answers were coded and grouped according to the themes. Finally, the last step was transforming the data into a thematic statement representing the essential ideas of the experiences described (Forsgren et al., 2016).

RESULTS

Three midwives, three nurses, a health promotion practitioner, and two nutritionists were participated in the study. The results were also including characteristics of the participants. The detail characteristics of the participants, showed in table 1 below.

Table 1. Characteristics of participants

Pseudonyms*	Type of Facility	Experience (years)	Profession/Duty
Indah	PHC	7	Midwife
Imalda	PHC	4	Midwife: Teenager program coordinator
Wahidah	PHC	4	Health Promotion
Risfa	PHC	11	Nutritionist
Lia	PHC	3	Nutritionist
Bunga	PHC	4	Nurse: Elderly program coordinator
Salaisya	PHC	6	Midwife
Ari	PHC	12	Nurse: Non-communicable diseases program coordinator
Dhanu	PHC	4	Nurse: Immunization program coordinator

Three main themes were community-related challenges, facilities-related challenges, and human resource-related challenges. The community related struggles with sub-themes such as communities' occupation, and inadequate knowledge. Whereas facilities-related challenges came with sub-theme unsupported essential devices or lack of equipment for FISP. Furthermore, human resources-related challenges with sub-theme staff shortage.

Community-related challenges

Communities' schedule

The main source of income for the communities in Sembalun are agriculture. Older adults or elderly in the area are included in the program as group target. However, since they have to go to their field to work, they have to leave the house early in the morning. Meaning, this situation prevented them to visit FISP.

One nurse reported that;

“The elderly often convey their thoughts such as “If we don't go to work, then who? We need to take care of our crops”

A midwife echoed;

“Not only for older adults, some mothers with babies or children under five years old sometimes skip the FISP because the schedule were not match with their working hours. This can also hinder us to provide the comprehensive service and prevent us to reach our target”

A midwife, the coordinator of teenager program revealed;

“We are still dealing with teenager program. It was quite hard to convinced targeted teenagers to come to join the FISP. We tried to arrange and adjust the schedule that suit them, after school. However, the results were still below target”

Lack of awareness

Majority of health professionals verbalised that even though the program already announced earlier so that the communities can come and get ready to visit the FISP, they tend to ignore the announcement.

One of the nurses revealed;

“Even though the communities are regularly encouraged to take part and announced regarding the program, we found that many people tend to apathetic towards the program. But of course, not the majority of them”

The midwife commented;

“Even we went to their house to pick them up, but sometimes they always got their excuse”

Facilities-related challenges

Unsupported devices or lack of tools

Toolkit for FISP is provided by the PHC for the team to be brought to FISP locations, certain circumstances prevent the team to perform some physical examination.

A nurse stated;

“Not all equipment were in good condition and support, even we did not have appropriate devices or shortage of devices to use, such as portable blood sugar test”

The nutritionist added;

“We hope to have more practical and appropriate tool to use in measurement. It will ease us and the cadre to perform measurement to babies”

Human resource-related challenges

Shortage of staff

One emerging barrier perceived by the team was staff shortage. This could hinder the provision of the care and could create excessive workload.

A nurse echoed;

“Sometimes, when one of us have duty in another town or out of Sembalun, there was none who can replace or back up our work. As a result, the service of that day was off. Some people in the community were also complained about this matter, and use this as a reason to not come to the FISP”

A midwife stressed;

“We really need to have back up team to replace us when we have another duty outside. We also need a partner in providing antenatal care and health promotion. Hence, we can focus to do other tasks”

DISCUSSION

The research explored the challenges experienced by health professionals in FISP program. The challenges that were investigated include community-related challenges, facilities-related challenges, and human resource-related challenges. Participants were consisted of nine people from different background: Nurses, nutritionists, midwives, and a health promotion. Communities' schedule was one of the community-related challenge perceived by the team. The majority of the communities in Sembalun are farmer, and they have tendency to go to their field early in the morning and spend their time there until afternoon, depend on their activities. Therefore, health cadres and village government were regularly reminding the community to visit FISP. Asiah et al. (2021) emphasized that cadres in the village will announce the schedule a day before to remind the community to visit the location of *Posyandu*. The reminder also applied to the teenager. The team have modified the schedule to afternoon to cover more target, especially those who are students.

Lack of awareness was also identified as one of the challenges. Health professionals, cadres, and village government are still dealing with this issue. Novianti et al. (2021), Jalpi et al. (2020) and Rina et a. (2020) agreed that encouraging and empowering community to raise their awareness regarding *Posyandu* were challenging. This was in line with an earlier study by Susanto et al. (2017) who stated that many people were not aware regarding the importance of *Posyandu* services for elderly, babies, teenager, breastfeeding mothers, and productive age group. Encouraging and motivating are needed to raise communities' awareness of FISP (Wahyuni et al., 2019)

This study reported that health professionals complained that unsupported and lack of essential tools are one of the challenges perceived. Essential tools are highly needed in the provision of *Posyandu* (Hidayat, 2018). A study by Hartono et al. (2020) in Mamajang found that toolkit for *Posyandu* was lacking. Hence, the examination to the community were not comprehensive. A latest study by Arsayuladi et al. (2022) emphasized that one of the challenges in the implementation of *Posyandu* was lack of essential devices.

This study identified that staff shortage is one of the challenges. Some of the team member experienced that staff shortage hindered provision of integrated service post as well as other health services. As a result, communities who visited the program felt dissatisfied and hesitancy regarding the schedule. Lestari (2017) and Harma et al. (2019) stated that lack of health care human resource led to excessive workload. A literature review by Aprianto & Zuchri (2021) found that staff shortage affecting healthcare services.

CONCLUSION

This study identified four main challenges experienced by health professionals in public health center of Sembalun. The challenges are communities' schedule, lack of awareness, unsupported of essential tools, and staff shortage. Participants verbally conveyed that these challenges have significant effects on the provision of family integrated service post. Further study is needed to explore more challenges that could impede health services as well as study regarding the impact of these challenges.

REFERENCES

- Ali, P. A., & Johnson, S. (2017). Speaking my patient's language: bilingual nurses' perspective about provision of language concordant care to patients with limited English proficiency. *Journal of advanced nursing*, 73(2), 421-432. <https://doi.org/10.1111/jan.13143>
- Aprianto, B., & Zuchri, F. N. (2021). Implementasi manajemen sumber daya manusia kesehatan di fasilitas kesehatan: A Literature Review. *Jurnal Kesehatan Tambusai*, 2(3), 160-66. Retrieved from <https://journal.universitaspahlawan.ac.id/index.php/jkt/article/view/2161/pdf>
- Arsayuladi, Z., Putri, D., Anggraini, N., Andreas, R., Sari, P. I. P., & Purbaningrum, D. G. (2022, November). Program penyuluhan pencegahan stunting kepada posyandu Di Rt 01 Rw 010 kecamatan Cireundeu kota Tangerang Selatan. In *Prosiding Seminar Nasional Pengabdian Masyarakat LPPM UMJ* (Vol. 1, No. 1). Retrieved from <https://jurnal.umj.ac.id/index.php/semnaskat/article/view/14496/0>

- Asiah, N., Putra, H. A., & Surya, R. (2021). Pelaksanaan Pos Pelayanan Terpadu (Posyandu) Lansia Oleh Kader Di Wilayah Kerja Puskesmas Seulimeum Kabupaten Aceh Besar. *Jurnal Biology Education*, 9(1), 42-50. <https://doi.org/10.32672/jbe.v9i1.4518>
- Broom, A., Willis, E. (2007). Competing paradigms and health research. In: Saks, M., Allsop, J. (Eds.), *Researching Health: Qualitative, Quantitative and Mixed Methods*. SAGE, pp. 16–31. Retrieved from https://books.google.co.id/books?hl=id&lr=&id=KU-OD00F_Y4C&oi=fnd&pg=PA16&ots=ic3xO3aOPt&sig=H1n72Z7hNHEoyaaJ-jl6eqz6vGg&redir_esc=y#v=onepage&q&f=false
- Cahyanti, A. (2016). Pelaksanaan program posyandu (Studi kasus di desa Madu kecamatan Boyolali) Retrieved from <https://lib.unnes.ac.id/28458/1/1201412021.pdf>
- Dinas Kesehatan Provinsi Nusa Tenggara Barat. (2020) Panduan posyandu keluarga. Retrieved from <https://dinkes.ntbprov.go.id/posyandu-keluarga/>
- Hartono, R., Andini, M., Sartika, D., & Hasanah, B. U. (2020). Peningkatan kapasitas kader posyandu dalam mencegah stunting melalui edukasi gizi berbasis media di kecamatan Biringkanaya dan Mamajang. *Media Implementasi Riset Kesehatan*, 1(1). <https://doi.org/10.32382/mirk.v1i1.1453>
- Herawati, B. C., Soraya, S., & Rahmiati, B. F. (2019). Peran Posyandu dalam meningkatkan kualitas kesehatan masyarakat di dusun Suwangi Selatan desa Suwangi kecamatan Sakra kabupaten Lombok Timur. *JPMB: Jurnal Pemberdayaan Masyarakat Berkarakter*, 2(1), 80-88. Retrieved from <https://www.journal.rekarta.co.id/index.php/jpmb/article/view/41>
- Hidayat, H. (2018). Analisis pelaksanaan promosi kesehatan melalui advokasi terhadap kunjungan ibu balita ke Posyandu Di wilayah kerja Puskesmas Nanggalo kota Padang tahun 2017. *MENARA ilmu*, 12(80). <https://doi.org/10.33559/mi.v12i80.627>
- Jalpi, A., Rizal, A., & Fahrurazi, F. (2020). Pemberdayaan kader Posyandu terhadap kejadian stunting di wilayah kerja kelurahan sungai Miai kota Banjarmasin. *Jurnal Pengabdian Al-Ikhlâs Universitas Islam Kalimantan Muhammad Arsyad Al Banjary*, 6(2). <http://dx.doi.org/10.31602/jpaiuniska.v6i2.3897>
- Jayanti, A.U.D. (2020). Analisis kualitas pelayanan rawat inap pada Puskesmas Winongan kabupaten Pasuruan. Retrieved from https://repository.yudharta.ac.id/531/6/201669080012_COVER%20dEPAN1.pdf
- Kementrian Kesehatan Republik Indonesia. (2023). Retrieved from <https://ayosehat.kemkes.go.id/posyandu-semakin-siap-melayani-masyarakat-secara-menyaluh->
- Lestari, T. R. P. (2017). Analisis Ketersediaan Tenaga Kesehatan di Puskesmas Kota Mamuju Provinsi Sulawesi Barat Tahun 2014. *Kajian*, 21(1), 75-88. doi: 10.22212/kajian.v21i1.768

- Novianti, R., Purnaweni, H., & Subowo, A. (2021). Peran posyandu untuk menangani stunting di Desa Medini Kecamatan Undaan Kabupaten Kudus. *Journal of Public Policy and Management Review*, 10(3), 378-387. doi: 10.14710/jppmr.v10i3.31425
- Rina, B., Abdulhak, I., & Shantini, Y. (2020). Jalinan Kemitraan Program Posyandu dalam Upaya Pemberdayaan Masyarakat di Bidang Kesehatan. *Diklus Jurnal Pendidikan Luar Sekolah*, 4(2), 112-123. doi:10.21831/diklus.v4i2.31620
- Susanto, F., Claramita, M., & Handayani, S. (2017). Peran kader posyandu dalam memberdayakan masyarakat Bintan. *Berita Kedokteran Masyarakat*, 33(1), 13-18.
- Wahyuni, S., Mose, J. C., & Sabarudin, U. (2019). Pengaruh pelatihan kader posyandu dengan modul terintegrasi terhadap peningkatan pengetahuan, sikap dan keikutsertaan kader posyandu. *Jurnal Riset Kebidanan Indonesia*, 3(2), 95-101. doi:10.32536/jrki.v3i2.60
- World Health Organisation. (2023). Integrated health services. Retrieved from <https://www.who.int/teams/integrated-health-services/about>
- World Health Organisation. (2022). The role of government in supporting health. Retrieved from <https://www.who.int/tools/your-life-your-health/a-healthy-world/people-s-roles/the-role-of-government-in-supporting-health>