

Evaluation of the achievements of community health center work program indicators in the family health aspect

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Abstract

Background: Community health center have a strategic role in providing primary services, including family health services and monitoring. Family health is the main foundation for the welfare of society as a whole. Through good service at the family level, various health problems can be identified and treated early, preventing the potential

Purpose: To measure and evaluate the success of community health centers in providing family health services.

Method: Descriptive research with the main data source coming from community health center performance evaluation documents. Data collection was carried out at the Wanasaba Community Health Center, East Lombok Regency. The data used in this research were obtained from various public health center performance evaluation documents, such as activity reports, health service records, and other related documents. Data analysis in this research will be carried out using a descriptive approach, where data obtained from performance evaluation documents will be described and interpreted in depth.

Results: This evaluation shows that several aspects have gone well, but there are also aspects that require further attention. Health promotion, it can be seen that the dissemination of health information through electronic media reached a good achievement level of 98.30%. In terms of environmental health, it reaches a good level. In improving community nutrition, the results showed good success in efforts to prevent and control disease, successfully implementing various disease control activities (96.69%). In terms of public health services, it achieved a good achievement level of 92.2%. When turning to family health, there are several areas that require further attention because the percentage is smaller than other areas. Overall, the family health aspect is included in the poor category (74.74%).

Conclusion: There are good achievements in several aspects, but there are still several shortcomings and potential improvements. Overall, community health centers have taken positive steps in improving work programs, one of which is family health, especially in maternal health and family planning. However, continuous efforts are needed to improve achievements in certain aspects, such as the health of children under five, the health of school-aged children, the health of adolescents and the health of the elderly.

Suggestion: For future researchers, it is important to deepen their understanding of the local context and involve active community participation in the design and implementation of research.

Keywords: Community Health Center Services; Family Health; Health Improvement; Performance Evaluation.

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INTRODUCTION

Community health service centers play an important role in providing primary care and monitoring family health (Pesse-Sorensen, Fuentes-Garcia, & Ilabaca, 2019). Family health can be said to be the main foundation for the welfare of society as a whole, where good health services at the family level can identify and treat health problems early, prevent the spread of disease, and improve general health status (Frehn, Starn, Rodriguez, & Payán, 2023; Boston, Larson, Shepler, O'Connor, Sperl-Hillen, Hauschildt, & Gold, 2023). Family health has a big meaning in creating community welfare. As the main basis, family health has a direct impact on the welfare of individuals and families. In addition, maintaining family health also contributes to disease prevention and improving overall community health. Families play an important role in forming character and healthy lifestyles, providing an environment for health education, and ensuring reproductive health and children's growth and development (Falbe, Cadiz, Tantoco, Thompson, & Madsen, 2015). By maintaining family health, the burden on the health system can be reduced, and the mental and emotional well-being of the family also becomes a priority. Therefore, investing in family health is not just an investment in individual health, but is also a strategic step to achieve the welfare of the wider community.

As a leading health institution, community health centers have the main responsibility for providing promotive, preventive, curative and rehabilitative services to the community in their area (Neuhaus, 2023). One of the key roles of community health centers is to provide comprehensive health services to all family members, including babies, toddlers, pregnant women, school children, teenagers and the elderly (Khan, Barnsley, Harris, & Wodchis, 2022; Kaur, Lieberman, Mason, Dapkins, Gallager, Hopkins, & Northridge, 2023). Services at community health centers cover various aspects, from immunizations, pregnancy checks, delivery services, to nutrition and child health services. Apart from that, it is also active in providing information and education to the public regarding healthy living behavior, disease prevention and health promotion (Sunderji, Ion, Tang, Rayner, Mulder, Ivers, & Alyass, 2021). This activity is carried out through counseling,

training and community programs that can increase public awareness of the importance of maintaining health. Community health centers also act as disease control centers by conducting surveillance and monitoring infectious disease cases (LeBlanc, Testa, Waterman, Reisner, Chen, Breedlove, & Krieger, 2023). Apart from that, in the context of reproductive health, play an active role in family planning programs by providing counseling, providing contraceptives, and monitoring implementation. Community Health Centers have responsibility for handling infectious and non-communicable diseases, including early detection, treatment and rehabilitation efforts (Akgöz, & Gözüm, 2019). Collaborating with other health institutions, such as referral hospitals to provide more comprehensive services to patients who need further care (Hatch, Smith, McBurnie, Quach, Mayer, Dunne, & Cottrell, 2018).

In general, the Community Health Center is not just a place for medical services, but is also a center for holistic health services, playing a role in improving the quality of life of the community by supporting efforts to prevent disease, managing family health, and providing support for various aspects of public health (Oung, Kosirog, Chavez, Brunner, & Saseen, 2017). If we are unable to provide optimal public health services, the impact will be very detrimental to the welfare and health of the people in the areas served. As a primary health institution, it has an important role in providing health services that are affordable and easily accessible to the community. If you experience problems or are unable to provide optimal services, this can have an impact on reducing the level of public health, people's accessibility to health services will be hampered, and the burden on health services at higher health facilities can increase. as well as decreased labor productivity and increased long-term health care costs (Torres, Marques, Leal, & Rocha-Filho, 2015; Gagnon, Waltermayer, Martin, Friedenson, Gayle, & Hauser, 2017; Luzius, Merriweather, Busch, James, & Dobbs, 2023). Therefore, it is important to evaluate the performance of community health centers to understand the extent to which community health needs can be met.

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This research provides several significant benefits, for health care providers, governments and local communities. First, the results of this study provide in-depth insight into the performance of community health centers in providing family health services (You, Li, Jiang, Liang, Xie, Zou, & Han, 2023). Identifying successes and shortcomings in various aspects of service, organizers can evaluate programs that have been implemented and identify areas that require further attention. Another benefit is that it provides an information base for better decision making at the policy level. The government and health agencies can use the findings of this research to formulate more effective and efficient policies in improving the quality of family health services in various health centers (Shi, & Stevens, 2023; Topmiller, McCann, Hoang, Rankin, Grandmont, Pelzer, & Sripapatana, 2023).

Through understanding actual conditions on the ground, policies can be adjusted to overcome challenges and increase the success of health services at the basic level. Apart from that, the benefits for the local community can also be felt. Knowing the results of family health evaluations, the public can better understand the level of health services received. This can trigger active community participation in efforts to prevent disease and improve family health because they become more aware of the importance of collaboration with community health centers (Bensken, McGrath, Gold, & Cottrell, 2023).

Recommendations for improvements resulting from this research also provide a positive contribution. Community Health Centers and related parties can use these recommendations as guidelines to improve the effectiveness of family health services. Appropriate corrective steps can be taken to overcome deficiencies and increase target achievement while increasing public satisfaction and trust in primary health services. Thus, the benefits of this evaluation research not only extend to the local level but also to the regional and national levels. The resulting information can be used as a basis for updating health policies, improving health care systems, further research, and improving overall public health (Guastaferro, Sheldrick, Nunez-Pépen, Ortiz, Much-Hichos, Trieu, & Feinberg, 2023). As a result, this research makes a positive contribution to

efforts to achieve sustainable development goals in the health sector, through increasing access and quality of family health services at community health centers.

RESEARCH METHOD

This research uses a descriptive approach with the main data source coming from the performance evaluation document of the Wanasaba Community Health Center, East Lombok Regency. The descriptive research method was chosen to provide a detailed and in-depth picture of family health performance in the region (Notoatmojo, 2018). The data used in this research will be obtained from various performance evaluation documents, such as activity reports, health service records, and other related documents.

The research stages were carried out by identifying and selecting evaluation documents that were relevant to family health performance. These documents will be analyzed systematically to explore information related to family health services, target achievement, and factors that influence this performance. Next, the data will be compiled and interpreted descriptively to provide a comprehensive picture of the family's health performance status. To deepen the data obtained, researchers conducted interviews with related parties to gain a deeper understanding of the context and obstacles that may not have been documented in the performance evaluation.

Data analysis in this research was carried out using a descriptive approach, where data obtained from performance evaluation documents will be described and interpreted in depth. The analysis will focus on several main aspects, including achieving family health service targets, factors that influence performance, and potential improvements that can be proposed. First, data regarding family health performance indicators such as immunization coverage, monitoring child growth and development, services for pregnant women, and efforts to prevent infectious diseases will be analyzed to evaluate the extent of success in achieving the targets that have been set.

Furthermore, factors that influence family health performance, both internal and external which can influence services, will be identified and analyzed in

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detail. Involves reviewing data to determine whether there are barriers such as limited resources, lack of public awareness, or other factors affecting performance. The analysis will also pay attention to the comparison between the targets set and actual achievements, identifying deviations or gaps that may occur. This will help in evaluating the

effectiveness of family health programs that have been implemented and determining areas that require further attention. Interview data was analyzed using the interpretation of the informant's point of view. The main focus in this data analysis is to provide a comprehensive understanding of family health performance.

RESEARCH RESULTS

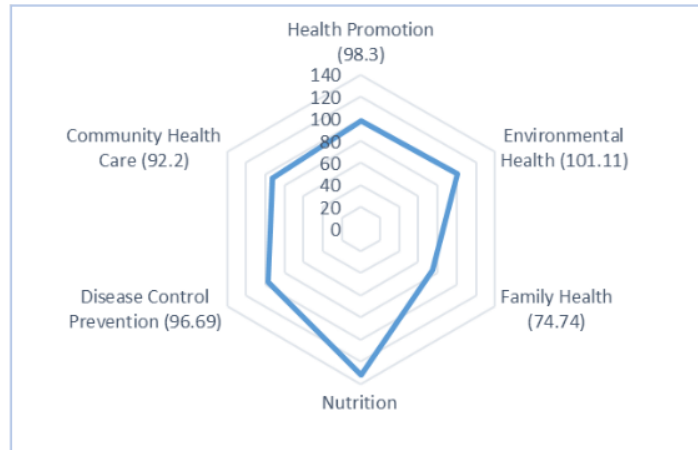


Figure 1. Results of performance assessment of essential SMEs

Based on data analysis in Figure 1, it shows the success of community health centers in implementing a number of essential public health efforts and public health care with varying levels of achievement. This evaluation shows that some aspects have performed well, while others require further attention. Health promotion, it can be seen that the dissemination of health information through electronic media reached a good achievement level of 98.30%. In the environmental health aspect, good results were obtained through housing and environmental surveys, including inspections of houses, rubbish dumps, waste water treatment channels, and larval inspections, all of which achieved good levels of achievement. Supervision of drinking water quality and management of food processing facilities also reached a good level.

In improving community nutrition, the results show success with the coverage of toddlers being weighed at integrated service posts, toddlers having

a child identity card book/health card, and toddlers gaining weight, all achieving good levels of achievement. In efforts to prevent and control disease, we succeeded in implementing various disease control activities (96.69%), including non-communicable diseases (NCDs) with early detection of NCD risk factors, services for people with hypertension and diabetes mellitus, as well as efforts to stop smoking, all of which achieved good levels of achievement. In terms of public health care, it achieved a good achievement level of 92.2%.

When turning to family health, there are areas that require further attention as the percentages are smaller than others. Overall, the family health aspect is included in the poor category (74.74%). Maternal and child health services, including coverage of visits for pregnant women, services for pregnant women, visits for babies, and services for children under five, have still not reached the optimal target, so they are included in the deficient category.

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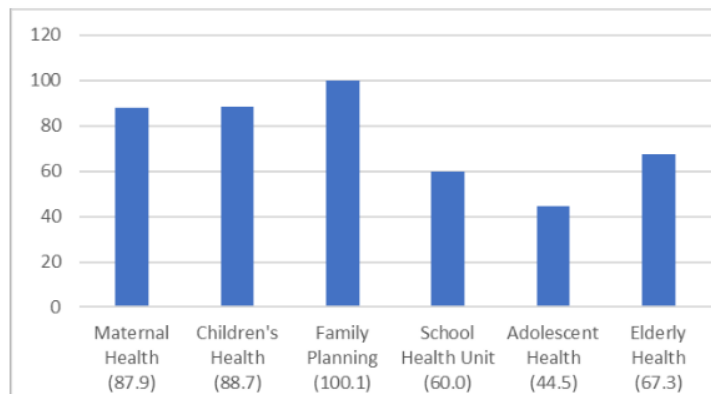


Figure 2. Level of Achievement of Family Health Work Program Indicators

Based on the analysis of Figure 2, it can be seen that the maternal health aspect is 87.9%. Child health is 88.7%, family planning services are the highest aspect. However, there are aspects that need more attention, namely the school health unit (60.0%), adolescent health (44.5%), and elderly health (67.3%).

DISCUSSION

Based on research results, coverage of visits by pregnant women reached 100%, but the achievement rate of 95.4% shows that there are still challenges in achieving the optimal target. Likewise, coverage of health services for pregnant women has only reached 76.1%, indicating that there is expansion of access and improvement in the quality of services in this field. The high coverage of complete neonatal visits and well-baby visits (94.9% and 93.0% respectively) provides a good indication of child health monitoring efforts. However, special attention is needed for service coverage for children under five which is still in the adequate category (78.2%), thus indicating the need for strategies to increase community participation.

Good results in the coverage of active family planning program participants (100.1%) indicate the effectiveness of family planning service efforts. This needs to be maintained and improved to support family planning and reproductive health. Even though health service coverage for children of primary education age reaches 100%, the achievement rate of only 50.3% is the main highlight.

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Broader efforts and in-depth evaluation are needed to improve the effectiveness of this program. Even though coverage of adolescent health services and adolescent care health services at community health centers has reached 100%, the achievement rate is still below 50%, this shows that there are still deficiencies in the delivery of information and health services to the adolescent group. Achieving 100% coverage of elderly health services is a good achievement, but the low level of achievement (34.5%) of the extended evaluation indicates appropriate service delivery for this group.

This diversity of achievements can be influenced by several factors, including availability of resources, community participation, and socio-economic factors (Shi, & Stevens, 2023; Lucas, Hsu, Heintzman, Bailey, Suglia, Bazemore, & Marino, 2023; Herwansyah, Czabanowska, Schröder-Bäck, & Kalaitzi, 2023). Therefore, recommendations for improving performance require a holistic approach, including increasing service accessibility, improving service quality, and efforts to increase active community participation in public health programs. Routine evaluation and continuous improvement are key to achieving optimal goals in improving overall community health (Huguet, Green, Voss, Larson, Angier, Miguel, & DeVoe, 2023).

Several strategic efforts can be implemented, such as improving health promotion through electronic media by using a more innovative approach and reaching a wider community.

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Increasing coverage of health information can be realized by collaborating with both print and electronic media to present educative and interesting content (La Princess, Jones, Slusser, Pasha, Lalika, Chacon, & Hayes, 2023; Potočnik, & klemenc-kefi, 2024). Furthermore, it is necessary to strengthen aspects of maternal health, especially in improving the quality of services for pregnant women.

Training and supervision of the health workers involved can improve competence and services provided. A tighter monitoring system can also help detect and resolve potential problems quickly. From a child health perspective, efforts to increase community participation in services for children under five need to be prioritized. Intensive education campaigns, local community involvement, and partnerships with educational institutions can be strategies to ensure child health services truly achieve optimal targets (Pourat, Chen, Lu, Zhou, Hair, Bolton, & Sripapatana, 2022; Xie, An, Zheng, Zhao, & Wang, 2022).

In the aspect of family planning services, efforts need to be made to increase public understanding and access to family planning programs. Counseling, distribution of contraceptives, and increased collaboration with related agencies can increase public awareness and participation in this program. In the field of school-aged children's health, an in-depth evaluation of program effectiveness is needed (Oerther, 2024). Identifying obstacles and improving program implementation can be done through studies involving schools, teachers and parents (Bechman, Thornby, Brandstatter, Hewitt, & Patel, 2023; Afshari, Kaveh, Lankarani, Doolub, Jaafari, & Ostovarfar, 2022).

More efficient monitoring systems and regular evaluations could also be key steps. In the aspect of adolescent health, increasing service coverage and communication with adolescent groups must be a priority. Providing inclusive and youth-friendly health services, as well as health education activities in schools, can help increase youth participation and understanding of health (Xue, Xu, Wang, Lin, Wang, Lou, & Fu, 2022; Jayasinghe, Flies, Soward, Kendal, Kilpatrick, Cleland, & Hills, 2022).

In terms of elderly health, there needs to be a more intensive and sustainable elderly health education program. The active involvement of the

community in organizing preventive activities and health monitoring of the elderly can ensure that the services provided truly reflect the special needs of this group (Richard, Gauvin, Gosselin, Ducharme, Sapinski, & Trudel, 2008; Christiani, Byles, Tavener, & Dugdale, 2016; Davodi, Zendehtalab, Zare, & Vashani, 2023).

Overall, synergy between government, health workers and the community is key in increasing the effectiveness of public health programs. If these strategic steps are implemented comprehensively, it is hoped that they will be able to overcome the challenges faced and support the achievement of overall public health targets.

CONCLUSION

There are good achievements in several aspects, but there are still several shortcomings and potential improvements. Overall, community health centers have taken positive steps in improving work programs, one of which is family health, especially in maternal health and family planning. However, continuous efforts are needed to improve achievements in certain aspects, such as the health of children under five, the health of school-aged children, the health of adolescents and the health of the elderly. Continuous evaluation and adaptation of programs will be key to providing holistic and effective family health services in the future.

SUGGESTION

Community health centers should increase program effectiveness by intensifying training for health workers, especially in aspects of health services for pregnant women and services for children under five. Community health centers need to identify real barriers and design appropriate interventions. For future researchers, it is important to deepen their understanding of the local context and involve active community participation in the design and implementation of research. Strong collaboration between community health centers, researchers and the community can enrich research data and ensure solutions that are more appropriate to the real needs of the community.

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