



The Relationship between Community Health Center Accreditation and the Quality of Health Services in the Community: A Mini Review

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ABSTRACT

Puskesmas accreditation is an effort to ensure that these first-level health facilities have appropriate quality standards in providing services to the community. The relationship between accreditation and the quality of health services has become an important focus in various studies, considering its impact on community welfare. This research aims to examine the relationship between Puskesmas accreditation and the quality of health services provided to the community. This mini review was carried out by searching international databases from Google Scholar and Pubmed, with the keywords "health center accreditation" or "health center accreditation" or "primary health care" and "health service quality" or "health services quality". The inclusion criteria used were articles published in the last 5 years, in English/Indonesian, full text available, using analytical design, and topics according to keywords. Qualitative data analysis was carried out by extracting similarities in data from the articles obtained. The results of the review show that there is a positive relationship between Puskesmas accreditation and improving the quality of health services. Accredited health centers tend to have better operational standards, higher patient satisfaction, and better abilities in handling various health cases. Apart from that, accreditation also encourages increasing the capacity of health workers through continuous training and evaluation. The conclusion of this review is that Puskesmas accreditation plays an important role in improving the quality of health services to the community. Effective implementation of accreditation can be one of the main strategies in improving overall public health.

Keywords: accreditation; community health center; mini review; public health; quality of health services

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INTRODUCTION

Community Health Centers are at the forefront of providing primary health services in Indonesia. As an institution responsible for public health at the sub-district level, community health centers have an important role in addressing various health problems, from disease prevention to treatment. Thus, the quality of services provided by community health centers has a direct impact on the health status of local communities. Based on data from the Central Statistics Agency (BPS), the number of community health centers in Indonesia will be 10,416 units in 2023 (BPS, 2024). However, the number of Puskesmas in Indonesia listed on the Puskesmas Dashboard is only 10,292 units.

Even though community health centers have an important role in improving the level of public health, there are still many gaps in the quality of services provided between community health centers in various regions in Indonesia. Factors such as availability of resources, infrastructure, and competency of health workers can influence the quality of services provided. Therefore, the government issued Minister of Health Regulation Number 46 of 2015 related to community health center accreditation standards. Accreditation functions as a tool to reduce disparities between community health centers by setting standards that must be met by all community health centers (Decree of the Minister of Health of the Republic of Indonesia, 2023). There are four levels of community health center accreditation, namely

basic, intermediate, main and plenary. Data on the distribution of puskesmas accreditation pass status shows that the largest number is intermediately accredited at 55.3%, while for the plenary accreditation pass rate the number is still very small, namely 3%, the rest are at the basic level at 24%, and at the primary level at 18% (DataIndonesia.id, 2024).

Accreditation aims to assess and improve the quality of health services at community health centers through measurable standards (Utami & Lubis, 2021). Preparations for accreditation need to be carried out by forming an accreditation team. The research results show that the existence of a quality improvement team in the service unit influences the accreditation results (Janti & Ayuningtyas, 2022). However, there is still a lack of understanding regarding how much impact this accreditation has on improving the quality of services felt by the community. This research is important for measuring the effectiveness of accreditation and identifying areas that require further improvement. The first level health facility accreditation policy has also not been implemented comprehensively in Indonesian Community Health Centers (Mawarni et al., 2022).

Research that focuses on the relationship between community health center accreditation and its impact on the quality of health services in the community is still limited, especially in the Indonesian context. Even though accreditation has been implemented in many community health centers, challenges in its implementation still exist, including in terms of resource readiness and understanding of the standards set. This research can identify these obstacles and provide recommendations to overcome them, so that accreditation can be implemented more effectively. Therefore, it is important to carry out research to determine the relationship between community health center accreditation and improving the quality of health services in the community.

METHOD

The literature review was carried out by searching the results of scientific publications in the period 2020-2024 using the Pubmed database and Google Scholar. In the Pubmed database using keyword 1 "health center accreditation" 4139 articles were found. The second keyword "quality health services" found 377,564 articles. Next, combining these two keywords, 573 articles were found, then full text screening was carried out and limiting the last 5 years to 129 articles. In the Google Scholar database using the keyword "health center accreditation" found 191 articles and the keyword "quality health services" 36,300 articles. Next, combining the two keywords, 33 articles were found, then the two keywords were screened full text and with a 5 year limit, 20 articles were obtained. The article inclusion criteria used were topics regarding community health center accreditation and quality of health services, analytical research type, published in the 2020-2024 period, available in full text and written in Indonesian/English. In this research, data extraction was carried out to guide information from the article in accordance with the research objectives. Data extracted for each article that met the inclusion criteria included: author, year, country, sample and setting, study design, instruments used and the results of each article. To reduce the risk of bias, This systematic review is carried out by determining the data extraction including the similarity of studies both in terms of study design, research objectives and output produced from the articles, as well as assessing the quality of the studies discussed.

RESULTS

Data synthesis was carried out qualitatively on 8 articles that met the inclusion criteria from two databases which are summarized in Figure 1. All research related to the relationship between community health center accreditation and improving the quality of health services was analyzed in depth and summarized in Table 1. The result is that community health center

accreditation has an effect on improving quality Health services are ultimately related to patient satisfaction. Even though there are several weaknesses in the puskesmas accreditation system, many patients and employees feel that there has been an increase in the quality of puskesmas services.

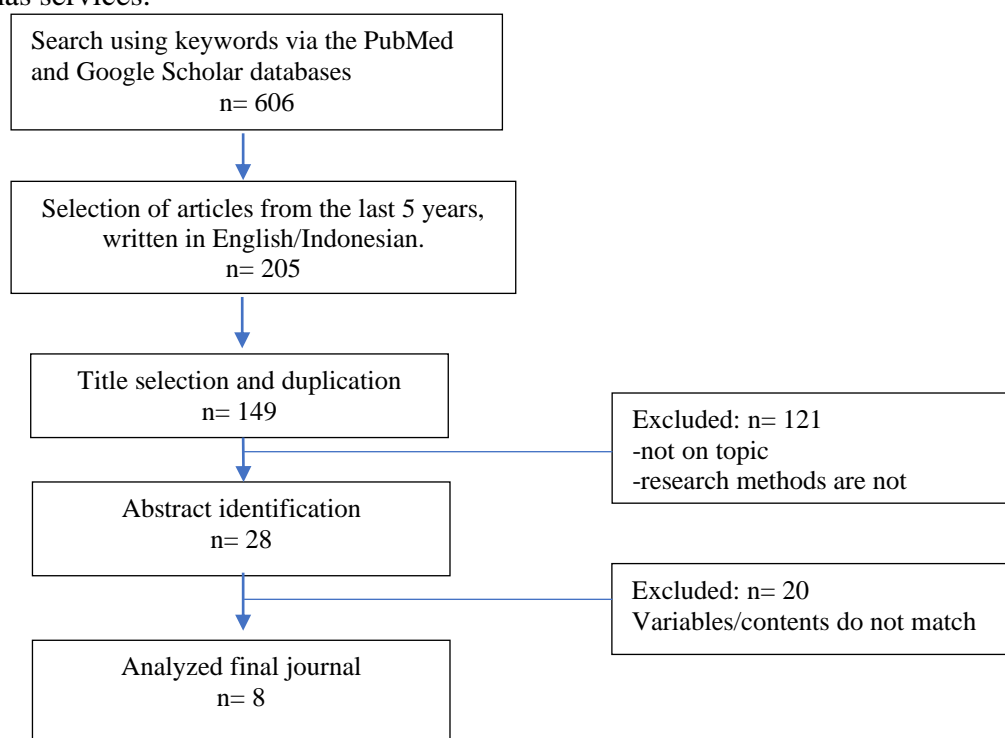


Chart 1. Article search flowchart diagram

DISCUSSION

Community health center accreditation involves an assessment of service standards that have been set by the government or accreditation body. This process ensures that the community health center meets certain criteria in various aspects, such as management, medical services, availability of facilities, and compliance with health procedures. Puskesmas accreditation is also in line with various regulations previously in effect in Indonesia (Effendi et al., 2021).The accreditation process encourages community health centers to improve internal management systems, including human resource management, financial management, and the use of information technology so that they are able to provide better services to the community. The research results show that service quality influences patient satisfaction (Sholeh et al., 2021).

Accreditation also encourages community health centers to be more transparent and accountable in their services and improve the competency of health workers through training and continuous professional development so they can provide better services. This process usually involves periodic audits and evaluations, which makes the puskesmas more responsible in providing services to the community. This also increases public trust in the health services provided, so that accreditation has an impact on increasing patient satisfaction (Ruhayat et al., 2023).

The important role of community health center accreditation in improving the quality of health services

Accreditation is not a one-time process, but is ongoing. Accredited health centers must continue to update and improve their services to remain up to standards. This encourages community health centers to continue to innovate and adapt to developments in health science and community needs Marlina S, SN (2020). Community health center accreditation is an

important tool to ensure that the health services provided are in accordance with expected standards, thus having a direct impact on improving the quality of health services in the community. Various developing countries have carried out accreditation of their health centers and are generally successful (Alotaibi, 2023). Community health center accreditation has provided many benefits, namely:

1. **There is a guaranteed guarantee of service quality**
With accreditation, community health centers are expected to be able to provide quality, safe and effective services to the community. This includes aspects such as availability of facilities, competency of health workers, and standard operating procedures (SOPs) that must be followed.
2. **Strengthening the Internal Management System of Community Health Centers**
The accreditation process encourages community health centers to strengthen their internal management systems, including the management of human resources, finances and daily operations, thereby enabling community health centers to operate more efficiently and be able to respond better to community health needs.
3. **Increasing Public Trust**
Accredited health centers are recognized as having met certain standards, so that people have more confidence and feel safe in using the services provided. This is important to increase the accessibility and utilization of health services by the community.
4. **Evaluation and Continuous Quality Improvement**
Community health centers that have been accredited must continue to update and improve their performance to maintain accreditation status. This encourages continuous improvement in health services, always adapting to developments in science and technology and the changing needs of society.
5. **As a Basis for Policy Making**
Information obtained from the accreditation process can be used to identify areas requiring improvement, determine intervention priorities, and ensure that limited resources are used effectively to improve the quality of health services.
6. **Aligned with International Standards**
By following the accreditation process, community health centers in Indonesia can more easily align with health service standards that apply at the international level. This is important in the era of globalization, where integration with global health practices can help improve the quality of domestic health services and facilitate international cooperation in the health sector.
7. **As a Motivator for Health Workers**
By working in an accredited environment, health workers feel appreciated and motivated to provide the best service thereby improving the overall performance of the health center.

Overall, community health center accreditation has a very important role in ensuring that the health services provided to the community meet expected standards, as well as supporting the achievement of national health goals. Patient safety culture is an important part of accreditation performance (Alfadhalah et al., 2022). Community health center accreditation is closely related to improving the quality of health services to the community. Puskesmas accreditation aims to ensure that each puskesmas meets established health service standards in various aspects, such as clinical procedures, facility management and patient service. By implementing consistent standards, the quality of services at community health centers can be improved evenly, so that people receive better and safer services. Puskesmas need to improve patient safety in accordance with the Minister of Health of the Republic of Indonesia Regulation Number 36 of 2009 (Ulumiyah, 2018).

The accreditation process often involves training and professional development for health workers at community health centers to improve their skills and knowledge, so they are able to provide higher quality services and are responsive to the public's health needs. In addition, evaluations carried out during the accreditation process encourage health workers to continue to improve their performance. Good accreditation results can also improve employee performance (Zulaikah & Sulaeman, 2020). The research results show that resource quality is highly correlated with increased accreditation (Sadaoda et al., 2022). Community health center accreditation requires improvements in management and operational systems, including resource management, work flow management and performance monitoring. Improvements in these aspects can optimize service efficiency, reduce waiting times, and increase patient satisfaction. Recent research results show that continuous quality improvement (Continues Quality Improvement - CQI) simultaneously or jointly influences the level of community satisfaction (Manafe et al., 2023).

Accredited health centers tend to be preferred by the public because they believe in the quality and safety of the services provided so that they can increase the accessibility and utilization of health services. This is important in efforts to equalize health services, especially in areas that previously had low utilization rates Marlina S, SN (2020). Accreditation is not only valid at one time, but also involves ongoing monitoring and evaluation. This process encourages community health centers to continue to make improvements and adapt to developments in health practices. Evaluations carried out regularly can ensure that the community health center remains on the right track in providing high quality services. The research results show that accreditation is part of the factors that can improve the quality of an organization (Limato et al., 2019).

Accreditation encourages increased transparency and accountability in community health center services so that community health centers are required to be more responsible in providing services to the community. This not only improves the quality of service, but also strengthens the relationship between the puskesmas and the communities it serves. By improving the quality of services at community health centers, the final impact is an improvement in the overall health status of the community. Improvements in diagnosis, treatment, disease prevention and better health education from accredited community health centers will contribute to reducing morbidity and mortality rates and improving the quality of life of the community. Leadership is an important aspect in an institution's readiness to carry out accreditation (Wijayanti et al., 2024).

Weaknesses of the Community Health Center Accreditation System in Indonesia

Accreditation directly contributes to improving the quality of health services at the primary level, which ultimately has a positive impact on the health of the wider community (Tabrizi et al., 2023). Improving quality health services can be done through efforts to implement patient safety (Scientific & Enggar, 2022). Although accreditation of community health centers in Indonesia has many benefits in improving the quality of health services, this system also has several weaknesses that can affect its effectiveness in this effort. Some of the main weaknesses of the community health center accreditation system in Indonesia are:

1. Implementation processes vary widely

The level of readiness and capacity of community health centers to undergo the accreditation process can vary significantly. Community health centers in remote areas or with limited resources often face difficulties in meeting accreditation standards due to a lack of adequate facilities, health personnel, and access to training. This causes a gap in service quality between health centers that are properly accredited and those that are not.

2. Accreditation focuses on documents and procedures

The accreditation process in Indonesia often focuses too much on administration and documentation, rather than on real improvements in service quality. Community health centers may allocate a lot of time and resources to ensure compliance with documentation, but pay less attention to more substantive aspects, such as patient interaction, quality of diagnosis, and effectiveness of treatment.

3. Limitations in ongoing monitoring and evaluation

Although accreditation aims to be an ongoing process, post-accreditation monitoring and evaluation is often limited. Community health centers may make great efforts to achieve initial accreditation, but without consistent oversight, there is a risk that the standards achieved will decline over time. A lack of ongoing evaluation can reduce the positive impact of accreditation on the quality of health services.

4. Insufficient Resource Support

The community health center accreditation system in Indonesia is often not accompanied by adequate resource support, resulting in difficulties in achieving or maintaining accreditation. Community health centers may require infrastructure improvements, additional health personnel, or advanced training to meet accreditation standards, but the resources to meet these needs are not always available.

5. Fulfillment of standards without looking at local capabilities

Accreditation standards tend to be general in nature and may not always be appropriate to local or specific conditions in an area. Community health centers in areas with unique challenges, such as remote areas or with different disease burdens, may feel pressured to meet standards that are not entirely relevant to their situation. This can reduce the effectiveness of accreditation in improving the quality of services in accordance with the needs of local communities.

6. The motivation for accreditation is not always patient-oriented

The motivation to obtain accreditation may be driven more by a desire to fulfill administrative obligations or obtain incentives, rather than actually improving the quality of care to patients. This can lead community health centers to take a more mechanical or formalistic approach to accreditation, without truly understanding or internalizing the goals of quality improvement.

7. Lack of community participation

The current accreditation system does not involve active community participation in the process of assessing the quality of services at community health centers. In fact, feedback from the community served reflects the needs and expectations of service users and is an important component in assessing the effectiveness and quality of the services provided.

8. The focus of service is at risk of deviating from the main goal

Community health centers may become too focused on the areas assessed in the accreditation process, while other aspects that are also important for public health, such as health promotion and disease prevention programs, may be neglected.

9. Uncertainty in the sustainability of accreditation standards

There is concern that without continuous development and adjustment of accreditation standards, accredited community health centers may experience stagnation in quality improvement efforts. Standards that are not updated or adapted to the latest developments in healthcare practice can become outdated and no longer reflect current needs and challenges.

The effectiveness of community health center accreditation can decrease due to weaknesses in implementation, monitoring, resource support and local relevance. National Quality Indicators can be used as a benchmark in efforts to improve the quality of health services (Oktriani & Purnamawati, 2023). Puskesmas accreditation is influenced by factors such as motivation, incentives, training, awards, length of service and infrastructure, so it is necessary for the

health service to facilitate puskesmas employees to take part in training for accreditation (Ikrima Daulay et al., 2024). To overcome these weaknesses, a more holistic and adaptive approach is needed in the accreditation system, including increased resource support, ongoing monitoring, and greater involvement of the community in the accreditation process (Joseph, 2021). However, the quality of health services at non-accredited community health centers is much lower (Unkelefa et al., 2023). One of the weaknesses found was the lack of ongoing post-accreditation monitoring and evaluation. This has the potential to result in standards that have been achieved not being maintained, so that the long-term benefits of accreditation could be reduced. Therefore, there needs to be a commitment for community health centers to implement accredited standards to improve and maintain the quality of health services (Wijyantiningrum et al., 2020).

CONCLUSION

This research shows that community health center accreditation generally contributes positively to improving the quality of health services. By setting standards that must be met, accreditation encourages community health centers to improve important aspects of service, such as resource management, competency of health workers, and effectiveness of clinical procedures. Accreditation has been proven to strengthen the management and operational systems of community health centers, so that it can increase the efficiency and effectiveness of health services in better resource management, more effective use of technology, and implementation of more structured and standardized procedures. However, this research also identified gaps in the implementation of accreditation, especially in remote areas or with limited resources. These challenges include variability in the ability of community health centers to meet accreditation standards, as well as a sometimes too great focus on administrative aspects compared to substantial quality improvements. To maximize the benefits of accreditation, this research recommends increasing resource support, especially for community health centers in remote areas. In addition, there needs to be greater emphasis on aspects of quality improvement that directly impact patients, as well as improvements in ongoing monitoring and evaluation to ensure that accreditation standards are continuously maintained and improved. Overall, this research concludes that community health center accreditation has great potential to improve the quality of health services in the community. However, to achieve maximum impact, improvements are needed in implementation, monitoring and support for community health centers that face challenges in achieving accreditation.

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