

## Analysis Of Service System Development For Pregnant Women Handled By PSC In Mimika Regency Year 2024

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Article Info	ABSTRACT
<b>Keywords:</b> Service System, Public Safety Center (PSC), Pregnant mother	<p>Introduction: Mimika Regency, Central Papua Province, is one of the districts with a fairly high maternal mortality rate. The aim of this research is to analyze the public's understanding of the signs of an emergency in providing assistance to pregnant women in Mimika, to assess pregnant women's understanding of the service system at the PSC in Mimika and to analyze the development of the service system at the Public Safety Center (PSC) 119 Mimika in providing assistance to pregnant women in Mimika. Method: This research uses a qualitative method approach involving PSC 119 Mimika officers and pregnant women handled by PSC 119 Mimika with 5 informants in each section. Data collection was carried out by means of observation, in-depth interviews and documentation. Data analysis techniques include data reduction, data presentation, drawing conclusions or verification. Results: Research shows that public understanding of the signs of an emergency in providing assistance to pregnant women in Mimika is influenced by education and knowledge, access to information, access to health services, communication and education, experience, and cooperation between the parties. Pregnant women's understanding of the service system at PSC 119 Mimika is influenced by service availability, accessibility, service quality, availability of information, and participation of pregnant women with related parties. Development of the service system at PSC 119 Mimika in providing assistance to pregnant women in Mimika in the form of increasing accessibility, increasing service availability, improving service quality, developing educational programs, developing health information systems, and reporting and monitoring systems.</p>
This is an open access article under the <a href="https://creativecommons.org/licenses/by-nc/4.0/">CC BY-NC</a> license	<b>Corresponding Author:</b> Rena Prodi Magister Kesehatan Masyarakat, Fakultas Ilmu Kesehatan, Universitas Indonesia Maju <a href="mailto:renamarewa@gmail.com">renamarewa@gmail.com</a>



### INTRODUCTION

The most common causes of maternal death in Indonesia are hypertension/pre-eclampsia/eclampsia, bleeding and infection. Based on the results of the 2016 Litbangkes Sample Registration System (SRS), the three main causes of maternal death were hypertensive disorders (33.07%), obstetric bleeding (27.03%) and non-obstetric complications (15.7%). Meanwhile, based on Maternal Perinatal Death Notification (MPDN) data dated September 21 2021, the top three causes of maternal death are Eclampsia (37.1%), Bleeding (27.3%), Infection (10.4%) with the highest place/location of death are in

hospital (84%)<sup>6</sup>. The highest maternal mortality rate is in Papua Province at 565 female deaths during pregnancy, childbirth or the postpartum period per 100,000 live births.<sup>7</sup>

PSC services can be influenced by the attitudes, knowledge and practices of pregnant women. The better the attitude and knowledge that pregnant women have during pregnancy and delivery, the lower the risk of high-risk pregnancies for pregnant women<sup>11</sup>. The higher the level of knowledge of pregnant women, the more awareness they will have to carry out pregnancy checks, so that if there is a risk to their pregnancy, it can be handled immediately early and appropriately by health workers.<sup>12</sup>

Attitude shows an individual's evaluation which includes affection, cognition and conation in the form of a closed response to a particular stimulation or object. A pregnant woman's attitude will be followed or not by an action based on a person's little or much experience. The experience of pregnant women is obtained through the practices obtained by pregnant women so that the better the level of attitudes and practices possessed by pregnant women will increase awareness and understanding of pregnant women so that they can minimize cases of death of pregnant women<sup>13</sup>.

Public Safety Center (PSC) services are also supported by the service system owned by the Public Safety Center (PSC), including work expectations. Performance expectations at the individual level believe that the use of information systems will improve performance. Performance expectations will find the use of the system used that the information system will be useful for themselves and system assistance will help them in making changes to performance in a field of work, so that the higher a person's performance expectations, the greater the use of the system.<sup>14</sup>

According to WHO (2019), the maternal mortality rate (MMR) in the world is 303,000 out of 140 million pregnant women in the world. The Maternal Mortality Rate (MMR) in ASEAN is 235 per 100,000 live births (ASEAN Secretariat, 2020). According to the Indonesian Demographic and Health Survey (SDKI) data, the Maternal Mortality Rate (MMR) in Indonesia increased from 228 per 100,000 live births in 2002-2007 to 359 per 100,000 live births in 2007-2012. The Maternal Mortality Rate (MMR) decreased in 2012-2015 to 305 per 100,000 live births and the number of maternal deaths in Indonesia in 2019 was 4,221 cases.<sup>17</sup> In 2019, the MMR reported in Papua Province was 24 maternal deaths, with a maternal mortality rate (reported) of 61 per 100,000 live births.<sup>18</sup>

Mimika Regency is one of the regions that has a fairly high maternal mortality rate in Indonesia. public health Office Mimika Regency stated that the maternal mortality rate of 500 per 100 thousand live births is still very high above the national maternal mortality rate, which is targeted at 306 per 100 thousand live births in 2019. public health Office Mimika Regency is holding an evaluation and analysis regarding the situation of maternal and child health services in Mimika Regency. From the evaluation and analysis carried out, the amount of health service coverage for pregnant women and children in basic level health facilities, especially in rural areas, is not yet running well.<sup>19</sup>

Other problems are also influenced by the level of knowledge of the community, especially pregnant women, so that some mothers are not aware that they have experienced the process of pregnancy, this of course has an impact on the nutritional intake obtained

during pregnancy and the lack of knowledge of pregnant women can increase the high risk of pregnancy and complications. Knowledge of the signs of danger or emergency will help pregnant women to make the right decisions and take action to seek appropriate health services.<sup>20</sup>

Pregnant women's ignorance about the importance of birth assistance by skilled health personnel, birth preparation and emergencies are factors that influence the utilization of maternal and newborn health services. Apart from being influenced by the attitudes and behavior of staff and the availability of facilities, a person's health service utilization behavior is also influenced by the community's knowledge and attitudes towards health, traditions, beliefs and other value systems.<sup>21</sup>.

Based on the description of the background, the researcher provides a research formulation, namely: What is the public's understanding of the signs of an emergency in providing assistance to pregnant women in the Regency? Mimika? How do pregnant women understand the service system at the Public Safety Center (PSC) in Mimika Regency? How is the development of the service system at the Public Safety Center (PSC) in providing assistance to pregnant women in Mimika Regency? The aim of this research is to investigate and analyze the public's understanding of the signs of an emergency in providing assistance to pregnant women in Mimika Regency. Assessing pregnant women's understanding of the service system at the Public Safety Center (PSC) in Mimika Regency. Analyzing the development of the service system at the Public Safety Center (PSC) in providing assistance to pregnant women in Mimika Regency.

## METHOD

The research method used is a qualitative method with data collection techniques carried out by means of observation, in-depth interviews and documentation.<sup>22</sup>. In-depth interviews were conducted with each informant, namely pregnant women and the PSC team in Mimika Regency. Population is a generalization area consisting of: objects/subjects that have certain quantities and characteristics determined by the researcher to be studied and then conclusions drawn.<sup>30</sup>. The population in this study were pregnant women in Mimika Regency who were handled by PSC and officers from Public Safety Center (PSC) 119 in Mimika Regency. The sample is part of the number and characteristics of the population<sup>31</sup>. Meanwhile, there were 5 informants in this research in each section.

This research uses primary data and secondary data. Primary data is a data source that directly provides data to data collectors<sup>32</sup>. Primary data was obtained from the results of interviews given to informants. while secondary data is obtained through relevant journals and articles related to the research to be conducted. This research will be carried out in the Mimika Regency starting from this month January 2024-February 2024.

Data collection techniques were carried out using observation, in-depth interviews and documentation. The interview method used in this research is supported by documentation studies as a complement to the use of the interview method. It will be more reliable or have high credibility if supported by photographs or written work.<sup>34</sup>. The data analysis technique used in this research uses qualitative analysis. Qualitative analysis in this research uses

techniques from Miles and Huberman which include three streams of activities that occur simultaneously, namely: data reduction, data presentation, drawing conclusions or verification<sup>33</sup>.

## RESEARCH RESULT

### Community Understanding Regarding Emergency Signs in Providing Help to Pregnant Women in Mimika Regency

Danger signs of pregnancy must be recognized and detected early so that they can be treated properly because every danger sign of pregnancy can result in pregnancy complications. One effort to increase pregnant women's understanding of the danger signs of pregnancy is by carrying out social persuasion in the form of education to increase self-knowledge regarding understanding these danger signs.<sup>23</sup> Based on interviews conducted with several informants, the results of the interviews regarding the public's understanding of the signs of an emergency in providing assistance to pregnant women in Mimika Regency are as follows:

a. Knowledge

*"Yes, I once saw a pregnant woman experiencing premature birth at home because she didn't have time to take her to a health facility. Unfortunately, the baby could not be saved. This experience made me more aware of the importance of knowledge about emergency signs in pregnancy." (Informant KL)*

b. Access to Information

*"I regularly visit midwives and doctors for pregnancy checks. During each visit, they always remind me of the danger signs to watch out for. They also provide written information about the danger signs, such as leaflets or brochures. Apart from that, they were always open to answering my questions about anything related to pregnancy, including danger signs." (IR informant)*

c. Access to Health Services

*"I hope that efforts to increase public understanding of the signs of emergencies in pregnant women in Mimika Regency can be carried out in a sustainable manner and integrated with other health programs." (Informant BG)*

d. Communication and Education

*"As a pregnant woman in Mimika Regency, I often hear stories about emergency situations among pregnant women around me. One of the most lasting experiences is when a pregnant woman experiences complications. His family immediately called emergency services and took him to hospital. Despite great efforts, the lives of the mother and baby could not be saved. I really feel it is important to know the danger signs in pregnancy and the importance of quick access to quality health care." (IR informant)*

e. Experience

*"My own experience regarding emergency situations for pregnant women in Mimika Regency is very impressive. I once witnessed a pregnant woman experiencing heavy bleeding. The family immediately contacted local health officials and took the mother to the nearest health facility. Due to fast and appropriate treatment, the lives of the mother*

*and fetus were saved. I certainly understand the importance of knowledge about emergency signs in pregnant women in emergency situations. "(BG informant)*

f. Cooperation Between Parties

*"I hope there will be a regular program that educates the public about the signs of an emergency in pregnant women, such as training for health workers and the general public." (NN informant)*

So it can be concluded that based on the results of this interview, it can be seen that knowledge about the health of pregnant women in Mimika Regency is very important through health education programs held by community health centers or other health services. Apart from that, pregnant women in Mimika Regency must have access to information in seeking information about pregnancy from trusted sources. Access to health services also needs to be considered in increasing public awareness and understanding.

### **Pregnant Women's Understanding of the Service System at the Public Safety Center (PSC) in Mimika Regency**

Strategic steps as an effort to accelerate emergency services have been taken by issuing Presidential Instruction Number 4 of 2013 concerning the Road Safety Action Decade Program. In the Presidential Instruction, he ordered that at the central level, coordinated by the Ministry of Health, to establish a National Command Center (NCC) and at the regional level, through each district or city government, to establish a Public Safety Center (PSC).<sup>24</sup>. One of the areas implementing the establishment of a Public Safety Center (PSC) is Mimika Regency, as the results of interviews conducted with informants regarding pregnant women's understanding of the service system at the Public Safety Center (PSC) in Mimika Regency, it can be seen that there are factors that influence this understanding, namely:

a. Service Availability

*"Yes, PSC plays an important role in providing emergency services for pregnant women. They have a medical team on standby to respond to emergency situations, as well as coordinating with nearby health facilities for evacuation if necessary. And of course ensuring that pregnant women who experience health problems receive fast and effective treatment." (IR informant)*

b. Accessibility

*"I usually contact via the emergency telephone number provided. The public can call this number and provide necessary information such as the location of the incident and the condition of the pregnant woman. PSC will respond promptly to our calls to provide the necessary assistance." (Informant AN)*

c. Service Quality

*"I believe that the Public Safety Center (PSC) in Mimika Regency has a service system that is specially prepared to help pregnant women in emergency situations. This system can be contacted by the public, there is a medical team on standby 24 hours and transportation for evacuating pregnant women who need immediate medical assistance." (KL informant)*

d. Availability of Information

*"I believe that PSC has an important role in providing assistance to pregnant women in emergency situations. They have a medical team that is trained to handle emergencies in pregnant women, as well as transportation facilities such as ambulances that can be used for evacuation to more complete health facilities of course." (Informant NN)*

e. There is Participation with Related Parties.

*"I am active in socializing the health programs for pregnant women organized by PSC to the local community, so that more pregnant women can benefit from these services." (BG informant).*

Based on the results of this research, it can be concluded that the Public Safety Center (PSC) in Mimika Regency has a very important role in providing emergency services for pregnant women. PSC is equipped with a medical team that is ready to respond to emergency situations and coordinate with the nearest health facilities, thereby ensuring that pregnant women who experience health problems receive fast and effective treatment. In addition, accessibility to emergency services for pregnant women in Mimika Regency provides certainty for the community by relying on PSC in emergency situations involving pregnant women. The quality of services provided by PSC to respond to emergencies in pregnant women and provide transportation facilities.

#### **Development of a Service System at the Public Safety Center (PSC) in Providing Help to Pregnant Women in Mimika Regency**

*Public Safety Center*119 (PSC 119) in the form of a work unit as a coordination forum to provide emergency services quickly, precisely and carefully to the community. Held continuously 24 hours a day. What can be concluded from this research is that the implementation of the hospital without walls concept has gone well and the public strongly agrees if this concept is further improved. This research was conducted with the aim of analyzing the application of the hospital without walls concept in pre-hospital emergency services. The results of interviews given to pregnant women in Mimika Regency regarding the development of the service system at the Public Safety Center (PSC) in providing assistance, can be seen:

a. Accessibility Improvements

*"We at the Mimika Regency PSC team have open lines of communication with medical personnel at nearby health facilities, such as hospitals and community health centers. When we receive an emergency call involving a pregnant woman, we immediately contact the medical personnel to ensure that medical treatment can be carried out immediately." (GA informant)*

b. Improved Service Availability

*"We must be active in cross-sector activities, such as joint training or health outreach programs. This helps us to build better relationships with other parties and increase cooperation in providing assistance to pregnant women in emergency situations." (AYS informant)*

c. Improved Service Quality

*"One of the ways we are doing at the Mimika Regency PSC to develop the service system is by improving coordination with the nearest health facilities. We have open*

*lines of communication with local hospitals and health centers to ensure that evacuation and medical treatment can be carried out quickly and appropriately." (NH informant)*

d. Educational Program Development

*"We are developing a health education program for the public about signs of emergencies in pregnant women. "Through this program, we hope that the public can better understand emergency conditions that may occur during pregnancy and can contact us quickly if necessary." (Informant NN)*

e. Health Information System Development

*"We involve the medical team and other health workers in developing service protocols and procedures that comply with health standards for pregnant women." (NH informant)*

f. Reporting and Monitoring System

*"We carry out routine evaluations of the service process and use of facilities at PSC to identify potential improvements and improvements that can be made." (Informant NN)*

The research results show that the development of the service system includes several aspects, including increasing the accessibility of health services for pregnant women, increasing the availability of services which include adequate facilities and medical personnel, as well as improving the quality of services which include the friendliness of staff, cleanliness of facilities, and service efficiency. Apart from that, this research also proposes the development of an educational program aimed at increasing public understanding, especially pregnant women, about the importance of taking care of their health during pregnancy. The development of a health information system is also part of the development of this service system with the aim of making it easier to manage patient data for pregnant women and ensuring accurate and reliable information. As well as the development of a reporting and monitoring system to more effectively monitor the performance of pregnant women's health services at PSC.

## Discussion

### Community Understanding Regarding Emergency Signs in Providing Help to Pregnant Women in Mimika Regency

Danger signs of pregnancy are signs or symptoms that indicate the mother is in danger. One effort to increase pregnant women's understanding of the danger signs of pregnancy is by carrying out social persuasion in the form of education to increase self-knowledge regarding understanding these danger signs.<sup>25</sup> Pregnancy and childbirth pose major health risks, including for women who have no previous health problems. Prenatal (antenatal) supervision has been proven to have a very important role in efforts to improve mental and physical health in preparation for childbirth. By monitoring pregnancy, various maternal complications can be identified that can affect pregnancy or pregnancy complications so that those that cannot possibly be overcome can be immediately referred to a place with more complete equipment so that they receive optimal care.<sup>26</sup>

If during pregnancy there are obstetric complications and the mother does not know what preparations are needed before giving birth, then the mother will not receive appropriate and timely services. This condition can cause delays in referrals, namely delays in decision

making because the mother does not/the family does not recognize the danger signs, ignorance of seeking help, the presence of cultural factors, fear of the costs that must be incurred for transportation and hospital treatment, as well as delays in reaching adequate health service facilities.<sup>29</sup> This is caused by three delays that occur, namely:

- a. Too late to recognize danger signs and make decisions
- b. Delay in reaching health facilities
- c. Delay in getting services at health facilities.

These three delays can be prevented by providing knowledge and understanding to pregnant women regarding the danger signs in childbirth, if the mother experiences them, immediately go to the health center or health worker so that delays can be prevented, the mother immediately gets help which in the end can reduce cases of maternal death.<sup>30</sup>

There is knowledge or understanding in recognizing the signs of an emergency. In providing assistance to pregnant women, it will have an impact on the health condition of the mother and the future baby<sup>31</sup>. This is based on the results of interviews with pregnant women in Mimika Regency regarding the community's understanding of the signs of an emergency in providing assistance. It can be seen that several aspects that cause this understanding are as follows:

- a. Knowledge

The results of the interview concluded that there was awareness among pregnant women in Mimika Regency regarding the importance of knowledge about the health of pregnant women. Likewise, the experiences that the pregnant woman herself has will have a deep impact on the individual. This experience made him increasingly aware of the importance of knowledge about emergency signs in pregnancy.

- b. Access to Information

Results interview This refers to a person's awareness and activeness in seeking information about the health of pregnant women. From the results of this interview, it can be concluded that by regularly visiting health services for pregnancy checks, pregnant women gain a good understanding of the danger signs that need to be watched out for. Medical personnel are always open to answering questions about pregnancy, including danger signs, so that individuals can obtain accurate and reliable information. Apart from that, pregnant women need to be active by looking for information about pregnancy on the internet and social media from trusted sources.

- c. Access to Health Services

Based on From the results of interviews regarding the public's understanding of the signs of emergencies in pregnant women in Mimika Regency, it can be seen that access to health services needs to be improved. Researchers have the idea that one way to increase access to health services is to increase collaboration between the Public Safety Center (PSC) and nearby health facilities. This collaboration can expand the reach of health services for pregnant women, so that they can easily get help in emergency situations. Besides Therefore, improving health infrastructure also needs to be done to handle emergency cases in pregnant women more quickly and effectively. This includes increasing the number and quality of health facilities, as well as increasing the availability of competent medical personnel. By increasing



access to health services through collaboration between agencies and improving health infrastructure, it is hoped that pregnant women in Mimika Regency can easily get quality health services, especially in emergency situations. So, what the researchers recommend is to provide free internet services at community health centers and other health facilities.

d. Communication and Education

Based on the experience of pregnant women in Mimika Regency, it shows how important it is to communicate and educate fellow pregnant women regarding signs of emergency during pregnancy and quick access to quality health services. People in Mimika Regency can receive more education about the signs of emergencies in pregnant women through various outreach activities, seminars or other community events. In this way, it is hoped that the response to pregnancy emergencies can be faster and more precise, so that it can improve the safety and health of pregnant women in Mimika Regency.

e. Experience

Better understanding of emergency signs in pregnancy through exchange of information and experiences with other pregnant women in Mimika Regency. This makes him better understand the signs of danger and what actions to take if he experiences them. In addition, the personal experiences of pregnant women can influence their understanding of the importance of knowledge about emergencies in pregnancy. This experience makes them increasingly aware of the importance of knowledge about emergency signs in pregnancy and the importance of quick access to quality health services.

f. Cooperation Between Parties

With Thus, the researchers concluded that several factors such as knowledge, access to information and health services, communication, education, experience and collaboration between parties influence the understanding of the community in Mimika Regency regarding the signs of emergencies in pregnant women. Researchers believe there is a need for a comprehensive approach in increasing public understanding of the signs of emergencies in pregnant women. So efforts must be made to overcome this problem, such as providing educational programs, sharing personal experiences with pregnant women, as well as cooperation between parties and others.

### **Pregnant Women's Understanding of the Service System at the Public Safety Center (PSC) in Mimika Regency**

The form of Public Safety Center (PSC) 119 service is a first aid service for patients with a fast, precise form of service that serves continuously 24 hours a day. People can get emergency services that require quick medical action and as a form of first aid. The Public Safety Center (PSC) has the work motto: time saving is life saving, response time as short as possible, and the most patient to the right place at the right time, so that the expected service reaches the target community well.<sup>32</sup>

Health services are all activities or efforts carried out by government agents, business agents and the community in providing services to someone in the health sector starting from disease prevention, healing and treatment.<sup>33</sup> In the 119 call center service, it serves three types of service activities in one telephone access, including:<sup>34</sup>

a. Health information services;

- b. Service for ambulance needs quickly and on target;
- c. Community services that require hospital referrals.

The government has created a system related to integrated emergency management. This policy is carried out to reduce the increase in the number of victims/patients who die and experience disability in emergency situations which is the impact of less than optimal emergency management, as well as to improve the quality of services in handling victims/patients. which is carried out in an integrated and comprehensive manner. The following are the results of interviews conducted regarding pregnant women's understanding of the service system at the Public Safety Center (PSC) in Mimika Regency. It can be seen that there are factors that influence this understanding, namely as follows:

- a. Service Availability

The interview results show that the role of the Public Safety Center (PSC) in Mimika Regency is to provide emergency services for pregnant women. PSC has a medical team that is ready to respond to emergency situations and coordinate with facility nearest health. PSC is equipped with transportation facilities that are ready to be used to take pregnant women who need emergency medical assistance to the nearest health facility. As for satisfaction with the quality of services provided by the Public Safety Center (PSC) in Mimika Regency. This satisfaction is caused by a positive impression of the friendliness of the staff, the cleanliness of the facilities, and the speed and efficiency of the services provided.

This matters show that PSC has succeeded in providing satisfactory services which can indirectly increase public confidence in the health services provided by PSC. Thus, the availability of effective emergency services at PSCs is a key factor in improving the safety of pregnant women during pregnancy and delivery. To understand the availability of Public Safety Center (PSC) services in Mimika Regency, Researchers have several ideas for pregnant women, namely, First, pregnant women need to know clearly the types of emergency services provided by PSC, including the procedures and conditions for obtaining these services. Second, pregnant women can take part in outreach or outreach programs organized by the PSC to understand more deeply about the services and facilities available. Third, pregnant women can also use social media or the official PSC website to get the latest information regarding applicable services and procedures.

- b. Accessibility

The results of the interview show that the accessibility provided by PSC to emergency services for pregnant women in Mimika Regency is running very well. The public can easily contact the emergency telephone number that has been provided provided by the Public Safety Center (PSC). PSC will respond to calls promptly and provide necessary assistance. With this good accessibility, people in Mimika Regency can feel more confident in dealing with emergency situations involving pregnant women. In this way, it is hoped that PSC can continue to improve the quality of its services, such as increasing the number of call center operators who have been trained in handling emergency situations in order to meet the needs and expectations of pregnant women in Mimika Regency.

- c. Service Quality

The interview results show that pregnant women in Mimika Regency have a strong understanding of the quality of services provided by the Public Safety Center (PSC) in helping pregnant women in emergency situations. Pregnant women can take several steps to find out and utilize the quality of PSC services, such as accessing available information regarding emergency services provided by PSC through brochures, websites or official PSC social media. Pregnant women can follow outreach or outreach programs organized by the PSC to understand more deeply the procedures and quality of existing services. Pregnant women can also consult directly with medical personnel or PSC officers to get more specific information according to their needs.

d. Availability of Information

From the results of these interviews, it appears that the availability of information about the role of the Public Safety Center (PSC) is very important in providing assistance to pregnant women in emergency situations. The public can be more confident in dealing with emergency situations involving pregnant women, because they know that there are institutions such as PSC that are ready to help with trained medical teams and adequate transportation facilities. The existence of educational programs or information organized by the Public Safety Center (PSC) is a determining factor in choosing health services.

The program helps increase understanding of healthy pregnancy and childbirth, which can then assist in related decision making maintenance mother and baby health. With an effective education program, it is hoped that the public will be more aware of the importance of health care during pregnancy and childbirth, so that it can improve the health of pregnant women and babies in Mimika Regency.

e. Existence of Participation with Related Parties

The results of these interviews show that pregnant women play an active role in providing input and suggestions to the Public Safety Center (PSC) team regarding needs, including in terms of health services and education. Apart from that, pregnant women are also active in socializing health programs organized by PSC to the surrounding community with the aim of ensuring that more pregnant women benefit from these services. Their involvement can increase awareness of the importance of community participation in improving the quality of health services, as well as efforts to expand the reach of health programs for pregnant women.

Thus, researchers can conclude that service availability, accessibility, service quality, information availability, and participation of related parties are the main factors that influence providing assistance to pregnant women in emergency situations in Mimika Regency through the Public Safety Center (PSC). PSC has a very important role in improving the safety of pregnant women during pregnancy and childbirth. Therefore, efforts are needed to continue to increase public access and awareness of emergency services such as the development of PSC to support pregnant women's health and safety during pregnancy and childbirth.

### **Development of a Service System at the Public Safety Center (PSC) in Providing Help to Pregnant Women in Mimika Regency**

Public Safety Center (PSC) 119 is a service that provides emergency cases quickly, precisely and carefully to the community before being referred to hospital (pre-hospital). The

public can receive PSC services through the 119 call center application system. The implementation of the Public Safety Center (PSC) in accordance with Minister of Health Regulation Number 19 of 2016 is influenced by manpower factors, emergency victim/patient handling system, emergency transportation system, division of government roles, budget and monitoring, evaluation, implementation of activities<sup>37</sup>. Public Safety Center 119 (PSC 119) is a work unit as a coordination forum to provide emergency services quickly, precisely and carefully to the community. What can be concluded from this research is that the implementation of the hospital without walls concept has gone well and the public strongly agrees if this concept is further improved.

Pre-hospital emergency services require speed and accuracy in order to minimize patient risk, duration of response time are important indicators in pre-hospital emergency services. Response time really depends on the speed and quality of delivery help to save lives or prevent disability either at the scene or en route to hospital. The average successful response time from the scene of the incident to the health service center was 11.34 minutes. The patient's quality of life is influenced by the response time in an effort to save the patient's life or prevent defects in the patient, so that delay in treatment will have a negative impact. The impact that occurs if the PSC 119 program is not implemented effectively will have an impact on the quality of health services in Mimika Regency City. Therefore, development efforts are needed as based on the results of interviews conducted regarding the development of the service system at the Public Safety Center (PSC) in providing assistance to pregnant women in Mimika Regency, including:

a. Accessibility Improvements

Accessibility Improvements	
Before the existence of the PSC Service System	After the PSC Service System exists
Most pregnant women experience difficulties in getting quick and appropriate access to necessary health services. Geographical factors and limited infrastructure in the area are the main obstacles in providing adequate assistance. Apart from that, the lack of public knowledge about the importance of prenatal care also contributes to the lack of attention to the health of pregnant women.	The interview results show that the Public Safety Center (PSC) team in Mimika Regency has open lines of communication with medical personnel at the nearest health facility. When receiving an emergency call involving a pregnant woman, ensure that medical treatment can be carried out immediately. This shows that there is good cooperation between the PSC and the nearest health facility, thereby increasing the accessibility of pregnant women to emergency services.

However, obstacles are still found in terms of adequate health infrastructure to handle emergency cases in pregnant women. Health facilities in Mimika Regency are not equipped with sufficient medical equipment to handle emergency cases in pregnant women quickly and effectively. This shows the need to improve health infrastructure in Mimika Regency so that it can provide better emergency services for pregnant women. Thus, the researchers' idea was to equip the PSC with equipment and infrastructure to support the treatment of pregnant women with signs of an emergency.

b. Improved Service Availability

Improved Service Availability	
Before the existence of the PSC Service System	After the PSC Service System exists
Existing health facilities tend to be concentrated in big cities, making access for pregnant women in remote areas difficult. Apart from that, the lack of trained medical personnel and nurses also limits the availability of optimal services. This causes many pregnant women to have to travel long distances and face greater risks to get the medical help they need.	From the results of these interviews, it appears that there are systematic efforts to increase the availability of emergency services for pregnant women in Mimika Regency. The Public Safety Center (PSC) team carries out regular evaluations of the performance of their teams and systems. This evaluation was carried out to identify potential improvements and development of the service system so that it can provide better services for pregnant women in emergency situations. Apart from that, PSC is also active in cross-sector activities, such as joint training or health outreach programs. This helps PSC to build better relationships with other parties and increase cooperation in providing assistance to pregnant women in emergency situations.

Thus, efforts to increase the availability of emergency services for pregnant women in Mimika Regency are not only carried out internally by the PSC, but also through cross-sector collaboration involving various related parties. It is hoped that this will have a positive impact in increasing the availability of emergency services for pregnant women in Regency Mimika. So in this case, the researcher's idea was to build PSC 119 Mimika Regency posts in areas that are difficult to reach and remote.

c. Improved Service Quality

Improved Service Quality	
Before the existence of the PSC Service System	After the PSC Service System exists
The public's lack of understanding about the importance of prenatal care also affects the quality of services provided. Pregnant women have to travel long distances to health centers to get help, which can ultimately affect their health and that of their unborn babies.	The Public Safety Center (PSC) team took various steps to develop the service system, one of which was by increasing coordination with nearby health facilities. PSC has open lines of communication with local hospitals and health centers to ensure that evacuation and medical treatment can be carried out quickly and appropriately. In addition, PSC continues to develop training and skills improvement systems for their medical teams. They hold regular training on handling emergencies for pregnant women, including how to provide appropriate and safe first aid.

This matter doneto ensure that the PSC team is always ready to respond properly to emergency situations. Thus, the researchers' idea is to increase the number of call center operators who are trained in handling emergency situations in pregnant women.

d. Educational Program Development

Educational Program Development	
Before the existence of the PSC Service System	After the PSC Service System exists
Lack of awareness of the importance of prenatal care and lack of access to health information are the main factors influencing the lack of effective education programs. Apart from that, the limited number of trained medical personnel is also an obstacle in providing quality educational programs. As a result, many pregnant women do not receive enough information to take good care of themselves and their unborn babies.	One of the main challenges in improving emergency services for pregnant women in Mimika Regency is the lack of public knowledge and understanding of the signs of an emergency in pregnant women. This condition causes emergency cases in pregnant women to often not be reported or treated immediately due to lack of awareness about the condition. To overcome this challenge, the Public Safety Center (PSC) team developed a health education program for the public about the signs of an emergency in pregnant women.

Through this program, PSC hopes that the public can better understand emergency conditions that may occur during pregnancy and can contact PSC quicklylrequired. Thus, efforts to develop educational programs by PSC are expected to increase public knowledge and awareness about the signs of emergencies in pregnant women so as to increase the accessibility and quality of emergency services for pregnant women in Mimika Regency.

e. Health Information System Development

Health Information System Development	
Before the existence of the PSC Service System	After the PSC Service System exists
The lack of adequate information technology infrastructure in the area is a major obstacle in the development of an effective health information system. And the lack of experts in the field of health information technology also affects the ability to develop systems that can support health services for pregnant women. As a result, the health information needed by pregnant women is often not well documented, which can hamper efforts to provide appropriate and fast help.	<i>Public Safety Center</i> (PSC) in Mimika Regency continues to develop a service system to provide assistance to pregnant women in emergency situations by integrating information technology. They use a special application that allows the public to quickly and easily contact the PSC in emergency situations. This application is also equipped with an automatic location reporting feature, making it easier for the PSC team to immediately respond to the location of the incident. The development of this health information system is an important step in increasing the accessibility and effectiveness of emergency services for pregnant women in Mimika Regency.

With this special application, it is hoped that the public can contact the PSC more quickly and easily in emergency situations, thereby enabling the PSC team to respond more

quickly and precisely. This can help in saving the lives of pregnant women and their babies in emergency situations. The medical team and health workers involved in pregnant women's health services at the Public Safety Center (PSC) play an active role in developing service protocols and procedures. This step is to ensure that the services provided comply with health standards applies for pregnant women. By involving the medical team and health workers in developing these protocols and procedures, the researcher's recommendation is to build and improve the infrastructure of the Mimika Regency PSC 119 office.

f. Reporting and Monitoring System

Reporting and Monitoring System	
Before the existence of the PSC Service System	After the PSC Service System exists
Lack of coordination between health centers, medical personnel and local governments results in irregular and inaccurate reporting. And the lack of infrastructure to carry out effective monitoring is also an obstacle in monitoring the health developments of pregnant women. As a result, it is difficult to evaluate the quality of services provided and make necessary improvements.	The PSC team carries out routine evaluations of service processes and facility use to identify potential improvements and improvements that can be made. They also have an integrated recording and reporting system for every visit of pregnant women to the PSC, including information about examinations, diagnoses and procedures carried out. Apart from that, the PSC team strives to always be open to input and complaints from pregnant women and the community in order to improve the existing reporting and monitoring system.

In this way, the PSC team shows commitment to improving the quality of health services for pregnant women through evaluation, reporting and openness to input from the community. The research results show that the Public Safety Center (PSC) team in Mimika Regency has made various efforts to increase the accessibility, availability and quality of services for pregnant women in emergency situations. Increasing the accessibility of emergency services for pregnant women in Mimika Regency can be achieved through good cooperation between the Public Safety Center (PSC) and the nearest health facilities, as well as improving health infrastructure to handle emergency cases among pregnant women more quickly and effectively. Efforts to increase the availability of emergency services for pregnant women are carried out systematically by PSC by carrying out regular evaluations of the performance of their teams and systems, as well as through cross-sector collaboration involving various related parties. Improving the quality of emergency services for pregnant women in Mimika Regency is carried out by improving coordination with nearby health facilities, developing a training system and increasing skills for medical teams, as well as building better relationships with other parties in providing assistance to pregnant women in emergency situations.

Based on research results that highlight the importance of service availability, accessibility, quality of service, availability of information, and participation of related parties in providing assistance to pregnant women in emergency situations in Mimika Regency through the Public Safety Center (PSC) in providing emergency services for

pregnant women effectively, researchers concluded that PSC has a very important role in improve the safety of pregnant women during pregnancy and childbirth. Therefore, efforts are needed to continue to increase public access and awareness of emergency services such as the development of PSC to support pregnant women's health and safety during pregnancy and childbirth. In developing a service system at the Public Safety Center (PSC) to provide assistance to pregnant women in Mimika Regency, researchers have a clear vision for the future.

Thus, the researchers concluded that efforts that could be made by the Public Safety Center (PSC) team in Mimika Regency were increasing accessibility, increasing service availability, improving service quality, developing educational programs, developing health information systems, as well as reporting and monitoring systems. This is an effort to develop a PSC service system for pregnant women in Mimika Regency, such as collaborating with nearby health facilities, improving health infrastructure, regular evaluation of team and system performance, cross-sector collaboration, developing training systems and improving skills for teams medical, better relations with other parties, development of educational programs and development of health information systems.

## CONCLUSION

Based on the results of the research and discussion that have been described, the researcher can provide the following research conclusions: Public understanding of the signs of an emergency in providing assistance to pregnant women in Mimika Regency can be influenced by several factors, namely, Knowledge, Access to information, Access to services health, Communication and education, Experience, and Collaboration between the parties. Pregnant women's understanding of the service system at the Public Safety Center (PSC) in Mimika Regency can be influenced by several factors including service availability, accessibility, service quality, information availability, and participation with related parties. Development of a service system at the Public Safety Center (PSC) in providing assistance to pregnant women in Mimika Regency in the form of increasing accessibility, increasing service availability, improving service quality, developing educational programs, developing health information systems, and reporting and monitoring systems. Suggestions for PSC 119 Mimika Regency; Hold regular meetings to discuss SOPs and coordination in handling pregnant women with signs of emergencies. Increase the number of call center operators who are trained in handling emergency situations for pregnant women. Equip PSC equipment and infrastructure to support the treatment of pregnant women with signs of emergency. For Pregnant Women; Learn about the danger signs of pregnancy such as bleeding, severe abdominal pain, preeclampsia, and premature rupture of membranes. Understand how to contact PSC and provide clear and accurate information when calling. Don't hesitate to contact PSC 119 Mimika Regency if you experience signs of an emergency. For the Mimika Regency District Government / Mimika Regency District Health Service; Building PSC 119 Mimika Regency posts in remote areas. Providing free internet services at community health centers and other health facilities. Building and improving the infrastructure of the Mimika Regency PSC 119 office.