



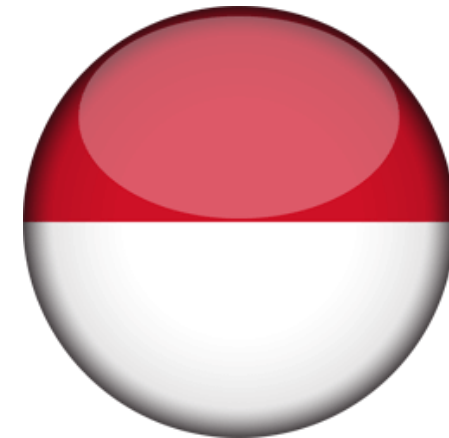
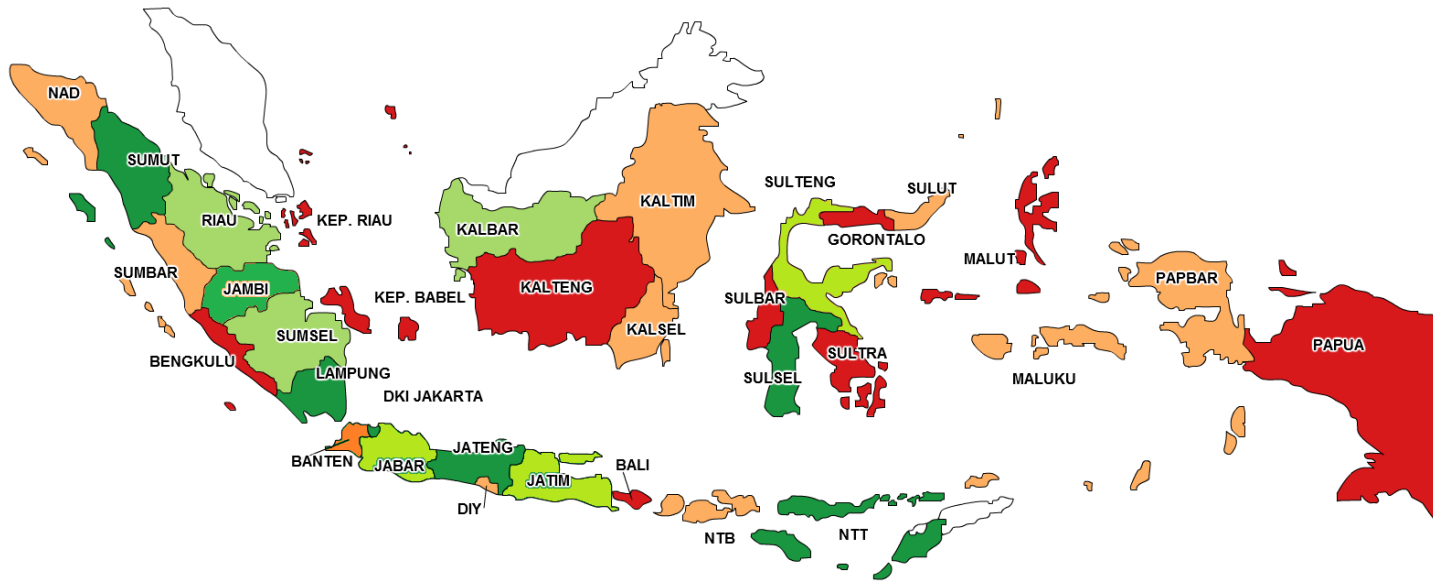
Ministry of Health
Indonesia

THE NATIONAL POLICY AND STRATEGY IN INDONESIA

By : Eka Viora

DIRECTOR OF QUALITY, SAFETY & ACCREDITATION OF HEALTH SERVICES
MINISTRY OF HEALTH INDONESIA

CURRENT SITUATION IN INDONESIA



• Population: 237.641,326

• 17.504 island, 34 Provinces
, 514 Districts/Cities

Health care Facilities:

- 2693 Hospitals
- 9754 PHC

Health Professionals:

- 103.700 doctors
- 296.876 nurses
- 163.541 midwives

NQPS STORY

- Presidential decree No 2 /2015 concerning The National Mid Term Development Plan (RPJMN) 2015-2019. One of the main goals in the The RPJMN is to increase access and quality of basic health care and referral services.
- 2 priority indicators for health services.
 - ✓ each district has one accredited district hospital and t
 - ✓ each sub district has one accredited primary health center.
- Increased access and *quality of health services* is also a priority target within the health ministry's strategic plan 2015-2019.
- A new Directorate under the Directorate General of Health Services of Ministry of Health responsible for the quality of health services, patient safety and health care accreditation.



KEY STAKEHOLDERS



Ministry of Health
Indonesia

DEFINITION OF QUALITY

- The service is expected to provide patients with what they want and expect
- The service follows procedures and methods
- How effective the service is in its use of available resources in the best
- Accreditation based on compliance to standards
- Cost effectiveness and value for money



WHERE WE ARE NOW

- **The national policy on quality is established through the law no 36 in 2010 regarding Health which states that The government is responsible to provide good quality, safe , efficient and affordable health care services.**
- **The mandate of the Directorate of Quality Safety and Accreditation which is developing policy, standards, and procedures and also providing technical assistance regarding quality of health service further highlights the policy on Quality.**
- **Community advocacy groups**
- **The national Patient Safety Committee**
- **Establishment of KARS (the organization responsible for Hospital Accreditation)**
- **Accreditation system is also being implemented for Primary Health Centres**
- **LAM-PTKs has been established to accredit 7 Health Training programmes**



CHALLENGES

- Absence of a comprehensive National quality policy and strategy
- Health programs within our health system are working in silos
- Health professionals have culturally ingrained attitudes toward quality and safety
- Do not adhere to use of clinical guidelines
- Too many indicators are inconsistently used by different institutions
- Weak involvement of consumers / patients



SUCCESSSES

- A new directorate in MoH for quality, safety and accreditation
- Well established hospital accreditation system
- Participating health facilities be accredited
- PHC, Human resources for health and laboratories accreditation systems are being established
- Ongoing efforts have culminated in a draft quality framework



LEARNING TO SHARE

- Strong commitment to improve the quality of health services
- A specific directorate
- Involvement of all the different stakeholders
- Quality and safety culture



MOVING FORWARD

- Fragmented policies, strategies and regulations
- Bring all this together within the framework
- Integrate quality and safety in other programs
- Comprehensive Quality Improvement Framework in Health Care
- Working across programs
- Regulations and incentives for integrating quality and safety in all programs at all levels

