QUALITY OF HEALTH SERVICES FOR PATIENTS WITH DIABETES MELLITUS ACCORDING TO MINIMUM SERVICE STANDARD

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ABSTRACT

Background: Diabetes is a growing health problem worldwide. It is a chronic illness that requires continuing medical care and management. Diabetes care management involves multiple aspects that go beyond drug therapy to providing high quality care. However, many patients with diabetes mellitus are not receiving good quality of diabetes care according to minimum service standard. This study aimed to investigate the quality of health services for patients with diabetes mellitus according to minimum service standard.

Subjects and Method: This was a qualitative study conducted at the Community Health Center in sub-district X, South Jakarta, from 26 to 31 July 2019. A total of 14 informants were selected for this study including chairman of individual health effort unit at the Community Health Center, person in charge of non-communicable disease program, and 12 staff of non-communicable disease program. The data was collected by in-depth interview, focus group discussion, and document review. The data were analyzed descriptively.

Results: The target output of health care for diabetic patients had not been achieved. According to standard set by the Ministry of Health, input and process were insufficient to achieve output. Factors affecting poor health service were high workload of staff, lack of training, lack of cross-sectorial support, and poor collection of diabetes screening data.

Conclusion: Targeted quality of health care for diabetic patients has not met minimum service standard.

Keywords: quality, healthcare, minimum service standard, diabetes mellitus

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