

# BUILDING CAPACITY FOR IMPROVING THE QUALITY OF EMERGENCY OBSTETRIC AND NEONATAL CARE AT HOSPITAL AND COMMUNITY HEALTH CENTER IN WEST SUMATERA.

## Certification as an Appreciative Inquiry Facilitator

### AIFT CERTIFICATION DOCUMENT

1. AI Facilitator: 1. Evodia A. Iswandi, Deputy Provincial Operations, EMAS- USAID Project---JHPIEGO Indonesia.  
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+62 811-190342
2. AIFT Dates : November 12-15, 2013, Las Vegas, NV
3. West Sumatera consists of 12 districts/ 7cities with total population 4,972,162. In general Indonesia still face maternal and neonatal death. Number of death is till very high compare to other ASEAN Countries. In West Sumatera there are 260 Health Center and at least 1 Public Hospital in each district/city. Total doctors are 1001 and 4418 midwives. In 2012 there 100 maternal death and 635 infant death including neonatal. About 41.9 % death is at Public hospital, 29,4 % at home, 16, 1% at Private Hospital and 2,3 % at Health Center. So about 60,2% death are at Facilities. It is very ironic since the death is occurred at hospital and health center. Ministry of Health then identify priorities the areas which contributed high number of maternal and neonatal death. Each province need to make its action plan to reduce maternal and neonatal death and improve the referral system as well as advocacy to local government to take action on that issue. West Sumatera then initiate meeting to response the MOH request. West Sumatera needs to develop effective program and zero tolerance to maternal and neonatal death. West Sumatera has done so many activities including training for staff to improve their competency, but again when they come back to their work then the attitude remain the same. Changing behavior is a must in order to response to MOH request. The team then came to EMAS-USAID Program to learn how can they replicate the referral program which developed by EMAS-USAID Program. The team then interested to invite EMAS team to assist them to build capacity in improving the quality of Emergency obstetric and neonatal care at hospital and health center in West Sumatera.

4. Core Group: The team from Provincial and Districts Health Office (about 25 persons) came to my office to discuss the possibility to improve the health referral system in West Sumatera. The meeting was held in November 29, 2013. The Governor of West Sumatera has issued instruction that Community Health Center should improve the referral system in order to reduce maternal and neonatal death in West Sumatera. We discussed some possibilities and I introduce the AI approach to achieve their objectives. The idea then buys in and dr. Fiona and dr. Lili was the champion to prepare to conduct the AI Workshop in Padang, West Sumatera. Then they chose Dr. Fiona Liza, Head of Maternal Health Section of Provincial Health Office and Dr. H. Lili Grace Diani, MKes., Head of Maternal and Child Health Provincial Health Office as Core team from Provincial Health Office and we chose , dr. Pancho Kaslam, Damaryanti and Bambang Wijayanto of EMAS-USAID Project. Thus the Core Team consisted of 5 people and one Facilitator (Evodia Iswandi) who attended the AIFT in Las Vegas.

Then we continued meeting by using email for about 2 weeks. Dr.Fiona becomes the person in charge. Through further discussion, Facilitator recognized that the participants in the inquiry would be top level managers from districts health office, hospitals who influence the culture and direction of the institutions. I assisted her to develop the Term of reference and agenda, and then Provincial Health Office provided budget for 2 days meeting including Half Day AI Workshop. After discussion using email, then the Core team decided to conduct the Workshop on December 17-18, 2013 in Hotel Pangeran, Padang, West Sumatera. The Participant will be representative of Districts Health Office, Hospital, Community Health Center, District Planning Bureau, Medical Doctor Association, Obstetrics and Gynecology Association, Midwife Association. Total Participants are 97 persons.

5. Positive Topic:

We used the first meeting on November 29, 2013 , represented from 19 Districts Health offices, Hospital, Professional Organization (Obstetrics and Gynecology Organization) staff to discuss the success story of referral system using ICT in our project. We found that pregnant mother with complication who referred to hospital has been stabilized first by community health center provider. Since using the ICT, many mothers and babies save during the delivery. If the mothers referred safely but if hospital are not ready to handle the emergency in obstetric and neonatal care then it will create another problem.

So, finally we found that Positive Topic was : BUILDING CAPACITY FOR IMPROVING THE QUALITY OF EMERGENCY OBSTETRIC AND NEOTAL CARE AT HOSPITAL AND COMMUNITY HEALTH CENTER IN WEST SUMATERA.

The objectives of the workshop are:

- a. To get support from Local Government to save mother and newborn life.
  - b. To share the framework of technical and administrative need for improving the quality of emergency of obstetric and neonatal care at Hospital and Community Health Center.in West Sumatera.
  - c. To synergize the existing and ongoing activity in West Sumatera using Appreciative Inquiry approach.
  - d. To develop action plan
6. Modified Interview Guide used. (attached) . The Facilitator left the questions open ended and trust the process to help guide how individuals defined success for themselves and then how this was infused within the work they did at Hospitals and Community Health Centers. (See attached half day Agenda)
7. Participants in the inquiry paired off and conducted 30 minutes face to face interviews with each person having 15 minutes to interview his or her partner. After the interviews, each pair reported out the life giving forces that emerged from the interviews. Then those pairs became a part of groups of six to eight to share the paired experience and to develop themes. These was much consensus around the following :
- Competent staff in emergency response
  - Good communication between Hospital and Community Health Center.
  - Respect to each other
  - Solid Team work, work with heart and sincere
  - Strong Commitment and excellent service
  - Leadership
  - Work hard
  - Discipline
  - Responsible
  - Optimistic
  - Integrated management
  - Patient safety
  - Low profile

During the inquiry participants shared their impression, that they have a lot of strengths which they have not realized. They found that they have power to change the behavior of staff at their hospital and health centers. They felt powerful and energetic. They did not aware that they have strengths and spirits to help other people through their services.

#### 8. Provocative Propositions:

- a. Hospital and Community Health Center staff is ready to serve emergency Obstetric and neonatal care. We do hope community satisfies with our service.
- b. To reduce maternal and neonatal death are a must.
- c. Let's together to make a hospital is a choice.
- d. To save mother and baby is our commitment and responsibility through excellent, sincere and honest, discipline and systematic service.
- e. We are ready to serve emergency at any time
- f. To save mother and baby until the last efforts. We save the mother and baby by working together and immediate and the right treatment

#### 9. Strategic Intension

By using the provocative propositions as our guide, the group flesh out the strategic intension and steps:

- a. Providing equipment and infrastructure
- b. To increase the Competency of Human Resources
- c. To develop SOP of Care
- d. Advocacy of funding
- e. To develop MOU of referral system including the flow of clear and integrated referral system
- f. Improving the quality of emergency obstetric and neonatal
- g. Non Discrimination services
- h. 24 hours service
- i. Conduct Routine Monitoring and evaluation
- j. Solid teamwork
- k. Partnership

#### 10. Impact or Result.

It was so amazing. The participants expressed their impressions that this is the first time they come to the workshop with different approach and very touching. The have cane to hundred s meeting but they never had such wonderful experience with

positive environment and everybody involved. For example, individuals expressing greater appreciation for each other and bring their strength to the process. And they were surprising when they knew other colleagues showed the creativity and innovation during developing visual images. Everybody promised to her/himself to give better service to patients. I saw the group is behaving in ways that promote respect and encourage and enthusiasm to learn more about referral system. Even participants from planning bureau said that she will support if there is budget request to improve the quality service of hospital and community health centers. And she asked The Provincial Health Office to send formal letter to the Mayor so each district/city will improve the quality of service of Hospital and community health center in their areas. The group supports each other through the individual and group change in their districts/cities.

This is the first time in West Sumatera using AI, and they still need assistance how to continue the spirits and energy which they got during the workshop.

As a result of this workshop Provincial Health Office has made commitment as follow:

- a. Districts/cities will map the possibilities and challenges of (Human resources, Coverage, equipment and infrastructure).
- b. District/city will choose priority area of Community Health Center
- c. District/city will decide the strategy and steps of intervention
- d. Will decide the short term, middle and long term target
- e. District/city will choose and decide Local Specific Activities
- f. District/city will form the Working Group of Saving mother and baby life to be responsible to develop the referral system network based on working group guidelines.
- g. To allocate budget from District budget allocation and from CSR and others.

The group process has contributed to relationship building through discussion, and moved forward as district group and continue to follow-up in its district/city.

Individuals will also support the provocative proposition that has been made during the workshop.

11. Support for On Going success: As a facilitator I will support them to continue AI approach in each hospital and community health center in West Sumatera.

12. My wishes for inquiry Lesson learned

My wish was that hospital and Community Health Center will able to look differently at each other to find their strengths and realize that each person can do more to give better service in emergency response in maternal and neonatal care. I am sure that they know how to propose their budget to achieve their dreams and destiny.

In term of doing AI workshop, I have really struggled with time and handle 97 people are not easy, since I am the only person has participated in AIFT. On the other hand, I am so impressed with the enthusiasm of all participants, even they still energetic although the session finished until about 11:00 PM. They tried to give the best and shared the strength they had especially during development of visual image. I am also so grateful working with people with full of Minang culture influenced, they used the tradition when they developed visual image such as Pantun is kind of Poem and singing. I am sure there will be a big change in hospital and community health center in West Sumatera.

My best experience was I have had experience in AIFT in Las Vegas , so I tried to do my best with passion and participants so impressed with the way I facilitated and the way I introduced them AI approach. Almost all participants asked me how can I stand with strong stamina from morning until night. The first thing was what I have done was for the mother and baby life, and I believe God gave me power and spirits to do that. The second thing was I saw the enthusiasm of participants looked how happy they were and this was the first time in their life meeting with very positive environment and everybody praised each other and they know other strength that can help them to improve the quality of their hospital and health center in emergency obstetric and neonatal care. One of Obstetric and gynecology even mentioned very personal in front of all participants ( “I can’t believe that you are not young and already menopause still energetic although already 11:00 PM. I am proud of you and you are really amazing. You are really a model for us and we will try to do the best to our people ”). The other man said “ If your dream is want to change people in Indonesia, I will change people in the world. You already inspired me”). I felt good when I can see people want to change and do more. That’s my dream. At least I have spread out the “virus “ of AI in West Sumatera. Since so many people inspired, I have to improve myself to be better in facilitation of AI.

I am now trying to use AI in every chance I have, in my family, my church community and in my office. I also learned to be always positive and use the power of words to change the world.

### 13. Permission to share.

Any information, pictures and video can be shared.

14. Attachment

INTERVIEW GUIDE

POSITIVE TOPIC: “BUILDING CAPACITY FOR IMPROVING THE QUALITY OF EMERGENCY OBSTETRIC AND NEOTAL CARE AT HOSPITAL AND COMMUNITY HEALTH CENTER IN WEST SUMATERA.

”

Introduce yourself .....Thank you for meeting with me. Before we begin, I want to explain how this interview will be used. Your stories, hopes and dreams for the future will be shared at the BUILDING CAPACITY FOR IMPROVING THE QUALITY OF EMERGENCY OBSTETRIC AND NEOTAL CARE AT HOSPITAL AND COMMUNITY HEALTH CENTER IN WEST SUMATERA.

an event hosted by the Provincial Health Office and scheduled for December 17, 2013. What you will tell me is confidential, however, with your permission we would love to attribute your name to your story or quotes. At the end of the interview I will ask you how you feel about this and get your permission if you are interested in sharing your thoughts with others in this way.

It is our hope that each of us will be transformed by our relationship with each other and our collective understanding of AI in “BUILDING CAPACITY FOR IMPROVING THE QUALITY OF CARE OF HOSPITAL AND COMMUNITY HEALTH CENTER IN WEST SUMATERA”

For this purpose, we have chosen the positive topic for you : “BUILDING CAPACITY FOR IMPROVING THE QUALITY OF CARE OF HOSPITAL AND COMMUNITY HEALTH CENTER IN WEST SUMATERA” so you can experience some of the power of AI. This is where you will discover the generative and life giving forces of powerful learning to inspire positive change.

Interview Tips:

1. Listen deeply. It is not a back and forth dialogue. From time to time, you can say things like , “Tell me more about that.....
2. Allow time to actively read (and understand) the interview guide.
3. Trust the proses.

Instructions:

1. Using the questions below. Person A interviews Person B for 30 minutes, taking brief notes, and asking follow-up questions as appropriate. Then Person B interviews Person A for 15 minutes, taking brief notes and asking follow-up questions as appropriate. Note the the approximate time you will have for each questions. Please complete a Summary Sheet for the interview you conducted. Use the Summary format .
2. Read the questions as written and complete all the questions

Interview Wrap up :

Thanks for taking the time to share your thoughts with me. I've learned a lot about you, this organization, and our possibilities for the future. For us to make full use of all your thoughts and ideas, I'd like to be able to freely share this interview with others I'm guessing this won't be a big deal for you, since the things you've shared are examples of the best service of hospital and health center. Just so we're sure that your ideas are being represented in a way that's comfortable for you; let's review the answers you've given. Please let me know if there's anything I've misunderstood. Also, let me know if there's anything in those notes that you're unwilling to have quoted or attributed to you at our summit event.

(NOTE: Either read or let them read your notes....) Again, thanks for your time.



Interviewer Name: \_\_\_\_\_ Interviewee Name: \_\_\_\_\_

1. Best Experience: 5 minutes

Tell me a story about the best times that you have had working and make you proud of working with the best hospital or health center in handling emergency obstetric and neonatal care. What is the key success? Who was involved? Describe the event in detail .

2. Values: 5 minutes

a. What do you value most about yourself and what is your most outstanding contribution to the hospital or health center in emergency response on obstetric and neonatal care?

b. When you are feeling best about work at hospital and health center in dealing with emergency obstetric and neonatal care? What do you value the best about the hospital and health center?

3. Focus for Future : 5 minutes

a. How do we become the best hospital and health center in emergency obstetric and neonatal care?

b. What three wishes would you make for better hospital and community health center in emergency obstetric and neonatal care in the future?

**INTERVIEW SUMMARY FORM**  
“BUILDING CAPACITY FOR IMPROVING THE QUALITY OF EMERGENCY  
OBSTETRIC AND NEOTAL CARE AT HOSPITAL AND COMMUNITY HEALTH  
CENTER IN WEST SUMATERA.

***DEMOGRAPHIC DATA TO BE COMPLETED DURING THE INTERVIEW***

Focus Group Facilitator Name:

Date of interview (mm/dd/yy): //

Name of person you interviewed (Interviewee):

Name of Interviewee’s Organization:

Organizational position or title: Interviewee’s contact information (for report confirmation):

Email:

Phone:

Interviewer name:

Would you recommend this person for follow-up? (Clarity needed; for videotaping, using quotes, etc.) **Please list the specifics.**

**Consent Agreement:** Did the interviewee give permission for: You to attribute his/her name to their story and or quotes? Yes No

His/her name to be listed as an interviewee without any information being attributed to him/her? Yes No

**Interview Summary Data:**

1. What were the one or two best quotes from this interview?

2. What were the one or two best stories from this interview? Please write these in the first person (as though the participant were speaking), with rich detailed description.

3. What was the most inspiring dream for the future of the hospital and health center in emergency obstetric and neonatal care and the community?

## AGENDA

***Appreciative Inquiry – half Day Workshop  
December 17, 2013  
04:00 – 05:30 PM and 07:30 – 11:00 PM***

| <b>Time</b>      | <b>Content</b>   |
|------------------|--|
| 04:00 – 04:05 PM | <b>Introduction to the session</b> – introduction, purpose, agenda   |
| 04:05 – 04:10 PM | <b>Introduction to key concepts of Appreciative Inquiry</b>  |
| 04:10 – 04:30 PM | <b>Engage in Appreciative Inquiry</b> – topic “-“BUILDING CAPACITY FOR IMPROVING THE QUALITY OF EMERGENCY OBSTETRIC AND NEOTAL CARE AT HOSPITAL AND COMMUNITY HEALTH CENTER IN WEST SUMATERA.  |
| 04:30 – 05:00 PM | <p><b>Discovery Part 1:</b> : paired story telling in answer to the questions (interview guides)</p> <ol style="list-style-type: none"> <li>1. Best Experience: 5 minutes<br/>Tell me a story about the best times that you have had working and make you proud of working with the best hospital or health center in handling emergency obstetric and neonatal care. What is the key success? Who was involved? Describe the event in detail .</li> <br/> <li>2. Values: 5 minutes               <ol style="list-style-type: none"> <li>a. What do you value most about yourself and what is your most outstanding contribution to the hospital or health center in emergency response on obstetric and neonatal care?</li> <br/> <li>b. When you are feeling best about work at hospital and health center in dealing with emergency obstetric and neonatal care? What do you value the best about the hospital and health center?</li> </ol> </li> <br/> <li>3. Focus for Future : 5 minutes               <ol style="list-style-type: none"> <li>a. How do we become the best hospital and health center in emergency obstetric and neonatal care?</li> <li>b. What three wishes would you make for better hospital and community health center in emergency obstetric and neonatal care in the future?</li> </ol> </li> </ol> |
| 05:00 – 05:30 PM | <b>Discovery Part 2:</b> share highlights ( <i>surfacing the positive/life-giving core</i> )from the interviews with small group (6-8 people) and  |

|                  |   |
|------------------|---|
|                  | identify themes. Select the theme that has the most energy for your group to take into the Dream phase.   |
| 05:30 – 07:30 PM | Break and Dinner  |
| 07:30 – 08:00 PM | <b>Dream Part 1:</b> in small groups - imagine your ideal of THE best Hospital and Health Center in emergency obstetric and neonatal care. Using your Discovery theme create a visual image on the flip chart to represent your preferred future for this theme. Post your flip chart images on the wall and take an opportunity to look at other groups' images  |
| 08:00 – 08:15 PM | <b>Dream Part 2:</b> write a provocative proposition ( <i>bold, affirmative, grounded in what is, provokes action, present tense, desired</i> ) for this image of your preferred future that fosters THE best Hospital and Health Center in emergency obstetric and neonatal care. Put onto flip chart.   |
| 08:15 – 08:45 PM | <b>Sharing provocative propositions</b> – Ask everyone to stand up and pass the PPs from table to table and have as many people as possible read them in 5-7 minutes. The group was asked not just to glance at them but to really think and reflect on what they were reading and how that PP could impact the future of Hospital and Health Center.   |
| 08:45 – 09:15 PM | <b>Design</b> : discuss ideas for how to how to make the preferred future happen in table groups.   |
| 09:15 – 09:45 PM | <b>Share Design highlights from groups to whole</b> -- Popcorn some of these ideas into the room  |
| 09:45 – 10:15 PM | <b>Summary: Delivery/Destiny</b> is living that future of THE best Hospital and Health Center in emergency obstetric and neonatal care continuing to re-discover/dream/design and to propel the hospital and health center forward.   |
| 10:15 – 10:45 PM | <b>Individual reflection – 1 min. free write</b><br><input type="checkbox"/> You have an opportunity now, as an individual, to publicly...<br>o State a simple commitment<br><br>o Make an offer<br><br>o Articulate a request<br><input type="checkbox"/> Be bold, creative and innovative!<br><br>Speaking the commitment into the room -- ask everyone to stand and (all at once) speak what they have written into the room and commit to moving toward it. |
| 10:45 – 11:00 PM | <b>Close and thank you</b>  |

## Result of Group

### 1. Serious Group

#### a. The themes from interview

- Support from 1 Obgyn in City
- Access of ambulance
- Hospital functioned
- Competency of staff in emergency response on Shock, post partum hemorage, sepsis)
- Effective communication
- Advocacy for budgeting

#### b. Visual Image (Poem)

My dream health center is health center of emergency obstetric and neonatal care

My dream hospital is hospital of emergency obstetric and neonatal care

There is always ready ambulance

Clear and integrated referral system

Readiness of staff

To save mother and baby.

#### c. Provocative Proposition

Our Hospital and health center is ready for emergency obstetric and neonatal care. We have complete instruments and infrastructure. Staff are ready to give service. We hope communities satisfy .

#### d. Design/Destiny

##### Commitment

- Excellent Service
- Completeness of equipment and tools
- Enough funding
- Clear and integrated referral system
- Competent staff, work with heart, sincere and responsible

##### Make an offer:

- Working with Sincere

### 2. Siip Group

#### a. The themes from interview

- Low profile head of Health Center
- Respect other strength and team work
- Responsive Obgyn to improve the competency of midwives
- Hospital Ready to accept midwives from village for intensive

- Willingness of team work working with limited resources
- 

**b. Visual Image (Local Poem : Pantun in local language)**

Pai makan ka pakan akaik  
 Jan lupu jo sayua toge  
 Kalau niyo ibu anak salamaik  
 Jan lupu sadiokan SPOG

Jalan-jalan ka Sawah Lunto  
 Singgah dahulu di Silungkang  
 Rumah Sakik nio bakarajo samo  
 Kami tarimo bidan untuk magang

Badaruak-daruak karupuak jangek  
 Dimakan jo goreng maco  
 24 jam tatap sumangaek  
 Jo kondisi apa adonya

**c. Provocative Proposition**

To reduce maternal and neonatal death is a must !!!!!

**d. Design/Destiny  
 Commitment**

- Update skill of emergency team
- Hospital and Health Center are ready to improve the quality of emergency obstetric and neonatal care
- No Discrimination, quick response and right intervention
- To identify the instrument and equipment of emergency obstetric and neonatal care
- Communication and coordination ( on line 24 hours)

**3. Communication Group**

**a. The themes from interview**

- Communication
- Togetherness
- Solid team work
- Help community
- Work hard
- Hospital dream
- Sincere
- Tough staff

**b. Visual Image**

With good collaboration and communication we create solid teamwork to achieve Dream Hospital ( Hospital Idaman ) .

I = Ikhlas = Sincere

D = Dalam = in

A = Aplikasi = Application

M = Maternal

A = And

N = Neonatal

**c. Provocative Proposition**

Let's together to create Dream Hospital (Hospital Idaman)

**d. Design/Destiny**

**Commitment**

- To improve the capacity of staff to create solid team work

**Make an offer:**

- Advocacy to decision making

**Articulate a request**

- Support from related sector, program and NGOs in implementing Expanding Maternal and Neonatal Survival (EMAS) Program.

**4. Commitment Group**

**a. The themes from interview**

- Commitment
- Responsible
- Team work
- Discipline
- Communication
- Honest
- Work hard
- Smart
- Optimist and systematic
- Enthusiasm
- Excellent service

**b. Visual Image (Song)**

Mana-dimana Poned Ponek kami ( Where is our emergency obstetric and neonatal care)

Poned Ponek kami ada di Sumatera Barat (Our Emergency obstetric and neonatal care is in West Sumatera)

Mari bersama kita berkomitmen ( Let's make our commitment)

Menjalin kerjasama agar kita Berjaya (To create collaboration to be successful)

Reff:

Aki akb turun ( Reduced maternal and neonatal death)

Pelayanan kita prima (Our service excellent)

Ini adalah komitmen kita bersama ( That's our commitment)

**c. Provocative Proposition**

Our Commitment and responsibility are to save mother and baby through excellent, honest, discipline and systematic service.

**d. Design/Destiny**

- To provide equipment and instruments
- To improve the capacity of staff through technical training
- To provide SOP
- Advocacy to Local Government/decision making of funding allocation
- To develop MOU of maternal and neonatal referral system between Local Government, District Health Office, Hospital and related sector

**5. Solid Group**

**a. The themes from interview**

- To open maternal and neonatal referral system
- Solid Team work
- Motivation
- Mentoring emergency obstetric and neonatal care
- Better service

**b. Visual Image (Song of Sempurna..... (Perfection...))**

Selamatkan ibu, selamatkan bangsa

(Save mother, save nation)

Solid 3x Yes!!!

Kudampingi dirimu saat kau butuhku

( I always beside you when you need)

Kau adalah temanku yang selalu membantu

( You are my friend who is always helpful)

Ntuk selamatkan ibu dan bayi Indonesia

(To save mother and baby of Indonesia)

**c. Provocative Proposition**

We are ready to be solid team of emergency obstetric and neonatal care.

**d. Design/Destiny**

- We are ready to become solid team of emergency obstetric and neonatal care



- Implement the right management of emergency obstetric and neonatal care
- Provide equipment and instrument
- Conduct routine monitor and evaluation
- Continuing education and improving the quality of staff
- Advocacy to Local Authority
- To develop network with hospital within the district/city

## 6. Emergency Group

### a. The themes from interview

- Able to handle emergency
- Involved all staff at emergency room

### b. Visual Image

Picture ....

Poem :

Dimalam yang sunyi

(In the quine night)

Bunyi sirine si jari emas.... Meraung-raung

(There is sound of Sirene..... aunnnnggg.....aunnnnggg)

Mengejutkan semua orang di IGD

(To shock everybody at emergency room)

Operator si Jari EMAS ..... Membaca, menganalisa, memberi jawaban

(ICT operator.... Reading, analizing and giving response)

Rujuk segera ke RS

(Refer to Hospital)

Tim Ponek

(Emergency obstetric and neonatal care Team)

Akhirnya 15 menit kemudian sirene ambulance meraung-raung...

Finally after 15 minutes sirene of ambulance make a noise aunnnnggg....

Mengejutkan

(Shocking)

Tapi tim Ponek , dokter spesialis, dokter jaga, perawat, bidan dan tim penunjang medik telah siap untuk melakukan tindakan secara cepat dan tepat. Ponek si jari EMAS....

Emergency obstetric and neonatal care team, Obgyn, in house doctor, nurse midwives and supporting staff are ready to give the right treatment immediately . Emergency obstetric and neonatal care ICT.....

### c. Provocative Proposition

Ready to serve emergency at any time.

### d. Design/Destiny

**Commitment:**

- Always update the competence of staff in emergency obstetric and neonatal care.
- Hoping Local Government will support the equipment and instrument including improving the competency of staff.

## **7. High Achievement Group**

### **a. The themes from interview**

- High Achievement
- Excellent Service
- Motivator
- Team work
- Communication
- Patient Safety
- Leadership
- Integrated management

### **b. Visual Image ( Song.... Sayang Ibu / To love mother)**

1 1 kita perlu tim work  
 ( 1 1 We need team work)  
 2 2 Pasien harus selamat  
 (2 2 Patient safety)  
 3 3 Manajemen terpadu  
 (3 3) Integrated management)  
 1 2 3 Pasti berprestasi  
 (1 2 3 high achievement)

### **c. Provocative Proposition**

Let's save mother and baby with all efforts.

### **d. Design/Destiny**

- To implement the best quality service of delivery
- To improve the competency of staff in maternal and neonatal care
- Standardize care of emergency obstetric and neonatal care
- To give the best effort in saving mother and baby life at hospital and health center.

## **8. Pass Group**

### **a. The themes from interview**

- Immediate response of Solid Emergency team in patient safety
- Sincere and honest
- Confident

### **b. Visual Image ( Song ... Posyandu)**

Ibu Selamat bayi Sehat (Lagu Posyandu)  
Mother save and baby healthy

Ayo kita kerja bersama-sama  
( Let's working together)  
Menolong pasien gawat darurat  
(To help emergency patient)  
Agar ibu selamat dan anak lahir sehat  
(To save mother and healthy baby)  
Dengan tindakan cepat dan tepat  
(With accurate and quick inetervention).

**c. Provocative Proposition**

We save mother and baby life through team work and accurate and quick response.

**d. Design/Destiny**

- Commitment of local government in reducing maternal and neonatal death
- Solid team of emergency obstetric and neonatal care
- Providing complete equipment and instrument

Some Pictures

During interview





Life Giving Force



Visual Image



Provocative Proposition



Discussion during Design/Destiny

