

EFFICIENCY AND QUALITY OF INTEGRATED SMART HEALTHCARE IMPLEMENTATION IN COMMUNITY HEALTH CENTER

Andi Muhammad Multazam¹, Nurmiati Muchlis¹, Yuliati Salim², Nurul Tasya Amalia D¹

¹Faculty of Public Health, Universitas Muslim Indonesia, Indonesia
(andimuhammad.multazam@umi.ac.id)

BACKGROUND: The government encourages digital health transformation through the SATUSEHAT blueprint, but implementation in the regions is still weak. The high workload of health workers and data inequality between service units can have an impact on the quality of services and users. This study aimed to develop the concept of efficient and quality health service innovation through the implementation of an integrated smart healthcare system in health centers.

METHOD: mixed-methods with a sequential explanatory design. Informants: health workers (doctors, midwives, nurses, admins), heads of health offices, heads of health centers & program managers, and users of health center services. Data collection: surveys using questionnaires, FGDs, workshops, observations, and in-depth interviews.

RESULT & DISCUSSION: All locations are in the Prima Zone (Smart Champions) category, indicating solid internal strength and the utilization of external opportunities for Smart Healthcare. The local wisdom of the Tengger ethnic-based wound treatment uses whatever is in nature to stop the bleeding and increase the wound healing process.

KEYWORDS: Quality of service; Primary Healthcare; smart healthcare; Integrated