



Planning for Handling COVID-19: Qualitative Study of COVID-19 at Sukorejo Community Health Center

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Abstract

Background: Health workers at Community Health Centers have an important role as the main guard in preventive and promotive efforts during the COVID-19 pandemic. **Purpose:** The aim of this research is to analyze the existence of planning for handling COVID-19 at the Sukorejo Jember Community Health Center in accordance with the first pillar in the WHO standards for planning for COVID-19. **Methods:** This research uses a descriptive phenomenological approach aimed at health workers involved in planning the handling of COVID-19 at community health centers. Data has been saturated in 3 health workers. Researchers analyzed the data using Collaizi analysis. **Results:** The results of the research have obtained three important themes, including team planning (human resources) in dealing with COVID-19, logistical needs, and preparation of activity implementation plans. **Conclusion:** Therefore, planning for handling COVID-19 is important in identifying and evaluating appropriate planning in infectious disease eradication programs at Community Health Centers.

Keywords: COVID-19, Planning, Health Centers, Health Workers

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I. BACKGROUND

On January 30 2020, WHO declared that the SARS-CoV-2 outbreak was a Public Health Emergency of International Concern. Coronavirus is a new type of disease that can cause COVID-19 disease (WHO, 2020). COVID-19 is a virus that occurred in December 2019 in Wuhan, Hubei Province. When compared with the SARS-CoV outbreak that occurred in 2003,

SARS-CoV-2 has a stronger transmission capacity (Zheng, 2020).

Cases of positive exposure to COVID-19 were reported on the website of the Task Force for Handling COVID-19 in Indonesia as of August 29 2020 as many as 169,195 cases (Satgas COVID-19, 2020). As reported by the public communication team via the Jember Regency Government's Facebook media on August 28 2020, there

were the addition of 4 new positive cases of COVID-19 with a cumulative 521 cases, with a total of 28 patients who died and 4 additional cases recovered with a cumulative 460 cases (Pemkab Jember, 2020).

The increase in cases of COVID-19 is closely related to the role and support of the government. WHO also presented operational planning guidance which emphasized the importance of monitoring and evaluating operational response plans and emphasized the importance of continuing the provision of essential health services despite an increase in demand for care for people infected with COVID-19 [5]. The aim of this planning guide is to provide a practical overview of guidance to support the national government in dealing with the COVID-19 pandemic. Description in this guide: country level coordination, planning and monitoring; risk communication and community engagement; supervision, rapid response teams, and case investigations; entry point; national laboratory; infection prevention and control; case management; and operations and logistics support (WHO, 2020).

This guide does not replace existing national guidelines, but adapts to national plans so that it can be relevant (WHO, 2020). Planning for handling COVID-19 is

included in the first pillar, namely coordination, planning and monitoring at the country level. Health facilities must prepare good plans which include how prepared human resources are to face the pandemic, logistical needs that must be met, as well as plans for what programs will be implemented by the health facility.

The increasing number of COVID-19 cases over time has made researchers interested in conducting research by emphasizing planning carried out by the government, especially planning for community health centers as First Level Health Facilities (FKTP) to deal with the increasing number of COVID-19 cases at Sukorejo Community Health Centers. Jember Regency, East Java. This research uses a descriptive phenomenological approach, because the COVID-19 incident, especially regarding the stages of handling planning at the community health center, can be described as it is without any data manipulation through the interview process to obtain details regarding the planning for handling COVID-19, especially at the Sukorejo Community Health Center. Based on the description above, this research aims to examine how to plan for handling COVID-19 at the Sukorejo Community Health Center, Jember Regency, East Java.

2. METHODS

The research was qualitative using a descriptive phenomenological approach to discover phenomena and explore the meaning and meaning of planning for handling COVID-19 at the Sukorejo Community Health Center, Jember Regency, East Java. The research location is at the Sukorejo Community Health Center, Jember Regency, East Java. The time of the research was carried out from the end of March to mid-June 2021. The population of this study were people involved in planning for handling COVID-19 at the Sukorejo Community Health Center, Jember Regency, East Java. Researchers determined participants according to snowball sampling based on inclusion criteria, namely people who were involved in planning the handling of COVID-19, were physically and mentally healthy, and were willing to become informants in the research. There were three participants involved in the research. Saturation was obtained in the third participant. The research informant in this study was the key informant, the Head of the Sukorejo Community Health Center, followed by the main informant and supporting informants.

Researchers obtain data through interviews regarding the phenomenon being studied. The data collection tools

used were interview guides, communication applications via WhatsApp video calls, notes, and voice recorders. Data analysis uses the Collaizi method.

a. Data validity

Researchers carry out credibility by returning the interview transcript to the informant so that the accuracy of the interview can be verified by giving a checklist if they agree with the interview transcript; dependability with researchers who show consistency of research results; confirmability by showing documentation of interview results to the supervisor to check again; and transferability with external validity.

b. Research ethics

Fulfillment of the subject's rights in research includes the right to self-determination, namely providing an explanation regarding the research being conducted and being given freedom as to whether the informant is willing or not to take part in this research; the right to privacy and dignity is the right to be respected regarding what the informant does and what is done to the informant in order to maintain the confidentiality of the informant; the right to anonymity and

confidentiality, namely that all information provided by research subjects has full rights to confidentiality; Justice is a form of receiving fair treatment, researchers treat respondents fairly without distinguishing between gender, ethnicity, religion and should be kind to respondents who are willing or refusing, and; the right to obtain protection from inconvenience or loss.

3. RESULTS

The participants in this research were obtained by the researcher in accordance with the research inclusion criteria, namely that the participants were willing to become research informants, the participants were in good physical and mental health, and the participants were people who were involved in implementing the planning for handling COVID-19 in the work area of the Community Health Center. Sukorejo Jember. There are three participants, who work as doctors and nurses at the Sukorejo Community Health Center. All participants were female. The ages of the participants varied, namely between thirty years old and forty-five years old.

The characteristics of the participants obtained were that the three participants were involved in the planning

process for handling COVID-19. The three participants have different roles in the planning process for handling COVID-19. The role of each participant who took part in the research and was willing to become a research informant, namely the participant who came from the head of the community health center as the key informant, then continued with interviews with the community health center nurse as the main informant, and the final participant, namely the surveillance officer as the supporting informant.

a. Identify team planning (HR) in planning activities for handling COVID-19

The results of research with the first specific aim produced one research theme, namely:

Theme 1: Team (human resources) planning for COVID-19

Team planning has a sub-theme of identifying human resources and there are two categories, namely limited human resources and maximizing limited human resources, shown in the participant's statement below:

"There isn't a special team at the puskesmas, but all the friends at the puskesmas are involved."

"... we will continue to actively visit homes, and we will continue to communicate across sectors and RT/RW..."

The sub-theme of increasing the internal capacity of community health centers has one category, namely increasing capacity, shown in the participant statements below:

"...most verbally observing PPE, socializing the use of PPE according to the work unit, OK?"

b. Analysis of logistics needs in planning activities for handling COVID-19

The results of research with the second specific aim produced 1 research theme, namely:

Theme 2: Logistical needs in planning for handling COVID-19

Logistics needs in the COVID-19 pandemic have two sub-themes, namely identification of health facilities and logistics needs in community health centers and a category was found, namely the limitations of community health centers, shown in the participant statements below:

"Because in the beginning, we didn't have hazmat, we only had a mask and gloves."

The second sub-theme is the fulfillment of health facilities and logistics needs at the health center and two categories were found, namely identification of logistics and health facilities and procurement of health facilities and logistics goods, shown in the participant statements below:

"It's very minimal without hazmat, just a mask and gloves" (P.2)

"The source of logistics availability could be the government or donations. "There are private donations, sometimes individuals."

c. Identify the preparation of activity implementation plans in planning for handling COVID-19

The results of research with the second specific aim produced 1 research theme, namely:

Theme 3: Preparation of activity implementation plans in planning for handling COVID-19

The activity implementation plan has four sub-themes, including early detection of patients in community health center services, stated by participant statements:

"...when he was here he was sick, he kept checking, then his neighbors reported him

here. He said he had a fever. "We'll check it first, let's do it quickly."

The second sub-theme, namely anamnesis and supporting examinations, was stated by the participant's statement:

"Initially there were reports from residents saying there was a migrant who was sick, then we were quick and it turned out he was positive."

The third subtheme, namely patient management, was stated by participants:

"...if we are here, we will give them medicine and vitamins if they are in stock, for example if the symptoms are mild, we will then recommend self-isolation first, then we will track them again."

The fourth sub-theme, namely the statement that patients are cured and can be rehabilitated, was stated by participants:

"...the swab was also negative. Then 5 days later the swab result was negative. That's all if we evacuate everyone else to the hospital."

4. DISCUSSION

a. Team (human resources) planning for COVID-19

Based on the results of research carried out through interviews, the theme

was obtained, namely team planning (human resources) for COVID-19. This theme is derived from limited human resources themselves, limited human resources can reduce health services at community health centers. Based on the results of research that has been carried out, it has been supported by facts from the Regent of Jember in 2017 who stated that Jember Regency still lacks medical personnel and even the number of existing health personnel does not comply with Minister of Health Regulation Number 75 of 2014 (Pemkab Jember, 2020). Jember Regency also cannot comply with the standards for the number and type of human resources for health workers (Baskoro, 2017). Based on the researchers' analysis, the number of health services provided by community health centers depends on the spike in COVID-19 cases, therefore, in order for community health centers to be able to improve care services, it is necessary to maximize existing human resources by adding job desks and also increasing the internal capabilities of community health centers through the existence of socialization provided to health workers and Sukorejo Community Health Center staff regarding COVID-19.

b. Logistical needs in planning and handling COVID-19

Based on the results of research carried out through interviews, a theme was obtained, namely logistical needs in planning and handling COVID-19. This theme was obtained from the limitations of the puskesmas in providing health facilities and the important logistical needs required by the puskesmas. Based on the results of the research that has been carried out, it is supported by an evaluation of the handling of COVID-19 in Indonesia by the National Development Planning Agency (BPPN) (2021), which has revealed that the influence of the COVID-19 pandemic can prove that Indonesia has not been able to adapt regarding the health service system, this can be shown by the unpreparedness of health service facilities and supporting systems (Bappenas, 2021). The National Development Planning Agency stated that all hospitals experienced problems, namely limited PPE due to unprepared stock and production capacity of the health support industry, with increasing and rapid needs. The results of this research are supported by research by Santosa

(2020) which shows that 28% of community health centers are still said to be not ready for logistical readiness efforts, including supportive medicines, medical equipment and PPE (Santosa, 2020). Based on the researcher's analysis, in order for the Sukorejo Community Health Center to overcome these obstacles, the community health center must make efforts to fulfill health facilities and logistical needs by procuring goods that can be obtained from several sources, namely the community health center's own initiation, assistance from donors, and stock from the government.

c. Preparation of activity implementation plans in planning for handling COVID-19

Based on the results of research carried out through interviews, a theme was obtained, namely the preparation of plans for implementing activities on COVID-19. This theme was obtained from several phenomena that occurred in the community regarding the steps taken by community health centers to be able to coordinate the provision of safe and effective nursing services. The steps

taken were checking patients for signs and symptoms of COVID-19, checking for signs of symptoms and carrying out rapid in establishing a diagnosis, treating patients, and patients who are declared cured. Based on the research results that have been obtained, it can be supported by Dr. Octavinda Savitry (2020), who wrote that triage is the first management principle used in early identification of patients to prevent disease transmission (Safitry, 2020). In Rahayu and Sahli's (2020) research, it was stated that in handling COVID-19 there is a classification determined by the level of urgency and level of virulence of the patient using the Early Warning Score (EWS) COVID-19 screening indicator (Rahayu, 2020). Early Warning Score (EWS) or what can be called an initial patient assessment is important to increase the vigilance of health workers in treating patients suspected of being confirmed as COVID-19. Based on research analysis, health workers and Sukorejo Community Health Center staff have been involved in contributing to planning efforts to handle COVID-19 in accordance with recommendations and guidelines from

the Indonesian Ministry of Health, starting from the early detection stage to the stage of being declared cured and rehabilitated.

5. CONCLUSION

The experience of health workers at the Sukorejo Community Health Center in implementing planning for handling COVID-19 in accordance with the first pillar of WHO standards, namely coordination, planning and monitoring at the country level, there are three research themes, namely team planning (human resources) for COVID-19, logistical needs in planning and handling COVID-19, and preparing plans for implementing activities in planning for handling COVID-19. There is a need for good synergy between the community and the government in handling COVID-19. Those who act as First Level Health Facilities (FKTP), namely community health centers, are expected to be able to carry out preventive and promotive efforts to help the public access the latest information related to the development of COVID-19 and its handling. With this, it is hoped that the community health center can carry out the Infectious Disease Eradication (P2M) program in the community and it is hoped that the COVID-19 pandemic itself can end.

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CONFLICT OF INTEREST

The authors declare no conflict of interest for this publication.

DATA AVAILABILITY STATEMENT

The data that support the findings of this study are available from the corresponding author upon reasonable request.

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