



Evaluating Free Healthcare Effectiveness in Bandar Lampung City: A Health Department Study

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Abstract. This research aims to evaluate the effectiveness of free healthcare services in the city of Bandar Lampung, with a focus on the performance of the City Health Department. To understand and measure the effectiveness of the services, this research refers to three effectiveness indicators according to Duncan's theory: objectives, integrity, and adaptation. The research was conducted through interviews with informants from the City Health Department, Simpur Inpatient Health Center, and Wayhalim Health Center, including the Head of Health Centers, Head of Free Health Services, Doctors, Pharmacists, and Patients. The research results show diverse perspectives on the achievement of objectives in free healthcare services in Bandar Lampung. Although free healthcare services are well-regulated through a series of regulations, including the Bandar Lampung City Mayor's Regulation, informants stated that the objectives are still in the process of being achieved. Integrity in the services is evident from the close relationship between the City Government and the socialization efforts they have made to support effective integration in free healthcare services. In terms of integration, informants explained that the socialization of the implementation of free healthcare services in the city has been successful. Adaptation in free healthcare services seems to have reached some positive levels. However, there are reports from patients who have had unsatisfactory experiences, especially in emergency situations at the Simpur Inpatient Health Center. The research concludes that free healthcare services in Bandar Lampung have achieved some positive achievements, especially in terms of integration and adaptation. However, there are still areas that need improvement, especially in emergency situations, increasing friendliness, increasing the number of staff, and improving emergency services and infrastructure.

Keywords: Health department, effectiveness, evaluation, Bandar Lampung city, free healthcare services.

I. INTRODUCTION

The effectiveness of healthcare services is a fundamental element in any healthcare system, playing a central role in improving community well-being (*Quality of Care*, n.d.). Assessing how well a healthcare intervention functions is a challenging task, involving a comparison between the exposure to the intervention and the obtained outcomes (McQueen, 2021). The health development process aims to provide opportunities for the community to access quality healthcare services, in line with Law Number 23 of 1992, Article 10, on health. This article emphasizes that to achieve optimal health for the community, health efforts must be carried out through a comprehensive, integrated, and sustainable approach, encompassing maintenance, health improvement (promotive), disease prevention (preventive), disease cure (curative), and health maintenance (rehabilitative). This reflects that efforts to develop the health and social well-being status of the community are a long-term investment to enhance human resource quality and achieve the goals of optimal healthcare service effectiveness and improved human health levels (Dartanto et al., 2020).

One crucial factor in improving public health is the provision of quality healthcare services (Hartono, 2017). Healthcare services are an integral part of public services managed by the government (Harrell & Baker, 1994). To achieve effective healthcare service goals, various requirements must be met, including adequate facilities and infrastructure, good accessibility, quality



services, and efficient connections between service providers and patients (Behera & Prasad, 2022; Le et al., 2022; Physicians, 2013; Van Weel & Kidd, 2018). These factors contribute positively to patient impact and satisfaction. Facilities such as laboratories, pharmacies, comfortable waiting areas, advanced medical equipment, available medications, and even healthy cafeteria services ensure that patients receive holistic, appropriate, and timely care (Sahur et al., 2021).

Issues in healthcare services in specific regions, as expressed by Hutahulung, often relate to constraints in terms of resources, especially infrastructure and healthcare personnel. While it is essential to provide equitable healthcare services for all layers of society, the specific focus remains on those who are less fortunate or economically disadvantaged. This continues to be an unavoidable primary concern for the government (Harmadi & Irwandy, 2018).

High health costs make poor people who have no means unable to receive health services. That is the reason they do not seek health services when they are sick (Khullar & Chokshi, 2018). This can exacerbate poverty and income inequality, which are key social determinants of health (Christopher et al., 2018). The government plays a central role in overcoming public health problems, especially in terms of health services for underprivileged residents. The government is responsible for planning, regulating, organizing, providing guidance, and supervising the implementation of health services to ensure equitable and affordable access for all levels of society, especially the poor (Setiawan, 2017). The community is also expected to actively participate in health efforts.

In an effort to meet these needs, the Mayor of Bandar Lampung has launched a free health service guarantee program through the use of family cards (KK) and identity cards (KTP) in accordance with Mayor Regulation (Perwali) Number 24 of 2014. This program includes public health services that aim to provide health service protection and benefits to citizens, especially those not covered by health service procedures for unregistered patients. Apart from that, this program has also provided comfort and assistance to underprivileged residents so that they can get health services at no cost (free) since January 1, 2015.

Along with the launch of the free health service guarantee program, it is necessary to evaluate the effectiveness of health services. This evaluation begins with an examination of the objectives set by the Bandar Lampung City Health Service. These goals are comprehensive and sustainable, aiming to improve the quality of health services, improve dynamic and accountable health service management, empower people to live healthier lives, and increase access to health services. It is important to assess the extent to which these goals are achieved, as this achievement is a major determinant of the overall effectiveness of health services. Integrity in health care systems involves coordination between the various parties involved, including government entities, health care providers, and the general public (Suter et al., 2009). In Bandar Lampung City, socialization plays a crucial role in disseminating information and creating consensus among stakeholders. Adaptability is one of the key determinants of the success of health services. The Bandar Lampung City health service system must be ready to respond to health service needs that continue to grow due to policy changes and external factors, such as public health emergencies.

Therefore, this research creates an innovative framework by combining Duncan's three indicators of effectiveness, namely purpose, integrity, and adaptation, to evaluate the effectiveness of health services. The city of Bandar Lampung has unique dynamics, challenges, and health service landscapes, which require research that is adapted to the conditions of local communities. This research aims to present a comprehensive evaluation regarding the effectiveness of free health services in Bandar Lampung City. Researchers examine the achievement of health service goals, integrity in health service provision, and health service adaptability. By considering the specific needs and context of Bandar Lampung City, this research seeks to provide fresh insights into the broader field of health service effectiveness research.

II. METHOD

This research uses descriptive research methods with a qualitative approach to measure the effectiveness of free health services in Bandar Lampung City. The choice of this method was based on its suitability for the complex nature of research, which requires a deep understanding of the ongoing situation (Yulianti & Meutia, 2023). Descriptive qualitative research allows researchers to describe in detail various aspects of free health services, from achieving goals to factors that influence program



implementation (Akbar et al., 2018).

Measuring and monitoring health indicators is important to provide a basis for measuring inequalities and guide evidence-based decision-making in the field of public health (Organization, 2018). In the research focus, there are several indicators used to measure the effectiveness of free health services, namely goal achievement, integration, and adaptation (Busse et al., 2019; Lozano et al., 2020; Services, 1993). Goal achievement includes the organization's overall efforts in achieving program goals, including measurement within a predetermined time period and targets (Lutkevich, 2022). Integration refers to an organization's ability to socialize, communicate, and develop agreements in society, while adaptation includes an organization's ability to adapt to its environment (Cormoş, 2022; Teicher & Marchman, 2023).

The location of this research is based at the Bandar Lampung City Health Service, with additional information from the Way Halim Health Center and the Simpur Inpatient Health Center. Data was obtained through observation, interviews, and documentation, with primary data obtained from interviews and direct observation in the field. Secondary data was obtained from documents such as legislation and articles related to free health services (Paradis et al., 2016; Renjith et al., 2021; Taherdoost, 2021; Wagh, 2021).

Data analysis in this research involves several important steps that contribute to the success of compiling research results in a thorough and accurate manner. First, the analysis process begins with reducing the data, which involves selecting core and important elements related to the research focus. This helps to simplify the complexity of the data and identify significant patterns (Wolff et al., 2019). Next, the results of the data analysis are presented carefully to provide a clear and comprehensive picture of the research findings. The data is arranged into categories in accordance with the research objectives, and the information contained in the data is explained systematically. Lastly, the validity of the data in this research is maintained through the use of triangulation. Triangulation involves collecting data from multiple sources and using different methods to verify and retest research findings (Olayemi Jemimah Aransiola, n.d.; Stewart, n.d.). The success of this research is supported by the adequacy of references, which refers to the use of relevant references and literature in data analysis. This helps researchers explain the findings and research context well (Mertens, 2005).

III. RESULT AND DISCUSSION

Goals, Targets, and Effectiveness of the Bandar Lampung City Health Office

The Bandar Lampung City Health Office has the main goal of ensuring the successful implementation of health development in the city. The Bandar Lampung City Health Service designed a health campaign with the aim of inviting people to adopt healthy living behaviors (Basri, 2017). To achieve this goal, the City Health Office has several specific goals for each mission running from 2016 to 2021, which include:

- a. Improving the quality of health services to ensure that these services can be accessed by all levels of society with guaranteed quality.
- b. Implementing dynamic and accountable health management through good governance to ensure effective and efficient health development.
- c. Empowering people to live healthy lives through the active participation of the private sector in the provision of health services.
- d. Increasing access to health services, especially in achieving optimal health in community health centers and hospitals, both private and public.

The Bandar Lampung City Health Office has identified several indicators to measure medium-term targets for 2016–2021, including improving the nutritional health status of the community, reducing the prevalence of tuberculosis, monitoring non-



communicable diseases (diabetes mellitus), providing free health services to the population, promoting clean and healthy living through health promotion, and increasing the role of health workers in health promotion.

Effectiveness of Health Services at the Bandar Lampung City Health Office

This study aims to assess the effectiveness of free health services in the city of Bandar Lampung. The effectiveness of this service was investigated through interviews with related parties, including the Bandar Lampung City Health Office, Simpur Inpatient Health Center, and Wayhalim Health Center. The informants included the head of the community health center, the head of free health services, doctors, pharmacists, and patients.

a. Achievement of objectives

The research results show various perspectives from the informants regarding achieving goals in free health services in Bandar Lampung City. An informant from the Free Health Services Sector at the Bandar Lampung City Health Service confirmed that free health services in this city have been well regulated through a series of regulations, including Bandar Lampung Mayor Regulation No. 24 of 2014, which has undergone several changes since then. Apart from that, this informant stated that free health services can be accessed using the Healthy Indonesia Card (HIC) either independently, through companies, or through the government. Apart from that, the Free Community Health Services (FCHS) program has become the policy of the Mayor of Bandar Lampung. This informant considers that free health services in this city are running well and effectively and are easily accessible to the public. Nevertheless, they highlighted the importance of continuing to improve the effectiveness and quality of services to achieve the stated goals.

b. Integration

Integrity in free health services can be seen from the close relationship between the city government and the outreach efforts they carry out to support the achievement of effective integration in free health services. In the integration aspect, informants from the Bandar Lampung City Health Service explained that socialization regarding the implementation of free health services in this city is carried out periodically. This outreach covers various aspects related to requirements for free treatment, funding, and difficulties that patients or their families may face if they do not meet the specified requirements. In addition, they revealed that all staff and stakeholders have adapted well to this program, which contributes to effective integration of free health services in Bandar Lampung City.

Informant 1, an official in the Free Health Services Sector at the Bandar Lampung City Health Service, explained that outreach regarding free health services is carried out twice a year and is disseminated according to regulations to the public. Likewise, Informant 2, who is the Head of Administration at the Long Inpatient Health Center, explained that the outreach they carried out followed the rules set by the City Health Service. This outreach includes information about the requirements for free treatment and funding sources, all of which are funded by the Bandar Lampung City Government through the Regional Revenue and Expenditure Budget (RREB).

Informant 3, who has a role in the FCHS Service Program, explained that socialization has been going on for a long time and is held twice a year in accordance with recommendations from the City Health Service. The public is informed about requirements, funding, and possible difficulties that patients or their families may face if requirements are not met.

c. Adaptation

Adaptation to free health services in Bandar Lampung City seems to have reached a number of positive levels. Informants from the Bandar Lampung City Health Service stated that, both in terms of policy and implementation, the relevant parties had adapted well to the free health service program. This can also be seen from the statement of an informant from the Simpur Community Health Center, who explained that the community health center staff, including doctors, pharmacists, and service staff, had adapted to the existence of free services. However, there is a report from a patient who experienced an unsatisfactory experience, especially in an emergency situation at the Simpur Inpatient Health Center. This



incident highlights that there is room for improvement in terms of adaptation and the development of more responsive, free health services.

Overall, the results of this research indicate that free health services in Bandar Lampung City have achieved a number of positive achievements, especially in terms of integration and adaptation. In terms of the integrity of socialization and adaptation in services, this research reflects strong collaboration between various related parties in supporting free health services in Bandar Lampung City. Despite good adaptation, the less than satisfactory incident experienced by one patient highlights the importance of improving emergency situations, increasing friendliness, and increasing staff numbers in certain cases. Increasing emergency services and improving infrastructure are also aspects that need to be considered in order to increase the effectiveness of free health services in this city. In this overall context, the role of the Bandar Lampung City Health Service as program organizer and coordinator is very important in maintaining and improving free health services for the community.

Supporting and Inhibiting Aspects in Free Health Services

In this study, researchers examined aspects that support and hinder free health services in Bandar Lampung City. The results of this research are based on interviews and researcher analysis.

a. Supporting Aspects of Free Health Services

Researchers conducted interviews with various parties, both internal and external, to understand supporting aspects. One important aspect that supports the effectiveness of free health services is integration (Suter et al., 2009). Informants from various parties stated that the socialization regarding the implementation of free health services had gone well and had been going on for a long time. Apart from that, mutually reinforcing relationships have also been well established. These results are in accordance with the integration concept used in this research, which measures the ability to socialize, communicate, and develop consensus in society.

b. Inhibitory Aspects in Free Health Services

The research also explores the inhibiting aspects that influence the effectiveness of free health services in Bandar Lampung City. The results of the analysis lead to two indicators used to measure the effectiveness of free health services, namely goal achievement and adaptation. A number of informants stated that the goals to be achieved were still in the process of being achieved. Although there has been progress, this goal has not been fully achieved. This is also reinforced by the view of the Bandar Lampung City Health Service, which said that this goal had not yet reached 100% achievement.

Adaptation is also one of the inhibiting aspects identified in this research. The results of interviews with a number of informants, including patients, showed that there were obstacles to adapting to changes or improvements in health services. Some patients feel frustrated by the lack of response when faced with emergencies at health centers at certain hours. They feel that adaptation in health services still needs to be improved. Based on the results of this research, researchers found that the effectiveness of free health services in Bandar Lampung City is moving in a positive direction, but there are still aspects that require improvement. When selecting programs to improve the health care system, it is important to consider key factors such as adaptation and sustainability. Adaptation is an important key to achieving the desired goals in free health services (Zullig & Bosworth, 2015).

IV. CONCLUSION

Based on the results of research conducted at the Bandar Lampung City Health Service, there are several conclusions that can be drawn. First, the Bandar Lampung City Health Service has the main goal of ensuring the success of implementing health development in the city. This goal provides clear direction for achieving comprehensive health development. The City Health Service has formulated specific goals that support its mission for the 2016–2021 period, including improving the quality of health services, developing dynamic and accountable health management, empowering communities to live healthy lives, and increasing



access to health services.

Second, the Bandar Lampung City Health Office has identified a number of indicators used to measure target achievement in the 2016–2021 period. These indicators involve aspects such as community nutritional status, prevalence of tuberculosis, non-communicable diseases, free health services, promotion of clean and healthy living, and the role of health workers in health campaigns.

Third, this research evaluates the effectiveness of free health services at the Bandar Lampung City Health Service through interviews with various related parties. The research results show various perspectives on achieving goals in free health services. Although there has been progress in achieving goals, there are still things that need to be improved to achieve greater effectiveness.

Fourth, in terms of integration, there is strong cooperation between the city government and outreach efforts to support the achievement of effective integration in free health services. Socialization regarding the requirements for free treatment, funding, and difficulties that patients or their families may face has gone well. However, adaptation in health services still needs improvement, especially in emergency situations at health centers.

Finally, overall, the effectiveness of free health services in Bandar Lampung City has achieved several positive achievements in terms of integration and adaptation. However, there are aspects that require more attention, especially in emergency situations: friendliness during service, increasing the number of staff, and improving infrastructure. In this context, the role of the Bandar Lampung City Health Service as program organizer and coordinator is very important in maintaining and improving free health services for the community. So it can be concluded that free health services in Bandar Lampung City have a clear goal of achieving successful health development with the support of various target indicators.

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