Efforts to Achieve a Nutrition Program Minimal Service Standard at Glagah Health Center of Lamongan District (A Benchmarking Study at Kembang Bahu Health Center of Lamongan District)

Abstrak:

Minimal Service Standard (MSS) is a means toward assuring and assisting the regional government in the implementation of its regional authority control over regency and/or municipality governments. The implementation of a Family Health-care Program MSS must comply to several service categories and performance indicators. In its application, the Glagah Health Center (HC) Nutrition Program is currently below the set of MSS. Therefore, the objective of this research was to draft a Nutrition Program Minimal Service Standard Achievement Effort for the Lamongan District Glagah HC (based on a Benchmarking study at the Lamongan District Kembang Bahu HC). Factors analyzed in this research were the individual personnel, the HC’s organization, the work, and the MSS management (Planning, Activating) process. This research was a Benchmarking study with midwives and female nurses at the Glagah HC and the Kembang Bahu HC as the total sampling. Conducted between May 2004 and June 2004, the total sampling comprised of 23 from Glagah HC and 19 from Kembang Bahu HC. Research instrument utilized were questionnaires and checklists for the primary data, and documents for the secondary data. After a Focus Group Discussion was conducted, based on the research results, a draft of Nutrition Program Minimal Service Standard achievement effort recommendation for the Lamongan District Glagah HC was formulated.

Keyword:

Minimal Service Standard, performance, Benchmarking