ANALYSIS OF THE REFERRAL SYSTEM PROCESS IN MATERNAL AND NEONATAL EMERGENCIES IN THE WORKING AREA OF THE BEUTONG KEC HEALTH CENTER. THE CAB. THE NAME OF ACEH YEAR 2024

Rita Mustika Ayu[1], Rosmani Sinaga[2], Intan Aulia Zahra[3], Nur Azizah[4], Tetti Seriati Situmorang[5], Ribur Sinaga[6]

Mitra Husada College of Health Sciences, Medan, Indonesia

azizahlubis.448@gmail.com, rosmanisinaga11@gmail.com , seriatitetti@gmail.com

ABSTRACT

Maternal and child health is one of the focuses of the SDGs , which globally still face complex situations. Government policies aimed at reducing maternal and child mortality rates are implemented through health care programs for mothers and children, which are expected to meet targets and reach all beneficiaries (equity) with high quality (quality). The 2023 Maternal and Child Health Survey (SKI 2023) aims to provide an up-to-date overview of the current state of maternal and child health, particularly neonates, to support efforts to reduce maternal and child mortality rates through more appropriate and effective strategies. Previous research conducted by Dinda Nestelita, Antono Suryoputro, and Wulan Kusumastuti stated that there is a relationship between the limited understanding of health workers regarding SOPs, communication between health workers and the referral information system of community health centers (puskesmas) with referral recipients (hospitals), which is less than optimal, as the dominant factor in implementing an optimal referral system. The research method used in this study is qualitative with a descriptive analytical approach and an observational design. Based on the above research, the data required is primary data obtained through in -depth interviews with informants selected according to inclusion and exclusion criteria. The research was conducted from February to March 2024. The sample used in this study consisted of 8 health workers at the community health center and 1 pregnant woman in the Sultan Daulat sub-district. There are two criteria: inclusion criteria and exclusion criteria. The characteristics of the informants in the study show that almost all informants are female, with varying ages and positions ranging from 22 to 47 years old. The informants' educational backgrounds vary, with the majority holding a bachelor's degree, and the highest educational level being a nursing profession. Almost all informants work at the Beutong Health Center in Beutong District, Nagan Raya Regency, Aceh, as health workers, except for the ambulance drivers. The informants are also patients who underwent pregnancy examinations at the Beutong Health Center in Beutong District, Nagan Raya Regency, Aceh, and have undergone the referral process. Based on the above description, the researcher selected informants who met the predetermined criteria using purposive non-probability sampling.

Keywords: *Maternal & Neonatal, Midwifery Care*

Introduction

Maternal and Child Health is a focus of the SDGs , and globally, it remains a complex issue. Government policies to reduce maternal and child mortality (MMR) and infant mortality (IMR) are implemented through maternal and child health service programs , which are expected to meet targets and reach all targets (equity) with good quality (quality). The 2023 MCH aims to provide a snapshot of the current state of maternal and child health, particularly neonatal health, to support efforts to reduce MMR and IMR with more appropriate and effective strategies.

The Ministry of Health's policy stipulates that pregnant women should receive at least six antenatal care visits . However, there are gaps in the continuity of maternal health care utilization during pregnancy (continuum of care), as seen in the varying proportions of complete K1, K4, and K6 visits. In the postpartum period, mothers remain at high risk for complications; therefore, it is recommended that they undergo a total of four postpartum visits (complete KF).

Similar to antenatal visits, postpartum visits also show gaps in continuity of utilization. To support birth spacing, mothers are encouraged to use family planning (FP) services, with a postpartum FP utilization rate of 71.9%. The most commonly used method is the three-month injectable (38.4%). Among mothers who do not use FP, the primary reason cited is lack of spousal approval (27.7%). The neonatal period, defined as the first 28 days after birth, is a critical time during which newborns are expected to receive care through three scheduled neonatal visits.

The decline in neonatal visits as the infant ages indicates a gap in the continuum of care. Low Birth Weight (LBW) remains a significant issue in the neonatal period that requires proper management, as appropriate interventions can reduce infant mortality. According to the 2023 SKI, the proportion of LBW cases was 6.1%, yet 23.6% of these infants did not receive specialized care. One of the Ministry of Health's programs for neonatal health is congenital abnormality screening, specifically for congenital hypothyroidism (CHK). The 2023 SKI reported that only 20.7% of newborns underwent CHK screening. Globally, the World Health Organization reported a maternal mortality rate of 91.46 per 100,000 live births—equivalent to 830 maternal deaths every day. In 2020, WHO recorded an infant mortality figure of 2,350,000 (WHO, 2023).

ASEAN maternal mortality rate was recorded at 132.8/100,000 live births, which decreased from the previous year (ASEAN Secretariat, 2022). And the highest infant mortality rate (IMR) was recorded at 22.00/1000 live births in Myanmar (Yearbook & Yearbook, 2022).

Based on the Indonesian Ministry of Health, 2023 stated that one of the triggering factors and a major influence on the high maternal mortality rate (MMR) and infant mortality rate (IMR) in Indonesia is the referral system process which has not been optimally implemented in accordance with Law Number 01 of 2012, Articles 3 and 4 concerning the referral system and Article 7 concerning the procedures for the referral system.

During the period 1991 to 2020 in general maternal mortality (MMR) decreased from 390 to 189/100,000 live births. So it can be said that the figures achieved during the 1991-2020 period reached the target of the RPJM (National Medium-Term Development Plan) of the Republic of Indonesia and RENSTRA (Ministry of Health Strategic Plan) for 2024

of 183/100,000 live births which is in accordance with. And the maternal mortality rate recorded by the nutrition program and maternal and child health in the Ministry of Health tends to increase every year, but in the 2022 period the maternal mortality rate in Indonesia decreased to 3,572/100,000 live births. Compared to the 2021 period where the maternal mortality rate reached 7,389/100,000 live births in Indonesia. However, in achieving the target in accordance with the SDG'S (Sustainable Development Goals) which is targeted at 70/100,000 live births, it really requires very rapid efforts to accelerate and achieve a reduction in maternal mortality rates (MMR) in Indonesia.

Research Method

The research method used in this study was qualitative, with a descriptive analytical approach and an observational design. Based on the aforementioned research, the required data was primary data, collected through in-depth interviews with predetermined informants according to inclusion and exclusion criteria. The study was conducted from February to March 2024.

Result

The researcher conducted this research in the Beutong Community Health Center Working Area , Beutong District , Nagan Raya Regency, Aceh, from February to May 2024. Informants were obtained through in-depth interviews in accordance with interview guidelines and informants who met the sample criteria.

Informant Characteristics Table

No	Name	Gender	Age	Last education	Position
1	AK	Woman	47	Nursing	Head of the Profession Community Health Center
2	C	Woman	29	S1	Coordinating Doctor
3	C	Woman	29	S1	Acting Head of UKP
4	IU	Woman	27	S1	Administration
5	SK	Woman	30	D3	Coordinating Midwife
6	I	Woman	47	D3	Midwife Karu VK
7	IR	Man	29	SENIOR HIGH SCHOOL	Ambulance Driver
8	S	Woman	25	S1	Teacher
9	LJ	Woman	29	Elementary School	Housewife

Source: Primary Data, 2024

Based on the table of Informant Characteristics in the study, almost all informants were female with different ages and positions ranging from 22 years to 47 years. The last education of the informants varied and the most was S1 and the highest last education was Nursing Profession. Almost all informants worked at the Beutong Health Center, Beutong District, Nagan Raya Regency, Aceh as Health Resources Except Ambulance Drivers, and Informants as Patients who underwent pregnancy checks at the Beutong Health Center, Beutong District, Nagan Raya Regency, Aceh and had undergone a referral process. Based on the description above, of course, researchers selected informants who fit the predetermined

criteria by using Purposive Sampling Non Probability.

Based on the results of interviews conducted by researchers with informants, it was found that the referral system that has been implemented up to now inBeutong Community Health Center, Beutong District, Nagan Raya Regency, AcehIt is very optimal where the health center also has its own Standard Operating Procedures which are in accordance with the regulations of the Beutong Regency Health Office, of course the referral system that occurs in the health center has not been implemented online for all services, such as outpatients using manual referrals and if to inpatients it will be done with online referrals. It is optimal which is in accordance with the Health Center SOP taken from the Beutong Regency Health Office guide, the following is an excerpt

Conclusion

Based on the results of research conducted by researchers with the title "Analysis of the Referral System Process in Maternal and Neonatal Emergency Services inBeutong Community Health Center, Beutong District, Nagan Raya Regency, AcehIn 2024, it can be concluded that:

Beutong Community Health Center, Beutong District, Nagan Raya Regency, Acehis a Non-PONED Inpatient Health Center where the health center is in the process of registering for PONED.

Human resources in the health sector inBeutong Community Health Center, Beutong District, Nagan Raya Regency, AcehIt is sufficient, but there is still a lack of certified health workers in managing maternal and neonatal emergencies.

from an interview conducted by the researcher with the informant.

Based on the results of interviews conducted by researchers with key informants at the UPTD Health Center of Nagan Raya Regency, Aceh, which consisted of 1 head of the health center with a nursing profession as the last education, 1 Coordinating Midwife with a D3 Midwifery education, 1 Karu VK Midwife with a D3 Midwifery education, 1 Administrative Section Person with a Bachelor of Administration education and 1 Coordinating Doctor. The following is an excerpt from the interview conducted with informants which can be concluded that the Beutong Health Center, Beutong District, Nagan Raya Regency, Aceh does not have limitations in human resources in the field of health workers.

The facilities and infrastructure available atBeutong Community Health Center, Beutong District Nagan Raya Regency, Acehquite complete and meets the standards in inpatient health centers.

The availability of medicines in an uncertain time is not yet complete, in this case, efforts are being made to fulfill it by requesting from the Health Office of Nagan Raya District, Aceh.

The referral system process that occurs inBeutong Community Health Center, Beutong District, Nagan Raya Regency, AcehIt is optimal, but there are obstacles that often occur in the referral process.Beutong Community Health Center, Beutong District, Nagan Raya Regency, Acehnamely the patient's family does not want to be referred, and the condition of the journey to the referral place if there is heavy rain, the road will be flooded so that the ambulance cannot pass.

Beutong Community Health Center, Beutong District, Nagan Raya Regency, Acehstill implementing a referral system with 2 methods, namely manual referrals for outpatients and non-line referrals for inpatients.

The postpartum period is a critical phase for mothers, with approximately 60% of pregnancy-related maternal deaths occurring after childbirth, and 50% of these postpartum deaths taking place within the first 24 hours. Therefore, continuous monitoring of postpartum mothers is essential to ensure their well-being. In the case of Mrs. "D," who experienced a physiological postpartum three hours ago with normal recovery, no complications in uterine involution, and normal lochia, appropriate midwifery care has been provided according to the mother's needs

Suggestion

A more optimal referral system should be implemented in accordance with Ministry of Health regulations, and community health centers should be further developed to train resources in emergency management so that the management provided can be carried out optimally. It is hoped thatBeutong Community Health Center, Beutong District, Nagan Raya Regency, AcehAble to apply online referral system for both outpatients and inpatients.

For educational institutions, it can support more optimal learning in emergencies so that they are able to achieve the profile of graduates of the Mitra Husada Medan Health Sciences College (Stikes) and in accordance with the Vision and Mission of the Mitra Husada Medan Stikes in providing excellent midwifery care services, especially in maternal and neonatal emergencies and being able to compete nationally and internationally in 2030.

Midwifery students are expected to be able to achieve all the Graduate Profiles of STIKes Mitra Husada Medan and be able to carry out maternal and neonatal emergency midwifery care so that they are able to make the right decisions for patients and are able to provide appropriate services based on Evidence Based Practice with excellent service.

References

Arifin, S., Lastianum, W., V., Rahman, F., Pujianti, N., Laily, N., Azwari, ARS, Wulandari, A., Lia, A., & Susanto, WA (2019). Determinants of Community Health Center Employee Performance (MK lia anggraini, SKM. & S. Weta Exavarani Susanto (eds.); first).

Bppenas. (2023). Report on the Implementation of the Achievement of Sustainable Development Goals. 2023, 01, 221.

Bjegovic-Mikanovic, V., & Donev, D. (2013). The Role and Organization of Health Systems. In Health : Systems – Lifestyle – Policies, A Handbook for Teachers, Researchers and Health Professionals: Vol. I.

Cucun Supredi, Indra Kertati, & Kunawi. (2023). Excellent Service During the Covid-19 Pandemic. Journal of Research and Development on Public Policy, 1(1), 26–41. https://doi.org/10.58684/jarvic.v1i1.45

Fithri, N. (2024). The Relationship between Knowledge of Pregnant Women in the Second Trimester and Danger Signs of Pregnancy at the Pakkat Community Health Center, Pakkat District. 7(1), 625–631.

Ministry of Health of the Republic of Indonesia.

(2012). Regulation of the Minister of Health of the Republic of Indonesia Number 001 of 2012 Concerning the Individual Health Service Referral System. 7(122), 1–25. https://www.kemhan.go.id/itjen/wp-content/uploads/2017/03/bn122-2012.pdf

Ministry of Health of the Republic of Indonesia. (2023). Aceh Health Profile 2022. Enabling Breastfeeding, 1–10.

Murod, M., & Andriansyah, ES (2021). Petanda: Journal of Communication and Humanities Call Center 119 DKI Jakarta, Breakthrough in Emergency Health Services. PETANDA: Journal …, 03(02), 125–137. https://journal.moestopo.ac.id/index.php/Humaniora/article/view/1978%0Ahttps://journal.moestopo.ac.id/index.php/Humaniora/article/download/1978/918

City government, S. (2021). Subulussalam City Regional Medium-Term Development Plan 2019-2024 (pp. II-40, II – 76).

Sapti, M., Pancapalaga, W., Widari, W., Rambat, R., Suparti, S., Arquitectura, EY, Introducci, TI,赫晓霞, Iv, T., Teatinas, LAS, Conclusiones, TVII, Contemporáneo, PDEUSO, Evaluaci, T. V, Ai, F., Jakubiec, JA, Weeks, DPCCLEYN to K. in 20, Mu, A., Inan, T., Sierra Garriga, C., … Evvyani, L. (2019). ITS Journal of Science and Arts, 53(1), 1689–1699. https://www.infodesign.org.br/infodesign/article/view/355%0Ahttp://www.abergo.org.br/revista/index.php/ae/article/view/731%0Ahttp://www.abergo.org.br/revista/index.php/ae/article/view/269%0Ahttp://www.abergo.org.br/revista/index.php/ae/article/view/106%0A

Susiloningtyas, L. (2020). Referral system in maternal and perinatal health care system in Indonesia. Pamenang Scientific Journal, 6–16.

http://download.garuda.kemdikbud.go.id/article.php?article=1817757&val=19163&title=REFERRAL SYSTEM IN MATERNAL AND PERINATAL HEALTH CARE SYSTEM IN INDONESIA

Sutanto, AV, & Fitriana, Y. (2015). Care during Pregnancy.

WHO. (2023). World health statistics 2023: monitoring health for the sdgs, sustainable development goals. In The Milbank Memorial Fund quarterly (Vol. 27, Issue 2). https://www.who.int/publications/book-orders.

Yani, R., Prasetyo, S., Program, *, Study, PK, Reproduction, K., Society, K., Indonesia, U., & Study, K. (2023). Analysis of Maternal Referral System in Indonesia With Fishbone Diagram. Jurnal Scientia, 12(03), 3485–3492. https://infor.seaninstitute.org/index.php/pendidikan/article/view/1731

Yearbook, US, & Yearbook, US (2022). Ashb-2022_0223. 18(December).