



USAID
FROM THE AMERICAN PEOPLE

USAID
ASSIST PROJECT
*Applying Science to Strengthen
and Improve Systems*

USAID ASSIST Project

Indonesia Country Report FY15

Cooperative Agreement Number:

AID-OAA-A-12-00101

Performance Period:

October 1, 2014 – September 30, 2015

DECEMBER 2015

This annual country report was prepared by University Research Co., LLC for review by the United States Agency for International Development (USAID). The USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project is made possible by the generous support of the American people through USAID.

USAID ASSIST Project

Applying Science to Strengthen and Improve Systems

Indonesia Country Report FY15

Cooperative Agreement Number AID-OAA-A-12-00101

Performance Period: October 1, 2014 - September 30, 2015

December 2015

DISCLAIMER

This country report was authored by University Research Co., LLC (URC). The views expressed do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

Acknowledgements

This country report was prepared by University Research Co., LLC (URC) for review by the United States Agency for International Development (USAID) under the USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project, which is funded by the American people through USAID's Bureau for Global Health, Office of Health Systems. The project is managed by URC under the terms of Cooperative Agreement Number AID-OAA-A-12-00101. URC's global partners for USAID ASSIST include: EnCompass LLC; FHI 360; Harvard University School of Public Health; HEALTHQUAL International; Initiatives Inc.; Institute for Healthcare Improvement; Johns Hopkins Center for Communication Programs; and WI-HER LLC.

For more information on the work of the USAID ASSIST Project, please visit www.usaidassist.org or write assist-info@urc-chs.com.

Recommended citation

USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project. 2015. Indonesia Country Report FY15. Published by the USAID ASSIST Project. Bethesda, MD: University Research Co., LLC (URC).

Table of Contents

| | |
|--|----------|
| Abbreviations | i |
| 1 INTRODUCTION | 1 |
| 2 PROGRAM OVERVIEW..... | 2 |
| 3 KEY ACTIVITIES, ACCOMPLISHMENTS, AND RESULTS | 2 |
| Activity 1. Hospital Accreditation Process Impact Evaluation | 2 |
| 4 SUSTAINABILITY AND INSTITUTIONALIZATION | 3 |
| 5 DIRECTIONS FOR FY16 | 3 |

Abbreviations

| | |
|--------|---|
| APACPH | Asia-Pacific Academic Consortium for Public Health |
| ASSIST | USAID Applying Science to Strengthen and Improve Systems Project |
| BPJS | <i>Badan Penyelenggara Jaminan Sosial</i> (Indonesian Social Security System) |
| FY | Fiscal Year |
| HAPIE | Hospital Accreditation Process Impact Evaluation |
| HCI | USAID Health Care Improvement Project |
| JCI | Joint Commission International |
| JKN | <i>Jaminan Kesehatan Nasional</i> (National Health Insurance) |
| KARS | <i>Komisi Akreditasi Rumah Sakit</i> (Indonesian Hospital Accreditation Commission) |
| MOH | Ministry of Health |
| NHA | No hospital accreditation |
| UI-CFW | Universitas Indonesia Center for Family Welfare |
| URC | University Research Co., LLC |
| USAID | United States Agency for International Development |
| WHO | World Health Organization |

1 Introduction

In 2011, the United States Agency for International Development (USAID) agreed to support the Government of Indonesia to improve public hospital care by providing support to seven hospitals seeking accreditation by the Joint Commission International (JCI), as well as support upgrading of the Indonesian Hospital Accreditation Commission or *Komisi Akreditasi Rumah Sakit* (KARS) through the technical assistance of the World Health Organization (WHO).

In January 2014, the USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project began working with the University of Indonesia to conduct a mid-term and end-line evaluation to compare the quality of care provided in hospitals accredited by the JCI with that in hospitals accredited by KARS. The baseline study was conducted under the USAID Health Care Improvement Project (HCI) implemented by University Research Co., LLC (URC) in 2013. The midline phase of the study was conducted throughout 2014 entirely under the ASSIST Project, also implemented by URC. URC is implementing the study in collaboration with the Universitas Indonesia Center for Family Welfare (UI-CFW), which has been hired by URC to support data collection and analysis.

The overall objective of the Hospital Accreditation Process Impact Evaluation (HAPIE) longitudinal comparison study is to examine changes in quality and safety performance of nine hospitals: three undergoing the JCI accreditation process, two undergoing the new KARS accreditation process, and four which are not due to have any accreditation until 2015 (no hospital accreditation or NHA). The HAPIE study is being conducted in three phases: baseline (completed August 2013), mid-line (conducted in March-July 2014), and end-line (data collection planned for January 2016).

The specific objectives of the HAPIE study are to: 1) analyze the differences and trends in the quality and safety of services among the three hospital groups over three years; 2) estimate fees paid to consultants, facilitators, and assessment organizations; and 3) determine how the implementation of the accreditation programs is progressing from the perspectives of senior officials at the Ministry of Health (MOH), KARS, and the participating hospitals.

The purpose of the midline phase of the study is to determine if there was any difference in the change in selected indicators of hospital performance from baseline to midline among the nine hospitals, and if those differences were related to the type of accreditation they had undergone in the period between baseline and midline.

The midline phase of the study involved collecting quantitative and qualitative data over a period of two to four weeks in the nine participating hospitals. Quantitative methods were applied to determine hospital service quality and performance and included clinical charts review for one of four conditions (normal vaginal delivery, pediatric pneumonia, acute myocardial infarction, and hip fracture) and structured interviews with inpatients in four wards (obstetric, pediatric, internal medicine, and surgery). Medical charts for review were selected at random from among all patients receiving services for any one of the four diagnoses under examination. ASSIST also collected data from observations and reviews of hospital documents, regulations, and policies, along with interviews with key informants from all hospitals.

The hospital review captured data in 10 domains. An organizational audit was conducted to describe the quality of care at the unit/department level within a hospital related to the four diagnoses listed above. A questionnaire captured patients' experiences with their care during their inpatient stay. A total of 20 key informants, most from hospital accreditation teams, were interviewed. There were two from each hospital (except for the four from one hospital). The results of the study were analyzed and presented to USAID in a full report in the first half of FY15.

The sample size for patient chart reviews and questionnaires was based on detecting a 10%–15% difference, depending on indicators, and accounts for clustering by hospital. This gave 30 charts per diagnosis or 120 patient charts per hospital. Charts reviewed were selected randomly from among all charts of patients with the four specific diagnoses within the past two years for orthopedic patients and one year for patients with the other three diagnoses. Patient interviews were conducted with in-patients at discharge from one of the four wards on a sample of 30 selected at random.

This report covers activities between October 2014 and September 2015 and includes the dissemination of the midline results to the hospitals, completion of translation of the executive summary into Bahasa Indonesia, and preparation for dissemination within Indonesia and internationally.

2 Program Overview

| What are we trying to accomplish? | At what scale? |
|--|--|
| 1. Hospital Accreditation Process Impact Evaluation | |
| <ul style="list-style-type: none"> Evaluating the quality of care provided in hospitals undergoing accreditation by the Joint Commission International (JCI) and the Indonesian Hospital Accreditation Commission (KARS) in Indonesia | 9 hospitals in 3 provinces: 3 hospitals are pursuing JCI accreditation 2 hospitals are pursuing KARS accreditation 4 hospitals are not seeking hospital accreditation until 2015 (NHA) |

3 Key Activities, Accomplishments, and Results

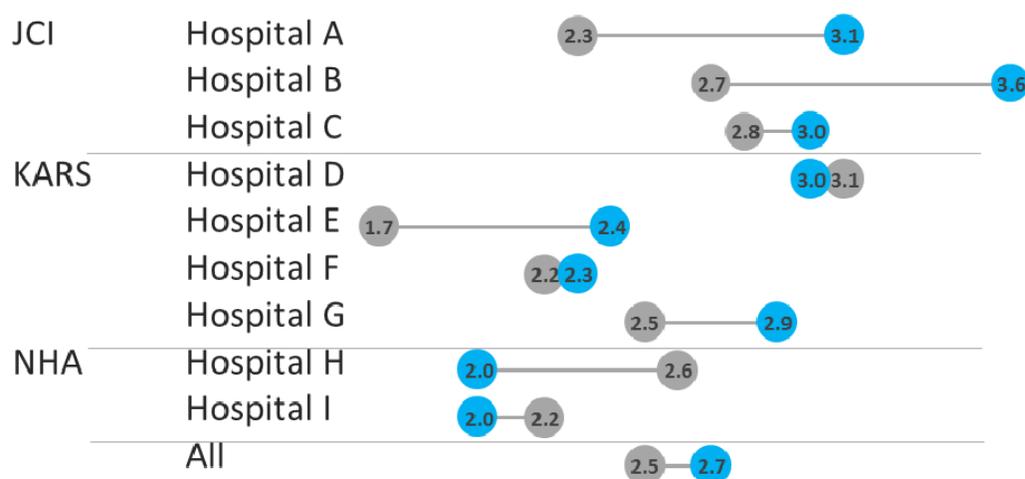
Activity 1. Hospital Accreditation Process Impact Evaluation

Given the major effort underway of the last three years on reforming and improving the function of the hospital accreditation system in the country, the HAPIE study is of great importance to the Ministry of Health of Indonesia, the USAID Mission, the World Health Organization, and other stakeholders. The organization primarily responsible for hospital accreditation, KARS, is undergoing changes reflected in the results of this study. Further, the future of the quality of hospital care in the larger facilities in the country will be influenced by KARS reforms and the HAPIE study's results.

KEY ACCOMPLISHMENTS AND RESULTS

- Analysis of data collected in FY14 for the midline assessment was completed.** Clinical practice and patient care scores in nine hospitals show an improvement in scores from hospitals undergoing accreditation from JCI, a smaller increase in those undergoing KARS accreditation, and a decline in scores from hospitals not yet seeking accreditation (**Figure 1**).

Figure 1: Clinical practice and patient care scores in nine hospitals (Q2 FY13 – Q4 FY14)



Change from baseline (Q2 FY13) to midline (Q4 FY14) on a 4-point scale

- **First draft of the write-up was submitted to USAID for comments (Q2), and the final report was produced in English and in Bahasa (Q3-Q4).** (see <https://www.usaidassist.org/resources/indonesia-hospital-accreditation-process-impact-evaluation-midline-report> for English version of report).
- **ASSIST translated the Executive Summary into Bahasa Indonesia and distributed it to USAID/Indonesia (Q3).**
- **The UI/CFW team submitted an abstract to the Asia-Pacific Academic Consortium for Public Health (APACPH) for their conference in October 2015,** which was accepted for oral presentation at the October 21-23, 2015 conference in Bandung, Java, Indonesia. This was part of the dissemination plan that was encouraged by the USAID/Indonesia Mission.
- **The UI/CFW team travelled to all nine participating hospitals to disseminate the results of the study, specifically focusing on the changes seen in key indicators from baseline to mid-line (April – June 2015).** This was also part of the dissemination plan previously agreed to encourage participating hospitals to maintain their cooperation for the final stage of the study, which is set to commence in Q2 FY16.
- **The UI/CFW team met with the administrators of Indonesia’s social security system (Badan Penyelenggara Jaminan Sosial – BPJS) to discuss how the results from the HAPIE study may be useful to inform implementation of the nationwide single-payer health insurance system, National Health Insurance (JKN) (Q4).**
- **Planning for the final data collection commenced.** The teams will be deployed to begin collecting data in the nine hospitals in January 2016.

4 Sustainability and Institutionalization

The goals of this activity do not involve development of institutionalization or sustainability. However, there is interest in determining which accreditation process is most likely to be sustainable. Clearly, it is hoped that the KARS system will be because it is significantly less expensive and more efficient. The study is aimed at determining how successful KARS is in facilitating improvements in quality and safety in the hospitals. It is anticipated that the study will also provide information to feed back to KARS to help it improve its performance as an accreditation agency. It is also hoped that any changes brought about in KARS will have the effect of hospitals responding in a more deliberate and purposeful way when they undergo KARS accreditation.

5 Directions for FY16

- A comprehensive plan for local, regional, and international dissemination will be developed.
- Edward Broughton will travel to Jakarta between November 30 and December 12, 2015 to meet with the UI/CFW team to prepare for the final round of data collection. There are also tentative plans for meeting with officials from JKN/BPJS to discuss how the findings from this study may inform implementation of the national health insurance system to promote better health care in hospitals.

**USAID APPLYING SCIENCE TO STRENGTHEN
AND IMPROVE SYSTEMS PROJECT**

University Research Co., LLC
7200 Wisconsin Avenue, Suite 600
Bethesda, MD 20814

Tel: (301) 654-8338

Fax: (301) 941-8427

www.usaidassist.org