

# Assessing The Implementation of The World Health Organization (WHO) Building Blocks in The Maternal Health System in Indonesia

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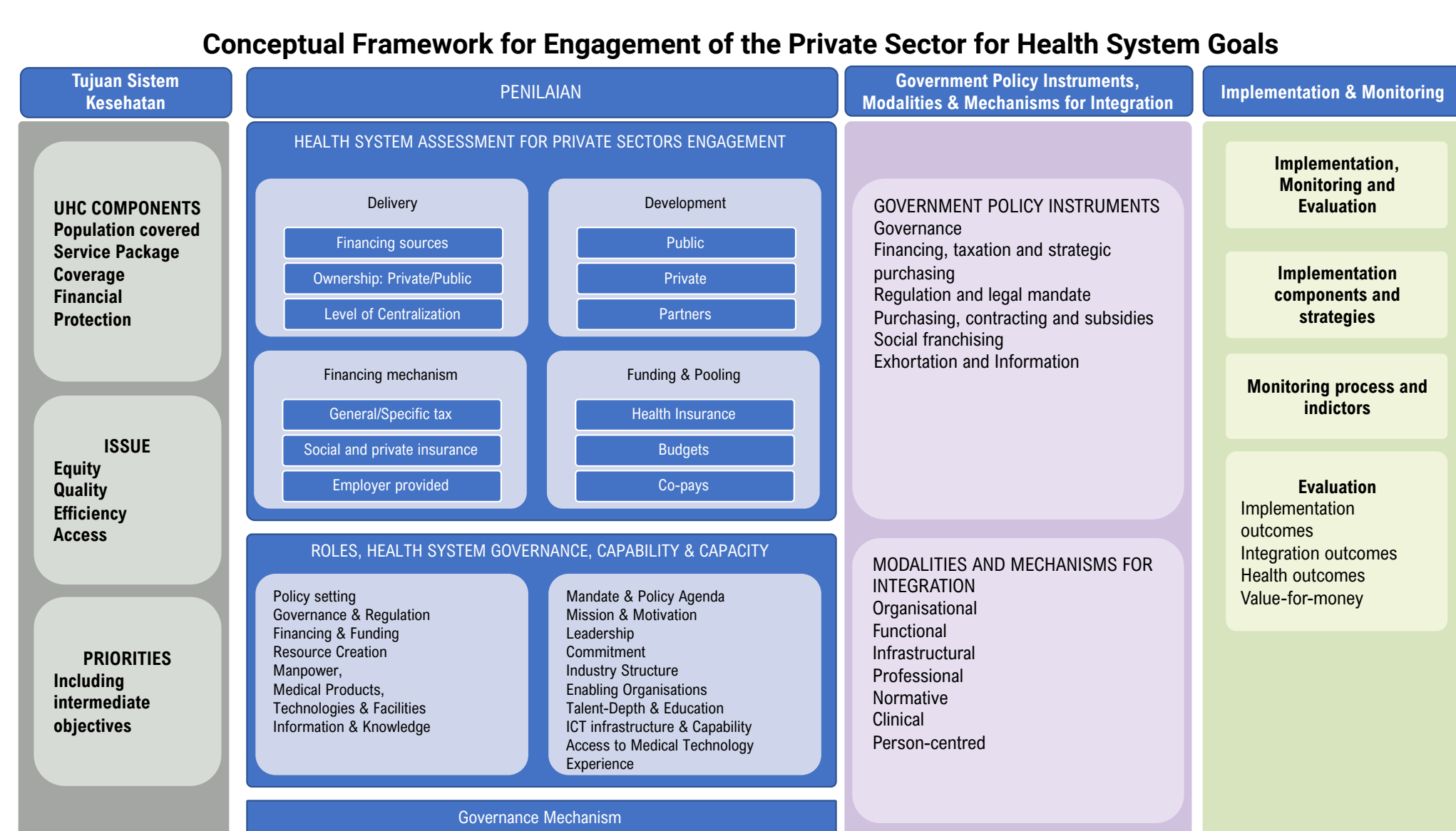
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## INTRODUCTION

- Maternal mortality in Indonesia remains a significant concern, and it is crucial to evaluate the effectiveness of the maternal health system in addressing this issue.
- By focusing on the WHO building blocks, which encompass service delivery, health workforce, health information systems, access to essential medicines, financing, and leadership/governance, this study seeks to understand the strengths and weaknesses of the Indonesian maternal health system.



**AIM**

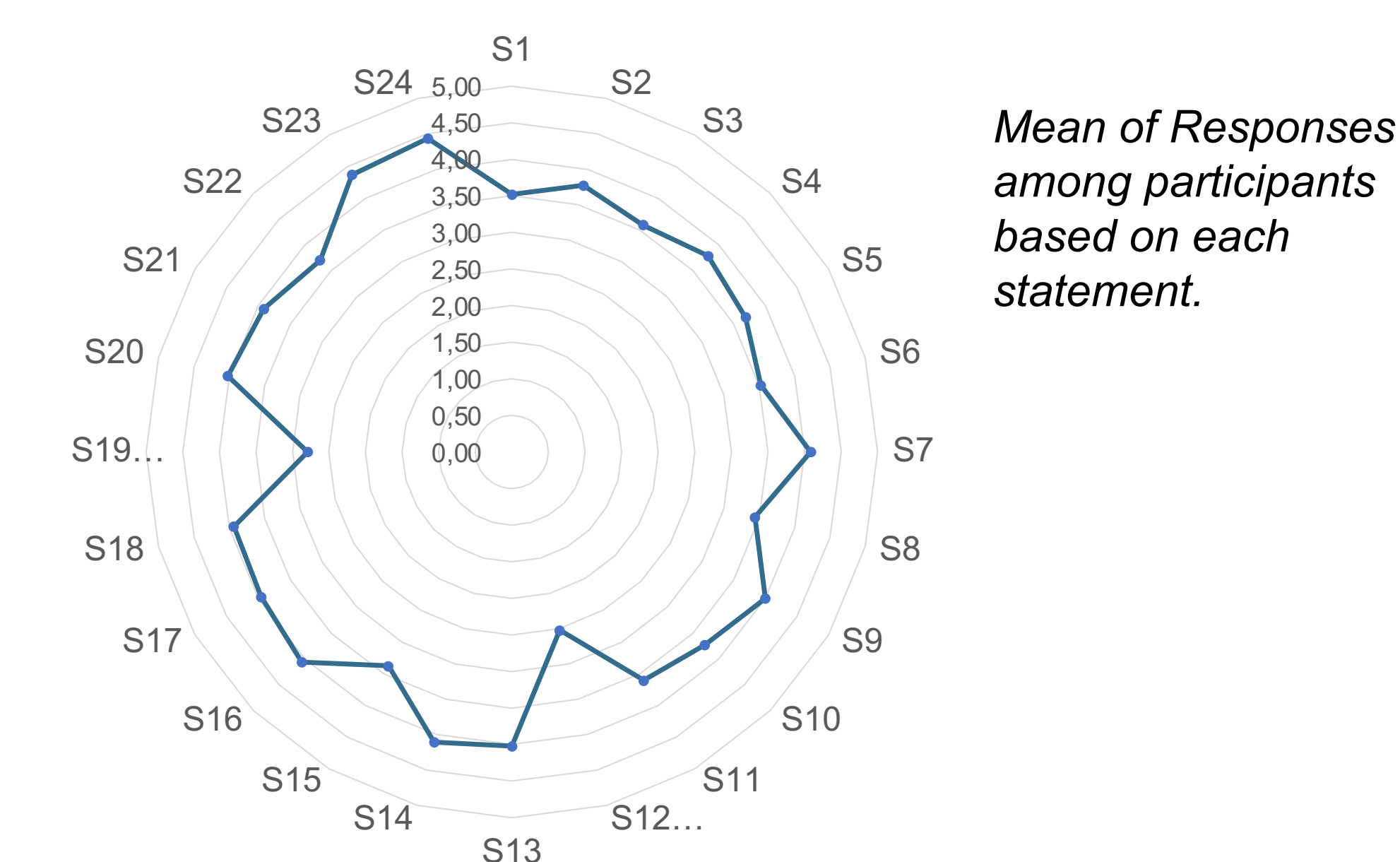
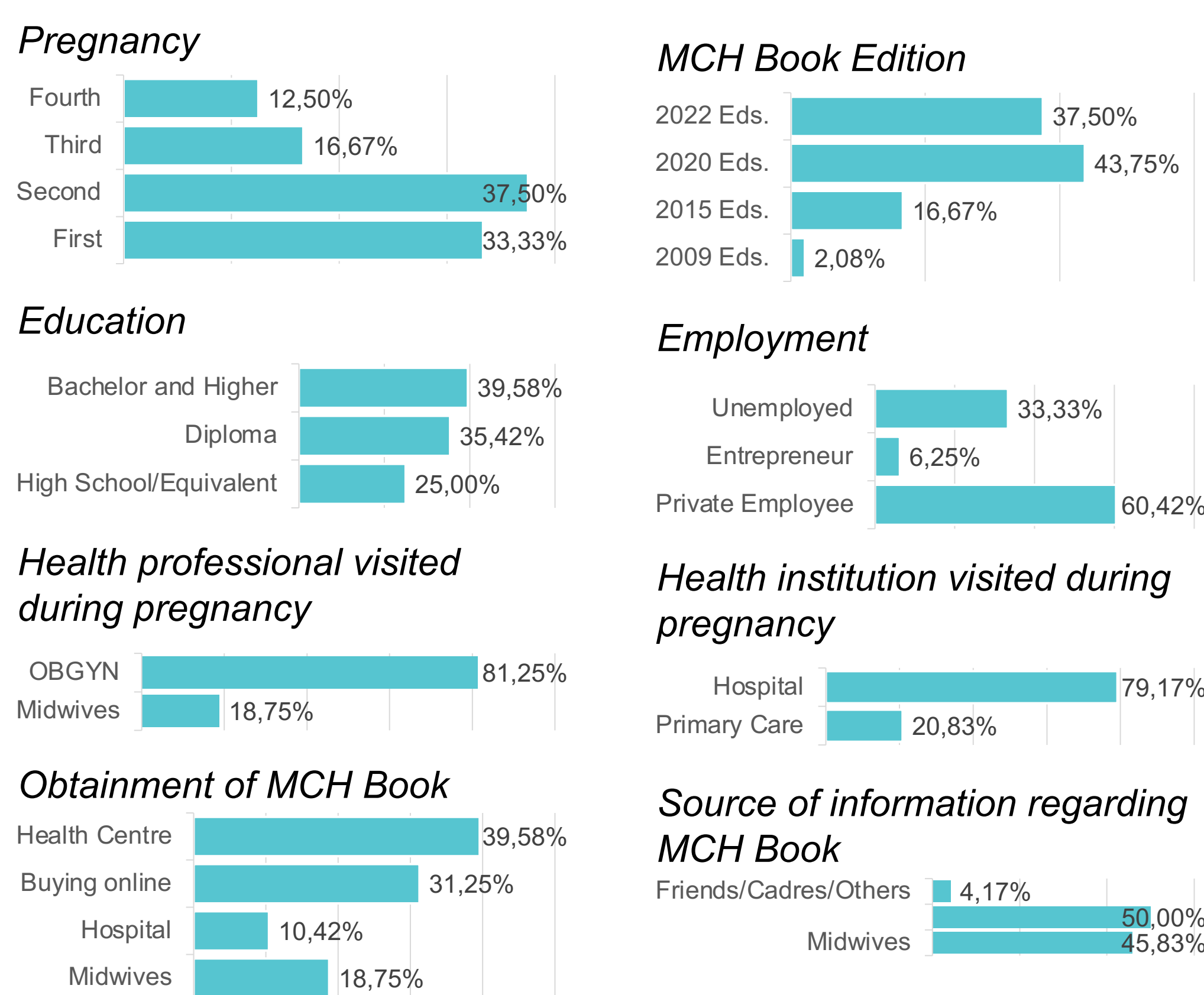
- Specifically, the study aims to identify gaps and areas for improvement to enhance maternal health services.
- The study seeks to provide insights into the challenges faced by the Indonesian maternal health system and recommend strategies for enhancing its effectiveness.
- By identifying gaps in the implementation of the WHO building blocks, policymakers, healthcare professionals, and stakeholders can work towards tailored interventions and reforms that address these gaps.

## METHOD

- The research methodology employed in this study involved observing the Maternal and Child Health Book (MCHB) as a "reflection" to the journey of maternal health.
- We utilized questionnaire to gather patients' responses regarding the quality dimensions of MCHB.
- We used Parasuraman's Quality dimensions to assess patients' perceptions of the MCB quality and service regarding the provision of maternal health mentioned in the MCHB.
- The data were gathered from maternal patients in two private hospitals in Malang.
- The MCHB was analysed to determine if it aligns with the key characteristics of well-functioning health service delivery, as outlined by the WHO.
- Additionally, the study examined the linkages between the different building blocks of the health system in the context of maternal care in hospitals.
- The national health policies relevant to maternal care were also monitored to understand their influence on service delivery.

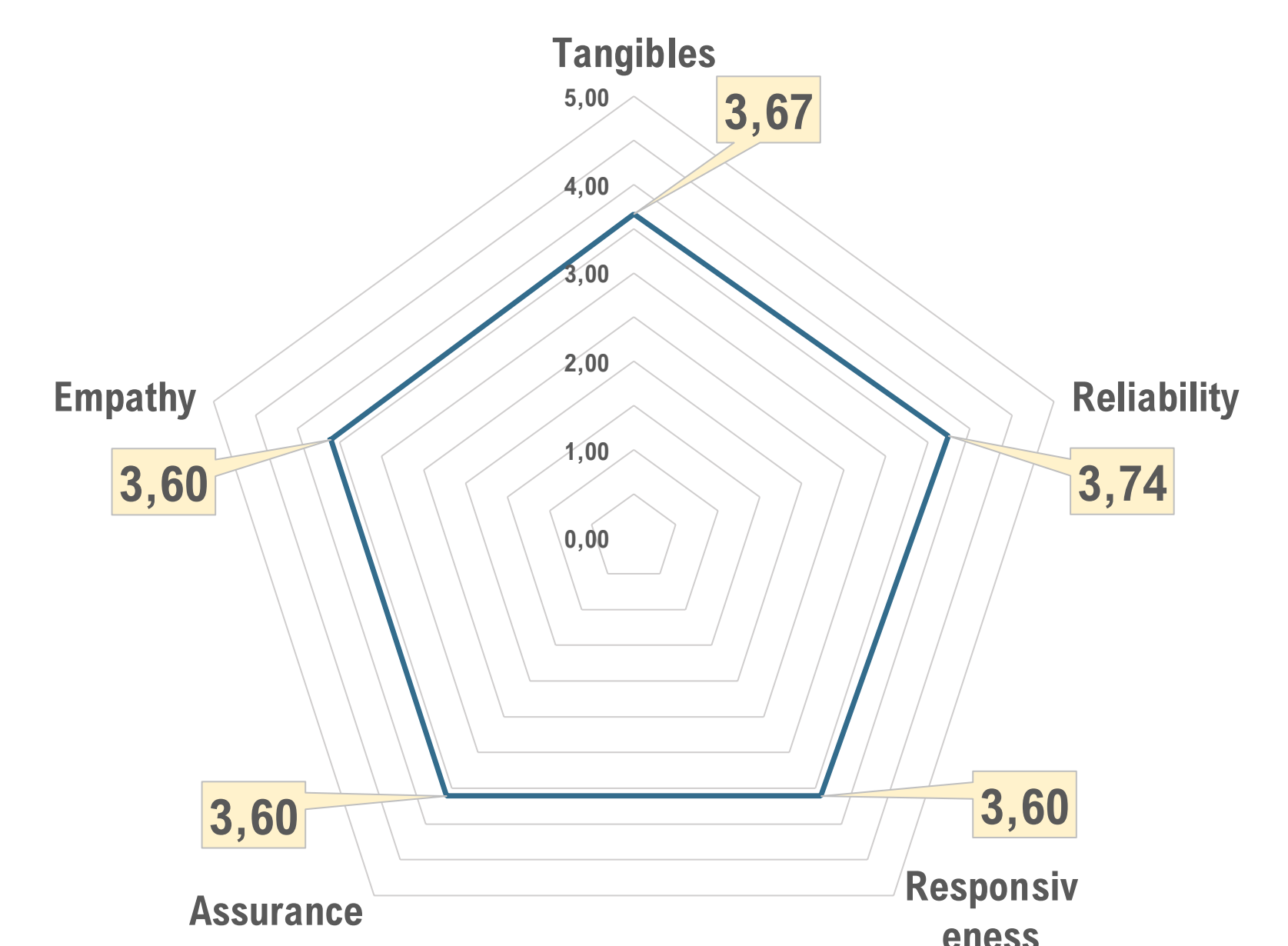
## RESULTS

- We included data from 48 participants, with mean age of 29,8 years.
- Most of participants were in their second pregnancy, and graduated from higher education, either diploma or bachelor and higher. Most of them were also employed in private sector.
- The MCH Book performance across these five key quality dimensions was balanced and relatively high-quality assessment overall, with all scores above the midpoint of the scale.



- **Service Delivery:**
  - The high scores in Tangibles (3.67) and Reliability (3.74) indicate that the MCH Book effectively supports service delivery by providing easily understandable and reliable health information. This aligns with the "Delivery" section in the framework, emphasizing the importance of accessible health services.

- The results show a generally positive assessment of the MCH Book across five key dimensions, with scores ranging from 3.60 to 3.74 out of 5. This indicates that the MCH Book is performing well in its intended functions, but there is still room for improvement.
- These results suggest that the MCH Book is a valuable tool in maternal and child health care in Indonesia. It's well-received by both patients and healthcare providers, serves as an effective educational resource, and contributes to women's sense of empowerment and security during pregnancy and postpartum periods.



*Rating of Quality dimensions based on Mean of participants' responses*

- **Health Workforce:**
  - The Empathy score (3.60) reflects on the health workforce's interaction with patients using the MCH Book. This relates to the "Manpower" aspect under "Roles, Health System Governance, Capability & Capacity" in the framework.
- **Health Information Systems:**
  - The MCH Book serves as a crucial health information tool, as evidenced by high scores in Reliability and Tangibles. This corresponds to the "Information & Knowledge" component in the framework's governance section.
- **Access to Essential Medicines:**
  - While not directly addressed, the Assurance score (3.60) suggests that the MCH Book helps women understand when to seek care, which could include access to essential medicines. This indirectly relates to "Medical Products, Technologies & Facilities" in the framework.
- **Financing:**
  - The integration of the MCH Book with health insurance services (mentioned in Assurance) relates to the "Financing mechanism" section in the framework. It shows how health education tools can support and interact with health financing systems.
- **Leadership/Governance:**
  - The overall positive reception of the MCH Book indicates effective health system governance in implementing this tool. This aligns with the extensive "Roles, Health System Governance, Capability & Capacity" section in the framework.

## CONCLUSIONS

- The MCH Book's role in improving health literacy and patient empowerment supports the "Person-centred" aspect of integration mechanisms.
- The suggestion to improve responsiveness in distribution aligns with the "Implementation, Monitoring and Evaluation" section of the framework.
- The book's contribution to continuity of care supports the "Organisational" and "Functional" integration mechanisms.
- The MCH Book assessment results demonstrate how a single intervention can impact multiple aspects of the health system as defined by the WHO Building Blocks. It particularly shines in areas of service delivery, health information, and governance, while also touching on aspects of workforce performance and indirectly supporting financing and access to care. This comprehensive impact underscores the value of such tools in strengthening overall health systems, especially in maternal and child health contexts.

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