Factors contributing to interprofessional collaboration in Indonesian health centres: A focus group study

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A B S T R A C T

Background: The burgeoning health burden in Indonesia requires strengthening primary care services through interprofessional collaboration.
Purpose: to explore factors contributing to interprofessional collaboration within health centres Indonesia.
Methods: Eight focus group discussions involving a range of health professionals from health centres were conducted in four districts in East Java, Indonesia. Thematic analysis was used to generate findings.
Results: Collaborative practices in Indonesian health centres are directly affected by health professional interactions (personnel level) — hierarchy and lack of role understanding have been reported as barriers to the interactions. These factors are in turn affected by health centre's environment (organisational level) and the Government legislation/policy (health system). The health centre's environment included organisation's culture, team management, physical space, as well as communication and coordination mechanisms.
Conclusions: Factors contributing to collaborative practices in this setting were complex and intertwined. Structuring collective actions or strategies would be required to address the identified collaborative issues.

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1. Introduction

Indonesia is the world’s largest island nation with a population of more than 200 million. Whilst infectious diseases still remain prevalent, Indonesia faces an increasing burden of chronic diseases, such as cancers, cardiovascular and chronic respiratory diseases. In 2014, the country launched a national health insurance programme (Jaminan Kesehatan Nasional — JKN) aiming to improve accessibility and quality health care for all Indonesians. In order to support the programme, the Ministry of Health’s priority policy for 2015–2019 includes strengthening primary care services in which health care providers are encouraged to collaborate to improve quality use of medicines and patient safety.

Collaborative practice in health care occurs when multiple health workers from different professional backgrounds provide comprehensive coordinated services to patients, their families, carers and communities to achieve the highest quality of care across settings. Effective collaborative practice and optimised health-services, strengthens health systems and improves health outcomes. Research worldwide has shown that collaborative practice can improve access to and coordination of health services, appropriate use of specialist clinical resources, improved health outcomes for people with chronic diseases, patient care and improved safety. Collaborative practice can also decrease disease complications, length of hospital stay, conflict among caregivers, staff turnover, hospital admissions, clinical error rates, and mortality rates. In primary care settings, patients have reported higher levels of satisfaction, better acceptance of care and improved health outcomes following treatment by a collaborative