

# Implementation Of Home Care In Public Health Services In Muna District, Southeast Sulawesi Province

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**Abstract.** This study aims to analyze the application of home care to the local context and can be transferred as lesson learned in public health services in Muna District, Southeast Sulawesi Province. This study used a qualitative approach with 14 informants selected by purposive sampling. The data were obtained through document review, observation, and interviews and were then analyzed using the Milles and Hubberman model which consisted of data collection, data reduction, data presentation and drawing conclusions. Home care services are considered as an alternative service to public health who are still hesitant to go to the hospital for reasons that the healing process is quite long compared to home care services, healing is much faster and costs are quite affordable, patient care guarantees are more secure, time is more flexible with family and patients, and it is easier to modify based on patient needs. It's just that home care focuses on non-emergency care, so it is less effective in dealing with conditions when the patient is in a critical period. As well as the location of patients who are far away so that it is not easy to get care at home that is reliable and swift in treating patients.

**Keyword :** Home Care, Health Service, Local Context, Lesson-Learned

## 1 Introduction

Muna district is one of the districts with a community that to this day still preserves local cultural heritage including health services that are traditional medical systems. It is relevant to the opinion of Ratna (2011) and Wibowo (2015) that local context is a context to describe identities related to the life view of the surrounding community that is constantly created by local actors through repeated processes, through the internalization and interpretation of religious and cultural teachings that are dissocialized in the form of norms and become guidelines in the daily life of society. According to data from the Ministry of Health that the population in Indonesia 55,8% still do self-treatment, with 15,04% still using traditional medical systems (Riskesdas, 2013). One of the efforts of health services to the highest level of public health by providing cheap, easy and equal services. Provision of several health facilities such as puskesmas, assistant puskesmas as well as the provision of medical resources that can reach the entire layer of the region including the Muna district.

The first action that is sought by the community before taking medication to the doctor or other medical personnel is usually to go to the traditional medical practitioners so that they often endanger themselves. The use of such health services by the public often occurs due to tariff factors, distance and public satisfaction with health services. Notoadmodjo

(2007), in addition to the socio-demographic and psychological factors of the community also needs immediate perceptible health services (felt needs) and needs measured based on the opinion of providers. (evaluated need). The data showed that the community needs cheap and easy health care services that can respond to the needs of health care that can be felt directly. In order for health care services to be able to solve these problems, one of them is the implementation of home care services.

Home care is a service that meets the needs of patients, individuals and families that in the process is planned, coordinated and provided by the provider. Then the activities of health services are organized so that the medical personnel can provide home services through the operators of nurses at the hospital or provide arrangements based on the contract of home care services according to the needs of the patient. (Roip, 2017:230). There was the application of home care in the district of Muna slowly began to change the mindset and patterns of medicine society that formerly the traditional medical system considered cheap and easy services as well as the process of rapid healing began to switch to using home care services. Based on the description, the researchers are interested in knowing the application of home care in public health services in Muna Province Sulawesi South-East based on the concept of best practice to the local context and can be transferred.

## **2 Literature Review**

### **2.1 Public Service Concept**

Public services are basic services in government administration. Public services are an important indicator in assessing government performance, both at the central and regional levels. Government administration can be said to be good if the public services provided are oriented towards the interests of the community. Good and quality service has implications for satisfaction with the community, because the community directly assesses the performance of the services provided. According to Rohman and Trihardianto (2019) in Wahyuni et al (2022) that public service standards include: 1. Requirements, namely requirements (documents or goods/other things) that must be fulfilled in arranging a type of service, both technical and administrative requirements. 2. Systems, mechanisms and procedures, namely standardized service procedures for service recipients. 3. Service period, namely the time period required to complete the entire service process for each type of service. 4. Service fees/tariffs, namely fees charged to service recipients in administering and/or obtaining services from providers, the amount of which is determined based on an agreement between the provider and the community. 5. Service products, namely the results of services provided and received in accordance with established provisions. 6. Handling complaints, suggestions, and input/appreciation, namely complaint management mechanisms used in various forms.

### **2.2 Local Context and Transferable Concepts**

The local context of Indonesian society which is applied in the form of traditional medicine and treatment is indeed a cultural richness of Indonesian society. Not only is it cultural, but it has been proven to help overcome the health problems experienced by Indonesian people for years. But on the other hand, there are several traditional healing methods and traditional medicines that the Indonesian people have and use to overcome these

health problems, which often endanger their health and often result in fatalities. The health efforts carried out must take into account the social and socio-cultural functions of the local community where the health efforts are carried out (Darmastuti and Sari, 2011: 239). Meanwhile, it can be transferred, meaning that every region that carries out innovations such as implementing home care definitely hopes to have a positive impact on its region. This can be a lesson learned or lesson learned for other regions so that its application can be emulated and carried out in that region, of course with all kinds of considerations and adjustments to the local context.

Local context and transferability are one indicator of best practice. The concept of best practice is a story of success in solving a problem. Best practice is defined as the ability to develop new ways that are original, creative, innovative, effective and efficient in solving existing problems, as well as the ability to solve problems in the best way that provides sustainable benefits (WHO, 2017: 29). According to Tasya et al (2021 :21), best practice can be defined as increasing system efficiency for disseminating information, delivering services and assisting public decision making. A number of studies on best practices in Indonesia have emerged in various fields of life, such as industry, agriculture, health, education and government.

Especially in the government sector, research on best practices has also been widely carried out. As research conducted by Mulyadi (2009: 282) states that regional government best practice implementation instruments still need to be followed up with high seriousness. Apart from that, research from Prasajo and Kurniawan (2008: 53) explains that the implementation of regional government best practices requires bureaucratic reform efforts and good governance. The UN assessment of best practices quoted from Sangkala (2013: 88) also defines best practices in the context of the urban environment as initiatives that have produced outstanding contributions in improving the quality of life both in cities and the general public.

Sangkalan (2013: 90), the UN (United Nations) also provides best practice criteria which can be a measuring tool for the implementation of best practice programs, one of these criteria is local context and transferability. Local context and transferability, namely how other parties can learn or benefit from the initiative, as well as the methods used to share and transfer knowledge, skills and lessons to be learned (Prasajo and Kurniawan, 2008).

### **3 Methods**

The study uses a descriptive qualitative approach by revealing facts and providing an objective picture of the actual condition of the object being studied. Sampling is purposefully sampled based on research needs with a total of 14 informants. Data is obtained through documentation, observations, interviews, and documentation. Data is analyzed using qualitative analysis consisting of data collection, data reduction, data presentation and conclusion drawing.

### **4 Findings and Discussion**

The application of home care in public health services in the district of Muna Province Sulawesi South based on the indicator of the best practice criteria is the local context and can be transferred (local context and transferability) that the local cultural context of the

community of Muna district that is treated in the form of traditional medicine and medicine is indeed the cultural wealth of Muna society. Not only culture, but it has been proven to help address the health problems that society has experienced there for years. But on the other hand, there are several methods of traditional medicine as well as traditional medicine that people have and are used to tackle these health problems often harm their health and not seldom lead to deaths. Health efforts should take into account the social and cultural functions of the local communities in which the health efforts are carried out. There is a small number of home care services starting to change habits by medicating with traditional methods into modern services. During this time, people still use this, because they still believe that home medicine can not immediately cure. One home care manager revealed this link:

“ It is a little complicated to change the way of thinking about the local treatment that exists in our area, as some time ago there was a post-operative patient, because his wounds that are still not healed until the 2 treatments, then the patient asked to blow the wound healing water by one of the indigenous figures. After meeting one of our home care nurses educated, that the wounds that do not heal the usual postoperative are caused by the lack of maximum care as well as a lack of attention of patients with wound hygiene such as moving hard, performing heavy activities.” (Interviewing, 19 February 2023)

According to the interview above, one of the users of home care services informants also said that:

“ The community of Muna district is one of my own who is still holding firmly with the local cultural heritage, at the time of injury and no cure then the treatment that is often taken is traditional medicine because interfering with treatment with traditional systems such as pumping water and using herbs that have been prayed by smart people can heal my wounds without having to do expensive and complicated medical care. For almost 3 months I only consumed water and traditional herbs and the rest of the day I took antibiotics only. As a result, my burns became wider and worse. After that I was advised to contact the wound nurse home care if I do not want to go to the hospital, thank you for the treatment is quite short and affordable, undergoing treatment 10 days my wounds healed.” (Interviewing, 19 February 2023)

Based on the results of interviews between the two informants above relevant to the research by Darmastuti and Sari (2011:241) revealed that the opinion and attitude of this society is a strange problem facing today. On the one hand, the local wisdom that communities have through medicine and traditional medicine that they do is an advantage that must continue to be preserved as a cultural wealth of communities. But on the other hand, many problems arise in connection with medicine and traditional methods of medicine, even to the point of threatening the safety of life. This means that in health problems such as the information about the public needs health services that can be felt immediately (felt need) and needs that are measured based on the opinion of the provider (evaluated need). (Notoadmodjo, 2007). On the other hand, one of the best practice criteria established by the United Nations (UN) in the theory studied by Sangkala (2013) as a measure of the local context in the application of home care can be implemented in the Munich district.

Regarding the application of home care can be transferred and become a lesson for other areas, here are the results of interviews with Plt. Department of Health with the head of the DPRD:

“ The application of home care in Muna is good and good, it has helped a lot and made it easy. stay like what promotion, socialization so that such ways can be a motivation also for the neighboring area, especially we know that our area lacks specialists, then this home care with professional nurses can ease and help the community in health

consultation and care continues especially citizens of Munich district.” (Interviewing, 19 February 2023)

Based on the results of interviews to two informants above showed that the matter can be transferred to other areas, it could be done as long as there is continuous education and continuously improve the quality of services so that the application of home care has definitely hoped to have a positive impact on its area. Relevant to the research carried out by Bensliman, R., et al. (2018), stated that the application of home care can affect the well-being of the community for the areas that will apply it as well as the use of home care in health services has met the criteria of best practice according to Sangkala theory. (2013). This can be a lesson-learned or learning for other areas so that its application can be demonstrated and carried out in the area of course with all kinds of consideration and adaptation to the local context.

## **5 Conclusion and Recommendation**

### **5.1 Conclusion**

Based on the results and discussions that the indicators of best practice criteria established by the United Nations (UN) on the application of home care in public health services in Muna Province South-East Sulawesi has been met. The results of this study showed that the habits of the people of the district of Muna that still use the traditional medical system according to local culture is a benefit that must continue to be preserved and developed as the cultural wealth of the community so that its application later can be medically accountable. But on the other hand, many problems arise in connection with traditional medical systems that can actually harm health. Through the application of home care a little began to change the habits of the people in the medicine that used the traditional medical system for cheap and natural reasons to use the modern medical system home care services. Home care services are considered as an alternative to public services that are still hesitant to go to the hospital due to the reason of the long enough healing process so that with the presence of home care services healing is much faster as well as the cost is quite affordable and can affect the well-being of the community of the area that applies it so that it can be a lesson-learned learning for other areas to be shown and carried out in the area with all kinds of consideration and adaptation to the local context.

### **5.2 Recommendation**

To support the implementation of home care in public health services in Muna Regency, Southeast Sulawesi Province based on the concept of best practice in the local context and can be transferred. Suggestions given by the author in this research include 1. It is necessary to hold training related to home care services and other nursing care so that they can improve the abilities of other nurses and be able to analyze quickly and precisely related complaints from the public as clients or prospective clients. 2. It would be better if the number of specialist doctors is increased to support the implementation of home care services in Muna Regency so that the community as clients can have comprehensive consultations. 3. The Muna District Health Service is expected to facilitate independent home care services or independent practice so that the implementation of home care can continue and persist in health services in the community.

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