



Indonesia's experience in implementing accreditation programs for primary healthcare facilities

IHEA Conference
Bali, July 20th 2025

dr. Imran Pambudi, MPH
Ministry of Health Republic of Indonesia



Australian Government
Department of Foreign Affairs and Trade

Gates Foundation



THE WORLD BANK
IBRD • IDA | WORLD BANK GROUP

LIST OF CONTENT

1. Background
2. Primary Health Care Transformation
3. Overview of Accreditation in Indonesia
4. Challenge and The Way Ahead

Background: Indonesia, the world's largest archipelagic nation



Decentralized health system

- designed to ensure that healthcare policies and services can be tailored to the specific needs of each region, while still adhering to central government policies



Healthcare Facilities

- Hospitals: 3,236
- **Puskesmas (community health centre): 10,268**
- **Private Clinics: 19,780 (primary)** and 3,601 (specialist)
- Public Health Laboratories: 294
- Medical Health Laboratories: 689
- Blood Management Units: 255 (independent), 193 (hospital)
- **Private Practitioner (14,148 GPs and 8,317 Dentists)**



Geographical Diversity

- more than 17,000 islands; 6,000 inhabited islands

Ethnic and Cultural Diversity

- rich cultural and ethnic diversity



Population

- Over 285 million people, making it the fourth most populous country in the world

Administrative Divisions

38 provinces, 514 Districts, 7,277 sub-districts, > 83,000 villages



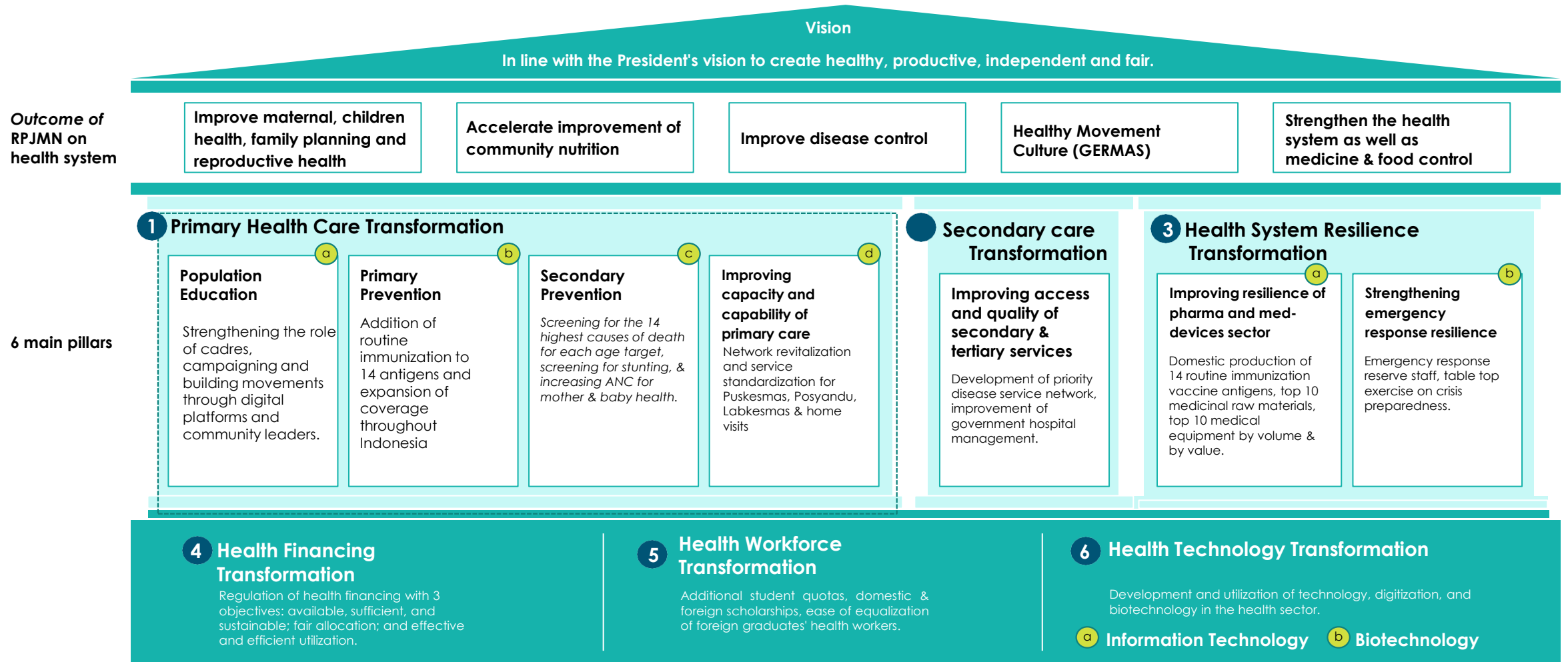
- Primary Health Care is the **backbone of the healthcare system** in Indonesia
- Challenges in implementing healthcare policies: **ensuring quality of services** to maintain effective healthcare delivery (good, equitable and affordable)

LIST OF CONTENT

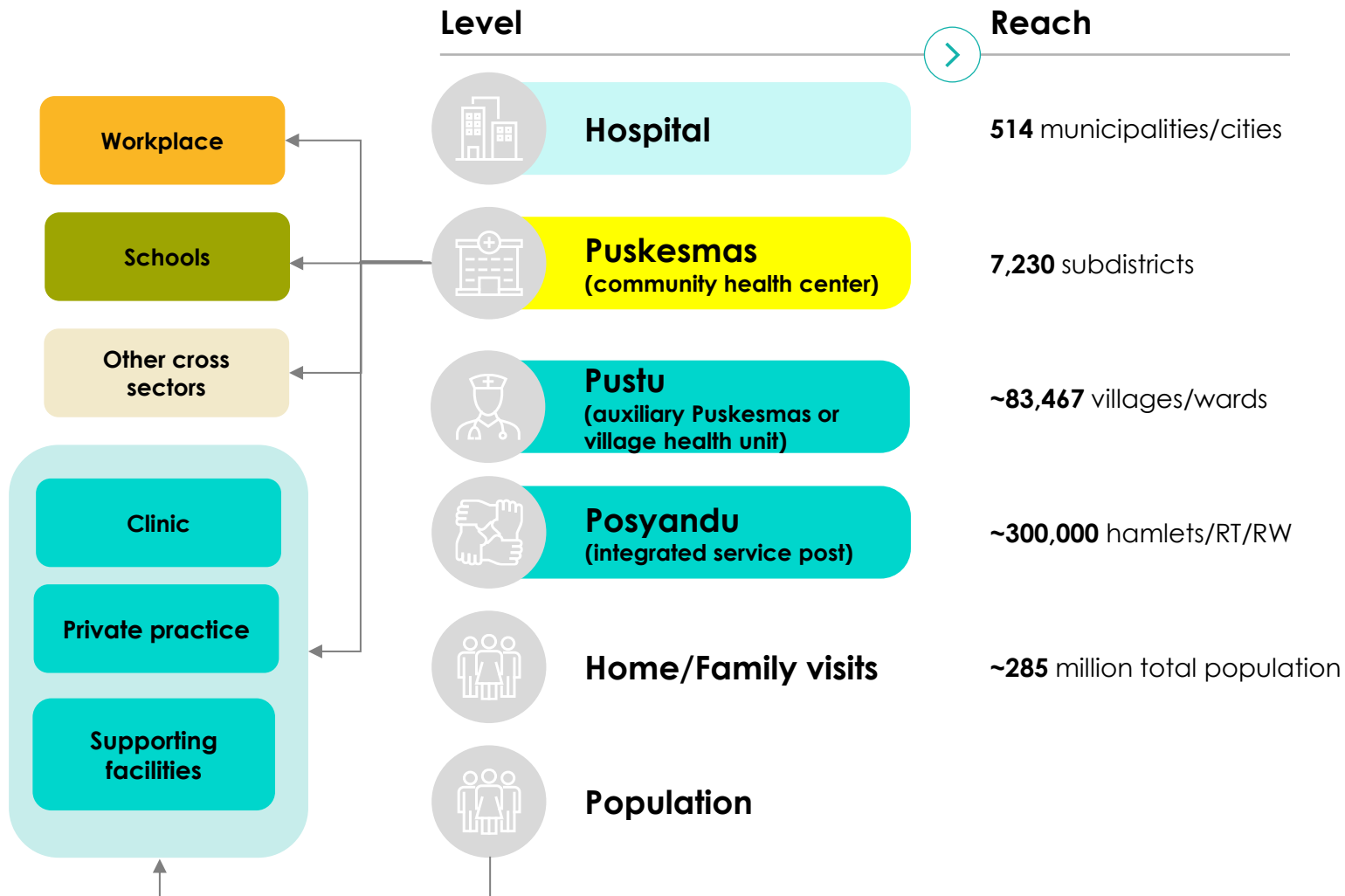
1. Background
- 2. Primary Health Care Transformation**
3. Overview of Accreditation in Indonesia
4. Challenge and The Way Ahead

Primary health care is the first pillar in Indonesia health system transformation

The 6 pillars of transformation supporting the Indonesian health system:



The transformation is conducted by restructuring primary healthcare network



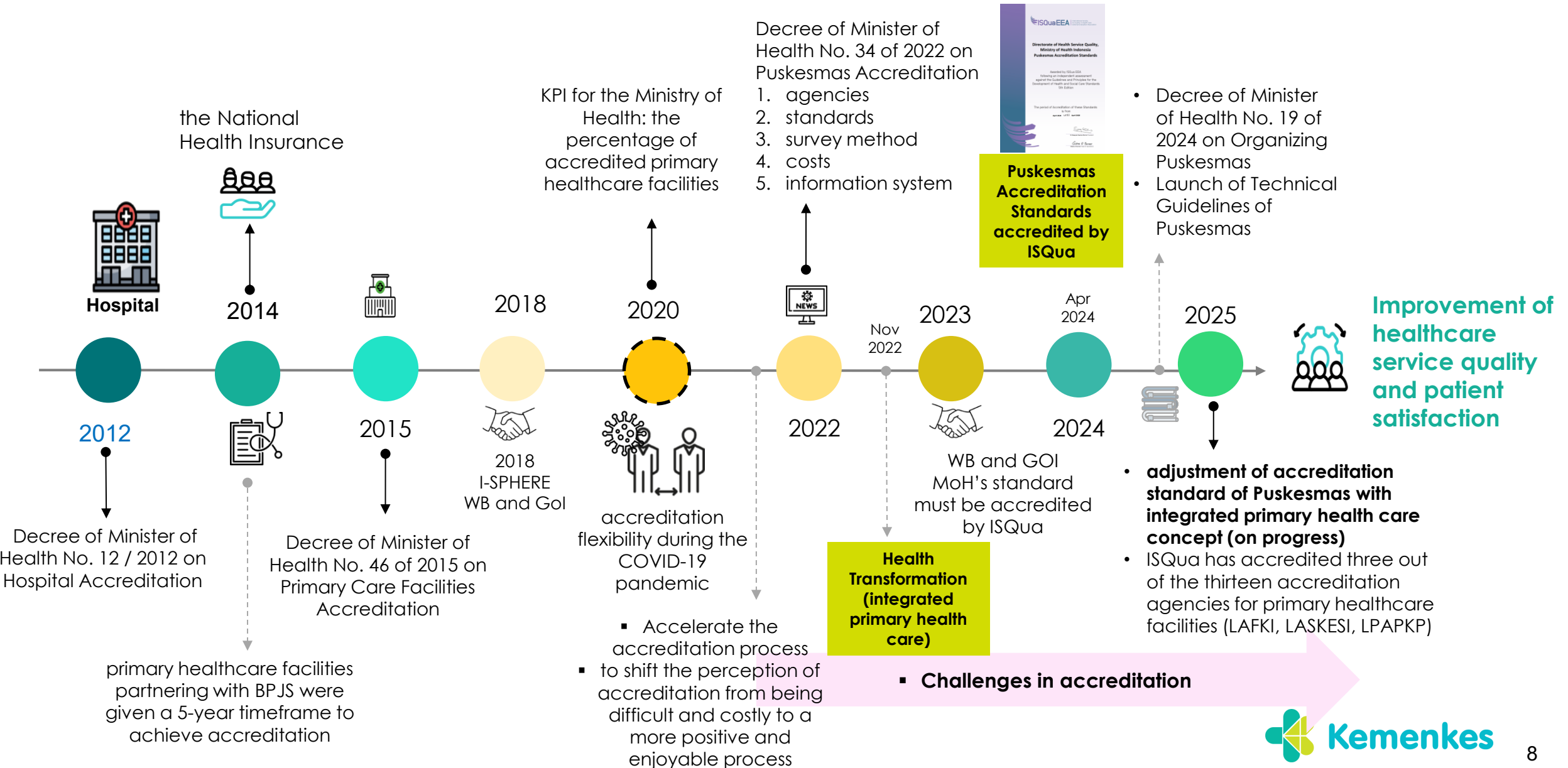
Puskesmas and its 5 networks:

- 1 Primary care facilities**
 - Clinic/private practice
 - Pustu/village health unit
 - Posyandu
- 2 Educational facilities (schools)**
- 3 Workplace**
- 4 Referral care**
- 5 Cross-sector agencies**

LIST OF CONTENT

1. Background
2. Primary Health Care Transformation
- 3. Overview of Accreditation in Indonesia**
4. Challenge and The Way Ahead

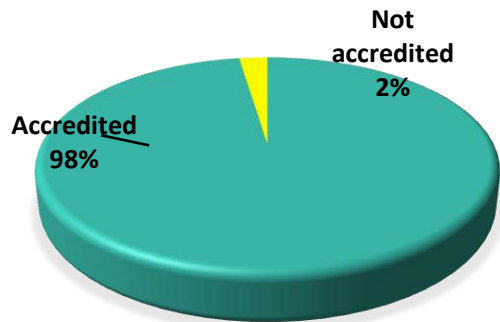
Overview of the evolution and implementation of healthcare facility accreditation in Indonesia



Accreditation of primary healthcare facilities and public health laboratories



Puskesmas



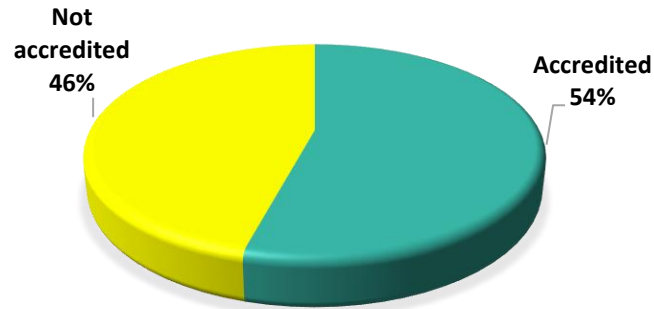
- Number of accredited **10,023 (97,6 %)**
- Number of not accredited **245 (2,4 %)**
- Total number of Puskesmas **10,268***

Status of Accreditation

Paripurna	6,362 (63,5%)
Utama	2,678 (26,7%)
Madya	818 (8,2%)
Dasar	165 (1,6%)



Clinic (Pratama)



- Number of accredited **10,337 (54,2 %)**
- Number of not accredited **8,735 (45,8 %)**
- Total number of Clinic in primary care: **19,072***

Status of Accreditation

Paripurna	8,390 (81,4%)
Utama	1,534 (14,9%)
Madya	385 (3,7%)



Public Health Laboratory



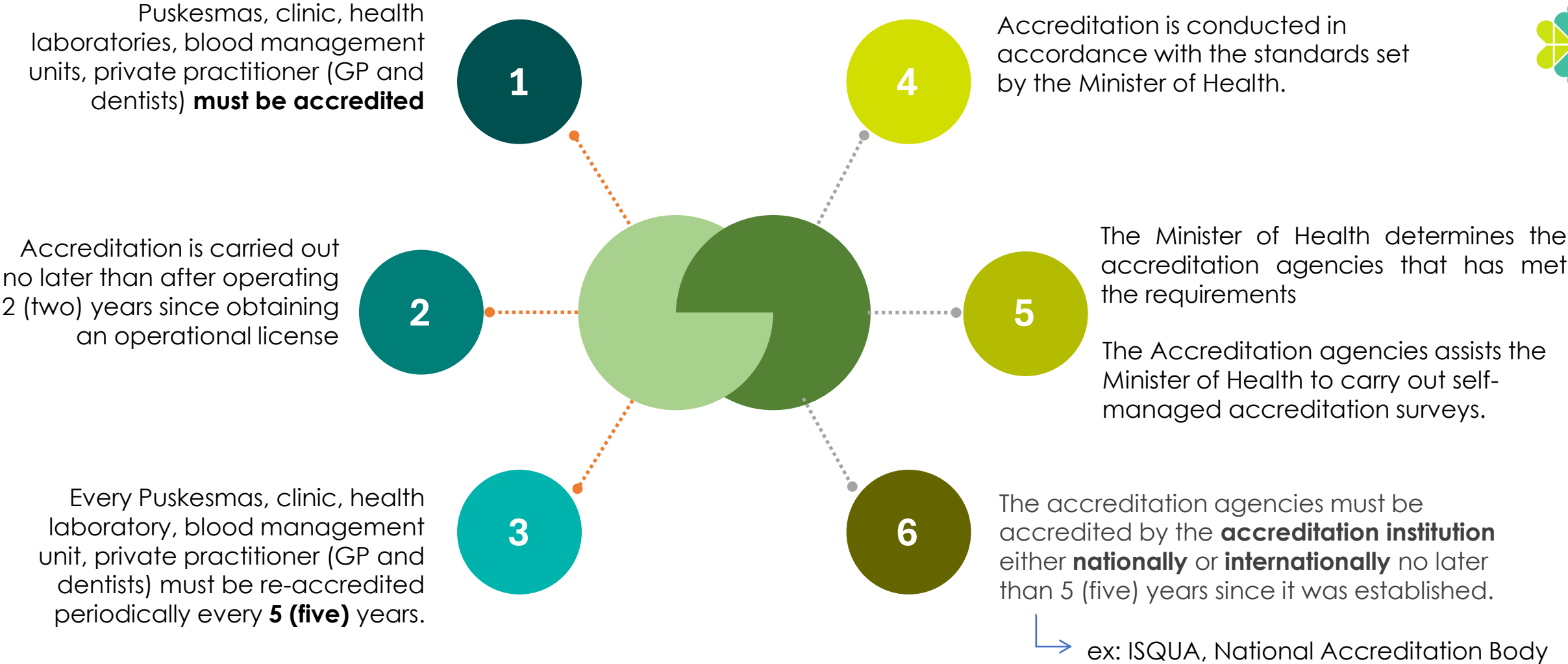
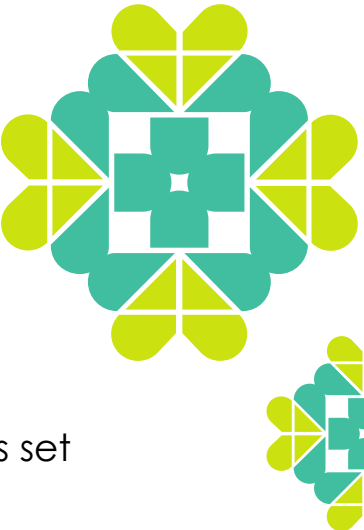
- Number of accredited **124 (42,2 %)**
- Number of not accredited **170 (57,8 %)**
- Total number of Public Health Laboratory **294***

Status of Accreditation

Paripurna	18 (14,5%)
Utama	106 (85,5%)

Accreditation in Primary Health Care Facilities

Decree of Minister of Health No. 34 of 2022 : on Accreditation of Puskesmas, Clinic, PH Laboratory, Blood Management Unit, Private Practitioner (GP and Dentist)



Healthcare Facility Accreditation Process



PREPARATION

Fullfillment of infrastructure and medical devices, human resources, and standardized health service

- Self Assessment
- Preparation of a quality improvement program
- Measurement and reporting of national quality indicators
- Reporting of incident of patient safety

IMPLEMENTATION

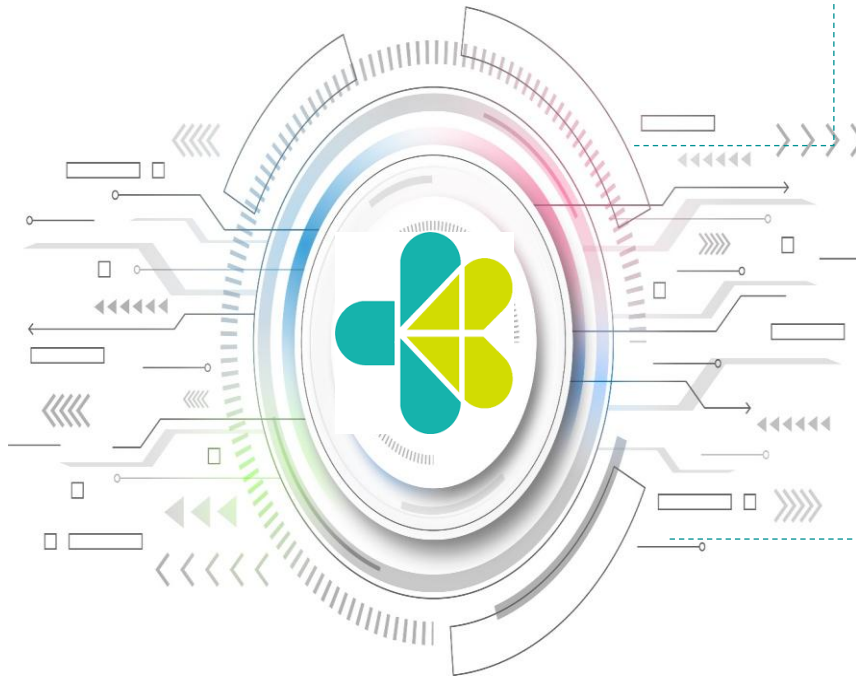
External Assessment by Surveyors

- Assesment/Survey (online and onsite)
- Determination of accreditation status.

POST ACCREDITATION

Improvement Post Accreditation

- Create and implement a strategic improvement plan (progress report)
- Maintain through quality improvement program



LIST OF CONTENT

1. Background
2. Primary Health Care Transformation
3. Overview of Accreditation in Indonesia
4. Challenge and The Way Ahead

Indonesia as a global frontrunners in upper middle-income countries by the number of accredited primary care facilities

...Although more than 97 percent of Puskesmas have been accredited by the ISQua-accredited standards, there are still 245 Puskesmas that have not been accredited yet because of geographic and access challenges. Accreditation achievements for clinic and public health laboratories also still need to be improved....



Moving Forward:

- Adjustment of accreditation standard of Puskesmas with integrated primary health care concept
- Enhancing PHO and DHO's ability on continuous supervision, monitoring and evaluation to:
 - ensuring credible accreditation process
 - ensuring quality improvement before and post accreditation, including patient safety and patient satisfaction
- Strengthening the accreditation information system
- Accreditation agencies by national accreditation body

Update 2025: all areas are dark green (accreditation rate 75-100%), except for Mountain Papua (59%) and Central Papua (40%)



Accreditation rate in (%) across regencies by 2023

