



Public – Sector Innovation: The Implementation, Integration and Process HomPIMPA Health Information System-Based in Improving of Health Services in Sumenep Regency

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Abstract. Public service must be provided by the government to community. In this case, the public services must be managed effectively and efficiently and ensure accessibility of services to realize good public values. The problems of public service delivery in Sumenep Regency, especially in the health public sector, are still constrained by low agency commitment and the carrying capacity of adequate facilities and infrastructure. Based on background, the purpose of this study aims to describe of Sumenep Regency efforts in developing of public sector innovations in the health sector to realize good governance through innovative ideas from regional leaders and the commitment of implementing public services. This research method uses a qualitative approach with a case study approach, the data source in this study uses secondary data by studying literature and writings that have a close relationship with the problems of public services and health services, while data analysis uses cresswell. The results in this study indicate that the innovation of the Sumenep Regency government through the HomPIMPA (Health Indicator Modules with Appropriate Integrated Methods For Proper Access Of Health Information) program is able to integrated health data between regions to realize integrative data management and effective service to the community. Based on the principles of public service, this program improved the quality of public services with supported by an adequate system to realize one data in the health sector, commitment to service implementing resources, and can provide implications and ease of service for the people of Sumenep Regency.

Keywords: Public Service, Integrated Governance, One Data Service, HomPIMPA, Health Service.

1 Introduction

Public service is a policy whose impact can be felt, to meet the needs and interests of the community adequately[1]. In law number 25 of 2009 concerning public services, is an initial reference regulation for the government and especially local governments in setting service standards, for service users[2]. The community also has the right to judge, reject and prosecute anyone who is politically responsible for the provision of

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public services. This concept can also be referred to as the New Public Service[3]. In Law Number 36 of 2009 concerning Health[4] stated that everyone has the right to receive health care, so that every individual, family and community has the right to receive protection for their health[5]. The main principle in improving the quality and performance of health services is caring for customers[6]. Departing from services that care about customers, namely services that pay attention to customer needs, expectations, and value assessments[7].

Health services are the rights and investments of all citizens in guaranteeing health, so we need a system that regulates its implementation[8]. The existence of an innovation is certainly important in improving health services[9]. Know the meaning of Innovation is a process that starts from a desire to be better. Innovation is closely related to invention, where innovation is mostly born from a big process and plan. Currently, many hospitals and clinics have implemented many innovations, including efforts to develop a transparent public health service mechanism system[10]. Health services are a provision to the community whose main purpose is preventive (prevention) and promotion (health improvement) services[11], as well as all activities that take place individually in maintaining and improving health[12].

Sumenep Regency is one of the easternmost areas of the Madura Islands. Which consists of many small islands which more or less consist of 48 inhabited islands and 78 uninhabited islands. Sumenep Regency also has 27 sub-districts, 4 ward and 330 villages. Meanwhile, according to the 2020 population census, Sumenep district has a sizeable population of around 1,124,436 people. Which is of course a challenge for the government in optimizing community services in Sumenep district, especially in the archipelago itself. Their access is quite difficult in reaching government services. Different service places are a factor in the difficulties for the community in receiving services and inadequate facilities and infrastructure in providing optimal service. The community, of course, also wants to make it easier to access services, therefore there is a need for service innovation in this regard.

In the current era full of technology, it becomes a reference in improving services. In Government Regulation Number 46 of 2014 concerning Health Information Systems[13] who explained that the Health Information System (SIK) is a system for managing data and health information at all levels of government in a systematic and integrated manner to support health management in order to improve health services to the community. Utilization of information and communication technology will encourage every government agency to develop electronic-based government administration or better known as electronic government[14]. Which aims to improve the quality of public services in an effective, efficient, transparent and accountable manner[15].

The existence of a government challenge in optimizing services to the community is of course a difficulty for the government in realizing good governance[16]. These challenges also sometimes arise due to dissatisfaction with the performance of the government which has so far been trusted as the organizer of public affairs. One of the strategic choices for implementing good governance in Indonesia is through the provision of public services[17]. With the innovation of the HomPIMPA health service, it is hoped that it will be able to provide changes to the services provided by the government to the community in realizing good governance[18]. Therefore this study aims to look at the

efforts of the Sumenep Regency government in developing public service innovations in the health sector to realize good governance through innovative ideas from regional leaders and commitment to implementing public services[19].

2 Method

The method in this study uses qualitative research with the aim of conducting research using existing targets, as a means of extracting as much data as possible regarding research objectives. While the nature of this research is descriptive with the intention to be able to describe, summarize various information, conditions, situations or various variables.

This research approach was carried out by studying the literature and writings that have a close relationship with the problems of public services and health services. The research data is more pleasing to the interpretation of existing data in the field[20]. The author has also collected some data that is used to support the preparation of the following articles.

Sources of data in this study used primary and secondary data by collecting data and writings related to the topics discussed. The primary data sources used are statutory and regulatory documents and RPJMD documents as well as health profiles. While the secondary data used using previous research. The author in analyzing the data uses qualitative research according to Creswell by sorting the data into one unit[21]

3 Result and Discussion

3.1 HomPIMPA Health Service Innovation

Sumenep Regency creates an innovative public service in the health sector. Even though this is not general in nature, the current innovation is expected to be able to help in the health sector.

Table 1. Total Population from 2018 – 2019.

Year	Male	Female	Total
2018	516.322	568.905	1.085.227
2019	517.987	570.923	1.088.910
2020	542.735	581.701	1.124.436
2021	545.233	584.589	1.129.822

Source: Central Bureau of Statistics for Sumenep Regency

Table 1 shows that the population in Sumenep Regency from 2018 to 2021 is increasing every year. Sumenep Regency is a province in East Java, Indonesia. Which has an area of 2,093 km² with an increasing population. Administratively, Sumenep Regency consists of 27 sub-districts, 330 villages and 4 sub-districts. And consists of a mainland area with scattered islands totaling 126 islands.

With the location of an area that has many islands, of course it becomes a problem and a challenge for the government in dealing with public complaints related to health services.

Table 2. Many islands in Sumenep Regency Per District according to inhabited and uninhabited islands [22].

No	Subdistrict	Inhabited	Uninhabited	Total
1	Giligenting	3	5	8
2	Talango	2	3	5
3	Dungkek	1	-	1
4	Nonggunong	3	-	3
5	Raas	9	5	14
6	Sapeken	21	32	53
7	Arjasa	3	9	12
8	Kangayan	3	23	26
9	Masalembu	3	1	4
Total		48	78	126

Based on Table 2 data which gives an overview of the number of islands. So the Sumenep Regency government made a public service innovation called HomPIMPA. What is HomPIMPA? HomPIMPA is Health Indicator Modules With Appropriate Integrated Methods For Proper Access Of Health Information.

Table 3. Percentage of People Using Health Services

Gender	Health Insurance Users		
	2019	2020	2021
Male	31.61	19.55	3.35
Female	25.73	22.15	21.92
Male + Female	25.13	20.99	15.96

Source: Central Bureau of Statistics for Sumenep Regency

From Table 3 above, there is a percentage of people who use health services. In 2019 the total percentage of the two sexes was 25.13, while in the following year until 2021 the percentage decreased to 15.96. This shows that the people of Sumenep district already have good health and the existence of a Community Health Center is also still needed by the community, both for those who require outpatient services and for people who require inpatient care, through quality services that meet input, process and output standards. Human resources who have competence, infrastructure that meets standards and a management system that meets standards.

Various innovations continue to be carried out by the Sumenep Madura Regency Government, to provide the best service to the community, the breakthrough is in the form of BLUDs which have been implemented in all Community Health Centers on the eastern end of the island of Garam. The local Health Office wants to ensure innovation

and creation in improving performance in the health sector in an accountable and transparent manner [23]. This innovation is contained in an application service called HomPIMPA [24]. The service is based on information technology specifically designed towards one big data. Getting maximum service is an obligation for the community so that their lives feel safe and comfortable. A service must have an increase over time. Of course, with an innovation, it will further improve service performance and provide a forum for the public to get services that are easier and can provide more effective changes from previous services.

The health indicator method is an integrated method to access health information. The system used in this innovation is a web application system. This application already exists in all regional health centers and hospitals in Sumenep Regency. The application is designed to integrate various accurate health data so that in its development it can make health data management in Sumenep Regency better, and contribute to good governance towards sustainable health development. This application can function properly in areas where the signal is weak or in a state of interference. As is the case in the islands or in remote areas in the Sumenep district. This application also records all patient health history data, and all puskesmas have the medical record. so that people can access it in real time when they visit the puskesmas to get health services.

The level of health in an area can be seen from the life expectancy of the population. In Sumenep district itself, health conditions have increased.

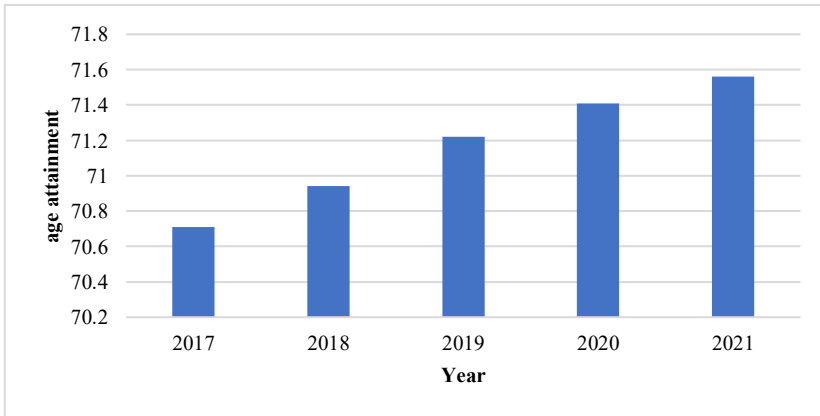


Fig. 1. Life Expectancy in Sumenep Regency [25]

Based on Fig 1 published by the Central Bureau of Statistics in 2021, Sumenep Regency has life expectancy in the range of 71.56 years, better than previous years. The increase in life expectancy is a form of influence from the health services provided. This also indicates that the HomPIMPA innovation has good integrity, in order to develop health services in Sumenep Regency. This innovation also helps in improving health information because health services are getting better and more accessible for all groups of people.

3.2 The Implementation and Effectiveness of The HomPIMPA Application

With the HomPIMPA application, the Sumenep Health Office will be able to provide integrated data and information on health care facilities. The advantage of this application is that it can be accessed by the people of Sumenep in real time to get services at all existing Puskesmas. This application can also help especially island residents, island communities in Sumenep Regency are quite difficult to come to the city or mainland of Sumenep Regency. Assisting in the process of examining patients related to a history of diseases that have been checked before at different puskesmas. And this application is able to answer the needs of the necessary health facilities and infrastructure. Health workers who handle health services on the mainland, be it Puskesmas or hospitals, can directly access health records simultaneously. so the application has stored the community's medical history data that has been previously recorded as one big data.

This application can help especially island residents who have previously been treated at one of the Puskesmas there, then when they travel to the mainland and experience health problems, so that they have to check their health problems, the health workers who handle them at the health service on the mainland, be it Health centers and hospitals can directly access the relevant health records through the application. So that all medical records of all patients in puskesmas throughout Sumenep Regency can be monitored and can quickly find out what disease the patient is suffering from. This makes it easier to analyze and determine program policy steps. This innovation breakthrough in the health sector in Sumenep Regency is a manifestation of the development of the Health Center Information System (HCIS) in Smart Regency.

The presence of this innovation provides benefits for the people of Sumenep Regency in receiving health services. With this application, all health data is integrated and connected to all health centers in the Sumenep district. Improving accessibility especially for island communities. Because it is easier to get services, because the Sumenep district community islands are quite widespread, making it difficult for the government to monitor the services provided to the community. Therefore, this innovation helps to make it easier for the government to handle, supervise, and evaluate the health services that will be provided to the community.

With this application, everything becomes simpler. The treatment referred to here is that the patient's medical history has been stored in one data and can be accessed in all health centers in Sumenep Regency. People will protest when the service they receive is not good. The convenience of the community in receiving services is of course important. Humans will feel at home with something if he feels comfortable. Health service innovations made by the Sumenep Regency are sufficient to provide comfort for the people of Sumenep Regency. Because his services make significant changes to the welfare of the people of Sumenep Regency. Because the comfort of society is the comfort of all of us. When the government provides the best service, the people will also feel happy. Especially in the world of health. There is nothing that can be exchanged for health. Even though people are rich but unhealthy, the wealth they have is useless.

4 Conclusion

Health Indicator Modules with Appropriate Integrated Methods For Proper Access Of Health Information. This form of service is based on information technology specifically designed towards one big data. HomPIMPA also stores all data on the health history of the Sumenep district community. This application can be accessed in real time by the community, to get a health service, so that in the form of integration all medical records of all patients in puskesmas throughout Sumenep Regency can be monitored quickly and find out what disease the patient is suffering from. Next, it can also assist island residents in obtaining health services, because access is quite complicated compared to people who already exist on the mainland. The implication of this application is that puskesmas are given space to innovate and be creative in improving performance, with services that have accountability and transparency. This innovation also has a very significant impact, from a decrease in the percentage of people who receive health services, to an increase in the life expectancy of people in Sumenep district. This innovation contributes to good governance towards sustainable health development. The HomPIMPA innovation also provides enthusiasm for other agencies to increase innovation in digital-based governance in changing the services provided to the community, especially Sumenep Regency, for the better.

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