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Home Care Dottoro'ta As a Development Program Smart City in Makassar City, Indonesia

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ABSTRACT

The purpose of this article is to see the extent to which the Dottoro'ta home care is carried out as part of the smart city development program in Makassar City. The method used is a descriptive-qualitative approach which carries a literature study and uses the VOSviewer application in supporting dottoro'ta assembled research mapping. The result of this study is that the relationship between smart cities and technology is a support for the presence of Home Care Dottoro'ta in Makassar City. This is the latest innovation implemented in Makassar City. The home care service program or dottoro'ta is the first health service in Makassar that serves patients at the patient's home, by calling service 112 and connected to the home care service or dottoro'ta. Services that are on standby and handled by professional health workers, help with adequate medical measures, administration of medicines according to the patient's illness ambulance service refers to the hospital. By providing 48 units of Home Care cars complete with medical equipment placed in 46 Public Health Centers (PUSKESMAS) and health offices in Makassar City, it is a fairly helpful first step even though it is not optimal in facilities and infrastructure, especially makassar city has 16 sub-districts and related to Dottoro'ta is closely related to implementation, home care services, health service innovation, smart city, doctors and the best price.

Keywords: Dottoro'ta, home care, smart city

ABSTRAK

Tujuan artikel ini adalah untuk melihat sejauh mana terlaksananya home care Dottoro'ta sebagai bagian dari program pengembangan smart city di Kota Makassar. Metode yang digunakan adalah pendekatan deskriptif-kualitatif yang mana mengusung sebuah studi pustaka dan menggunakan aplikasi VOSviewer dalam mendukung pemetaan riset terakit Dottoro'ta. Hasil dari penelitian ini ialah keterkaitan smart city dengan teknologi menjadi pendukung hadirnya Home Care Dottoro'ta di Kota Makassar. Hal ini menjadi inovasi terbaru yang dilaksanakan di Kota Makassar. Program layanan home care atau dottoro'ta merupakan layanan kesehatan pertama di Makassar yang melayani pasien di rumah pasien, dengan menelpon ke layanan 112 dan dihubungkan pada layanan home care atau dottoro'ta. Layanan yang siaga dan ditangani oleh petugas kesehatan profesional, pertolongan dengan tindakan medis memadai, pemberian obat-obatan sesuai dengan penyakit pasien pelayanan mobil ambulance merujuk ke Rumah Sakit. Dengan menyediakan 48 unit mobil Home Care lengkap dengan peralatan medis yang ditempatkan di 46 Public Health Centers (PUSKESMAS) dan dinas kesehatan Kota Makassar, menjadi langkah awal yang cukup membantu meskipun belum maksimal dalam sarana dan prasarana, terlebih kota Makassar memiliki 16 kecamatan dan terkait dengan Dottoro'ta sangat erat kaitannya dengan, implementasi, layanan home care, inovasi layanan kesehatan, smart city, dokter dan harga terbaik.

Kata Kunci: Dottoro'ta, home care, smart city

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INTRODUCTION

The presence of urban development has created many changes and ICT or information technology has become part of the government's work to improve performance, including leadership effectiveness, public participation, and information disclosure (Setiawan et al., 2022). The sophistication of technology is now an opportunity for the government, Non-Government Organizations (NGOs) and all elements of society to advance their regions through the use of technology in innovating and creating bright ideas for the success and progress of their cities (Harakan & Ferawati, 2020)

Smart city is a concept of developing, implementing, and implementing technology that is applied to an area (especially urban) as a complex interaction between various systems in it (Harlina & Mustafa, 2018). Smart City is also able to encourage regulation in a city to be more effective and efficient, because the concept is directly integrated using the ICT concept (Pramesti et al., 2020). To support various urban infrastructure development activities and provide good services to the community, local governments need adequate technology to be able to carry out all their activities. (Hasibuan & Sulaiman, 2019). The concept of Smart city was carried out during the reign of the mayor of Danny Pomanto as a means for the Makassar city government in serving the community widely and evenly by utilizing existing technological advances to create Makassar the City of the World (Nurdiassa et al., 2021).

The Home Care program *Dottoro'ta* was then born as a health service for the residents of Makassar. This Home Care innovation program is a Smart City Concept as well as the vision and mission of the Makassar city government. The concept called smart city is a concept that emphasizes a smart city order that can play a role in making it easier for people to get information quickly and precisely. Home Care is one of the health services carried out in family residences to improve and maintain family health. Home care prioritizes the fulfillment of patient satisfaction through the provision of quality health services without violating the code of ethics and quality standards of professional services (Fahrepi et al., 2019).

This home care program does not look at the status of residents, anyone can contact the call center home care Public Health Centers (PUSKESMAS) Closest to his home will be visited by a rapid reaction medical team according to the condition of the resident's illness. The medical team comes to the residents' homes consisting of nurses, doctors or midwives depending on the needs of the patient using a mini ambulance equipped with standard equipment and medicines. After that, the doctor will check the patient's condition to determine the follow-up of the patient's treatment, to be treated at the Public Health Centers (PUSKESMAS) or a hospital. If they do not need serious care, residents are only educated to have their health checked at Public Health Centers (PUSKESMAS) and 24-hour home care service (Putra et al., 2018). Home care Makassar City then became one of

the top public service innovations held by the Ministry of State Apparatus Empowerment and Bureaucratic Reform in 2016 (Irham, 2017).

This health service based on information technology and innovation is one of the flagship programs of the Mayor of Makassar. The program is the Home Care and Telemedicine Program in the city of Makassar which was launched in 2015 based on Makassar Mayor Regulation Number 6 of 2016 is a service innovation program in the health sector from the Makassar City Government (Haswira et al., 2019). This program provides 48 units of Home Care cars complete with medical equipment placed in 46 Public Health Centers (PUSKESMAS) and health offices in Makassar City. This program also utilizes Artificial Intelligence which can help and facilitate the service process, as well as Big Data which is used to collect public information from every transaction that occurs.

This information can later be used by the government as a weapon to recognize public health needs (Maulana, 2021). The home care and Telemedicine programs, in fact, are an effort to maximize the work of Public Health Centers (PUSKESMAS) as the front line in efforts to improve the degree of public health, in this case providing first aid before patients / communities are referred to hospitals for further treatment. This will reduce patient buildup in the Intensive Care Unit (ICU) room (Haswira et al., 2019).

This Home care program is the most appropriate solution to anticipate the number of patients who are not accommodated in the hospital. The existence of this home care will also make health services in the city of Makassar expected to be plenary and comprehensive. However, in the implementation of Home care in Makassar City, there are still various obstacles, namely there are still many people around who do not know about what Home care is, how to contact Home care, and what are the conditions for getting Home care services. Based on the explanation above, researchers are interested in knowing how the pace of development of Home Care "Dottoro't a" is in improving the quality of health services to support the achievement of good governance in Makassar City.

METHOD

This research uses a descriptive-qualitative approach that carries a literature study. Where previous research research is used as a source for the author's back in studying and answering the formulation of the problems that have been raised. Making articles, news and websites related to Home Care Dottoro'ta in Makassar City. In addition, the author also uses the VOSviewer application in determining mapping related to research topics. This research focuses on seeing the pace of development of the Dottoro'ta Home Care Program in improving the quality of health services as part of the smart city and in order to achieve good governance in Makassar City.

RESULTS AND DISCUSSION

Home Care Dottoro'ta

The Makassar City Government has been trying to create the concept of a healthy society for the past few years through the policies it has made. One of these policies regarding public health is through the Home Care program which is run intensively and continuously as a way to create quality health services to the community. Home care services are sustainable and comprehensive health services that are provided to individuals and families where they live and, aiming to improve, maintain or, maximize the level of independence and minimize the consequences of disease free of charge. Home care is a home visit service provided to individuals and families in their residences free of charge with the aim of increasing, maintaining, or maximizing the level of independence and minimizing the consequences of illness. Home Care makes health services in Makassar City more perfect, holistic and comprehensive.

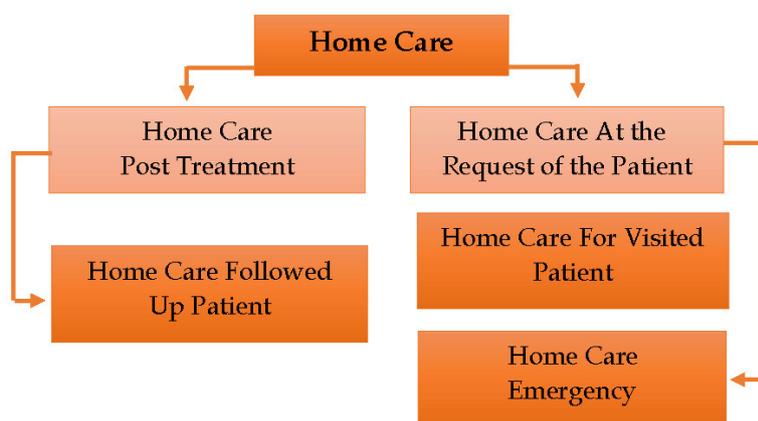


Figure 1. Form of Home Care Services
Source: Makassar City Health Office

Figure 1 explains that in accordance with Perwali No. 63 of 2015 concerning 24-Hour Home Care Services in Makassar City in order to fulfill the basic rights of the community in obtaining health services in order to maintain, increase or maximize the level of independence and minimize the consequences of disease in order to achieve optimal individual abilities. So the Makassar City Government in this case the Makassar City Health Office has implemented / run this program starting in 2015.

Home Care is a health service to residents' homes with three forms of services, including, first is Follow Up, Second, Emergency and Third, Visit. Home Care Follow up in Perwali Number 63 of 2015 concerning 24-Hour Home Care (Home Care) services in Makassar City is the provision of Home Care services provided by patients who need follow-up care after treatment in the hospital in order to maximize the patient's healing process.

The follow-up referred to in this case is when the Home Care patient has been given care by the team for two or more times.

Emergency Home Care is one type of service in the Home Care program in Makassar City. Home Care emergency according to Perwali Number 63 of 2015 is the provision of health or medical services for emergency patients in the form of first aid, therapy, and referral facilities if needed. As mentioned in the rules regarding Home Care, what is meant by emergency is an emergency patient who must be treated or get treatment quickly from a Home Care officer.

Home Care Visit is a type of Home Care program service in Makassar City. Home Care visit in Perwali 63 of 2015 is the provision of nursing or medical services for patients who have an inability to come to health care facilities. As mentioned in the regulation, it can be known that Home Care visit is a type of service for patients who are unable to come to Public Health Centers (PUSKESMAS) or hospitals, it can also be interpreted that Home Care visits are patients whose treatment is carried out with only one visit.

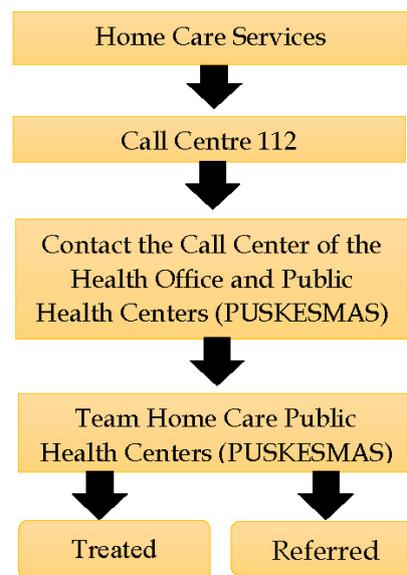


Figure 2. Home Care Service Procedure in Makassar City
Source: Makassar City Health Office

This Home Care innovation program is the vision and mission of the Mayor of Makassar. Home Care is a comprehensive and continuous health service to individuals and families in the place of residence, this service brings health services closer to the community, because of the medical personnel who come to their homes. In fact, if under the condition that it is not possible for the patient to be treated at home, the patient is immediately rushed to the hospital. Currently, there are several units of four-wheeled

operational vehicles named “Dottoro’t a” that have been alerted 1x24 hours. This Dottoro’ta is equipped with a number of drugs, other medical devices and oxigen tubes. It will even be equipped with a patient condition monitor tool that connects directly to the expert doctor through the wall room.

From figure 2, we can see that the Makassar City Home Care Service Procedure is very clear. Where to get services from the Public Health Centers (PUSKESMAS) patients / patients’ families or the public call the call center 112 so that they can get treatment from the Home Care Team. Then call center 112 contacts the Public Health Centers (PUSKESMAS) which are in the patient’s work area for follow-up. The service system itself is the first Home Care Team from the Public Health Centers (PUSKESMAS) to contact the patient number that has been given by the call center 112 and go to the patient’s location.

After arriving at the patient’s home, the Home Care team conducts an Inform Consent or process to obtain permission before providing health care to the patient’s family so that it can be followed up. After obtaining approval, the Home Care team conducts examinations on patients and provides treatment according to the patient’s condition. Then, the Home Care team provides information or education about the patient’s illness. Furthermore, in the examination of the patient’s condition, it takes an indeterminate time because it looks at the patient’s condition and the treatment itself. After the patient receives treatment, the Home Care team sees whether the patient can be treated at home or whether it should be referred to the Public Health Center (PUSKESMAS) or hospital. If you have to be referred, the patient will be taken by the Home Care team in a Dottoro’ta car and get a referral letter.

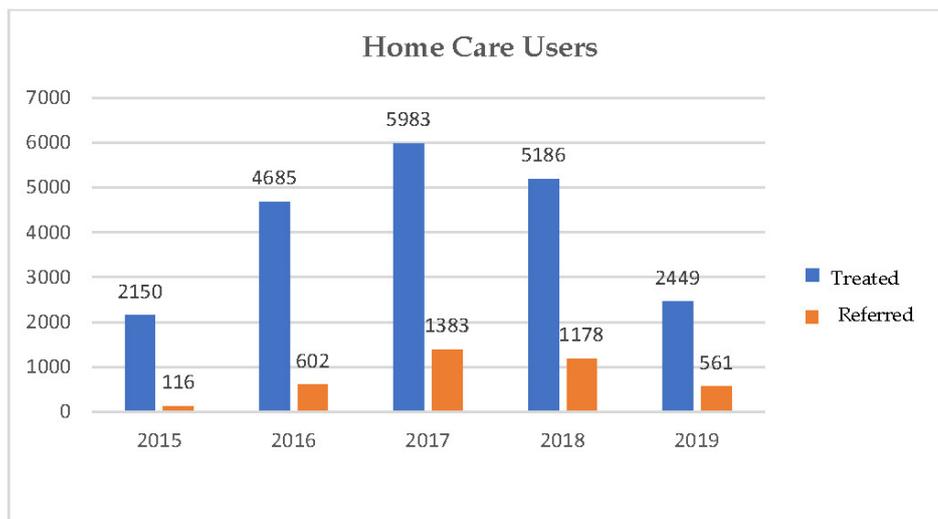


Figure 3. Home Care Users In 2015-2019
Source: Makassar City Health Office

So far Home Care users in Makassar City since 2015 until now continue to experience developments, this program provides 48 units of Home Care cars complete with medical equipment placed 46 Public Health Centers (PUSKESMAS) and health offices in Makassar City. HomeCare programs that have been implemented in 46 Public Health Centers (PUSKESMAS) as UPTD (Regional Task Implementation Units) with the number of users since 2015-2019 spread across 46 Public Health Centers (PUSKESMAS). In figure 3 we can see that people who use Home Care have continued to increase since its implementation in 2015. Where in 2015 Home Care users were 2266 people with as many as 2150 people being treated and 116 people being referred.

In 2016 Home Care users experienced an increase of 5,287 people with 4685 people in care and 602 people referred. In 2017 Home Care users reached 7366 people, of which 5983 people were treated and 1383 people were referred. In 2018 Home Care users reached 6,364 people, of which 5186 people were treated and 1178 people were referred. In 2019 Home Care users reached 3,010 people, of which 2,449 people were treated and 561 people were referred. This achievement can be proof that after 5 (five) years of implementation this program has been running quite well with the increasing number of people who use this program in receiving health services provided by the Makassar City Government.

Thus the presence of the Dottoro'ta Home Care program as a nursing service provided to patients at home, in addition to Public Health Centers (PUSKESMAS) services. The basic concept is to turn the ball waiting service into a ball pick-up by moving some of the basic health services to the homes of residents who cannot afford it. Home care ensures that residents experiencing health problems can be helped quickly.

Mapping Dottoro'ta for Smart City and Smart Governance

The term smart city generally refers to the use of technology-based solutions to improve the quality of life for citizens, improve interaction with governments and promote sustainable development (Ismagilova et al., 2020). Smart City can be interpreted simply as a smart city or smart city that can provide a better quality of life and comfort for its people (D. N. Pratiwi et al., 2021)

The smart city concept based on the National United aims to form a sustainable city (economic, social, environmental), form a city that is safe, comfortable for its citizens and strengthens the competitiveness of the city in terms of economy (Wibisono & Handoko, 2020).

Smart city leads to a concept that a smart city is a city that can understand the emotional state and behavior of the community towards the satisfaction of public services, increase trust and a sense of security in the government, improve the quality and standard

of living, utilize technological services as an interactive medium between the community and the government, and integrate various components of government with a quick response to any aspirations that come from the community (Alawiah, 2017). Smart cities are also always associated with the government's efforts to take advantage of advances in information and communication technology (ICT) furthermore, so that they can help and provide information directly to people in urban areas, efficiency of operations in urban areas, and realize regional competitiveness. (Novita Sari et al., 2020). And Smart cities make cities more efficient and livable (Mursalim, 2017). The purpose of the smart city is to achieve integrated information and city management. This integration can be through the management of digital networks of urban geography, resources, environmental, economic, social and others (Wahyuni & Ali, 2017).

The concept of smart governance is one of the dimensions in the application of smart cities that specializes in governance (Nawawi et al., 2019). The existence of cooperation between the government and the community is expected to realize clean, honest, fair, and democratic governance and governance, as well as a better quality and quantity of public services. (Roem & Fortunela, 2021). So that Smart governance can be defined as part of smart city goals related to public services, namely about better efficiency, community leadership, working mobility, and continuous improvement through innovation. (Rahmatullah, 2021). Smart Governance is a basic conception in improving governance by implementing the use and utilization of information technology integrated with the internet (Nursetiawan et al., 2021). Smart governance concerns one of the most important elements in urban areas, namely government agencies / agencies developed based on the function of information technology so that they can be accessed by interested people effectively and efficiently. Just like the basic function of government, which is to manage all aspects of data information related to urban areas, including the community, infrastructure, networks, resources, policies, economy, and environment. In relation to the concept of smart government, all the data information above is converted in digital form so that it can be stored in a "database" which can later be accessed by those who are interested through network online anywhere and anytime (Ma'mur et al., 2017).

Dottoro'ta Program Mapping

Realizing a Smart City in Makassar City must be supported by an Innovative City Government and breakthroughs in solving city problems in order to improve city performance (A. Pratiwi et al., 2015). The dottoro'ta program is one of the breakthroughs made by the mayor of Makassar in the development of smart cities. Here, the polarization related to dottoro'ta in Makassar city.

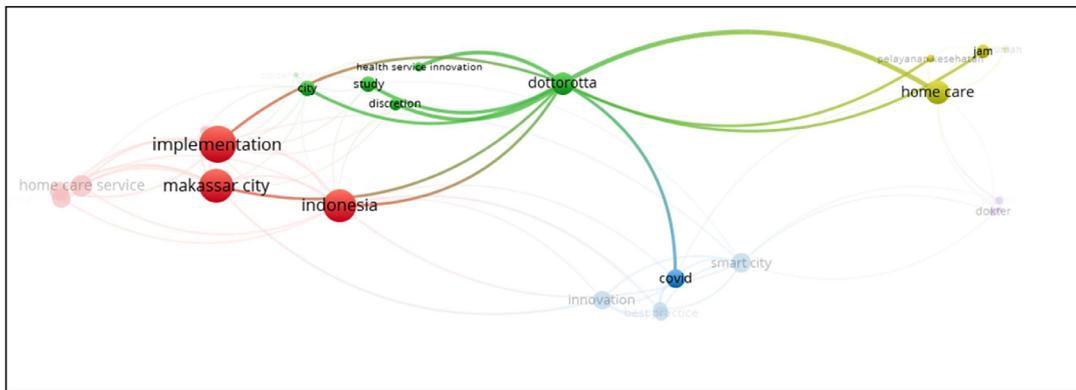


Figure 4. Visualization of Networks Related to Dottoro'ta

In figure 4 showing the dottoro'ta study in Makassar City, you can see the polarization and network using the Vosviewer help application. There are dominant and active. First, Makassar city and implementation and home care. Seeing this, the implementation of home care is inseparable from the assistance and support of the local government in Makassar City, in the form of mini ambulances, namely Dottoro'ta (Our Doctor), Electrocardiogram equipment, and distance medicine (Putra et al., 2018).

Home care is a home care service by health workers such as doctors, nurses and other health workers that aims to provide health services including Health Education, physical therapy and medicine (Kadar et al., 2022)

In improving the quality in the implementation of the Dottoro'ta program, it is necessary to conduct research in order to be able to see the weaknesses in the program to provide quality for public health services in Makassar city in the future. Moving on, dottoro'ta visualization overlay in Makassar city.

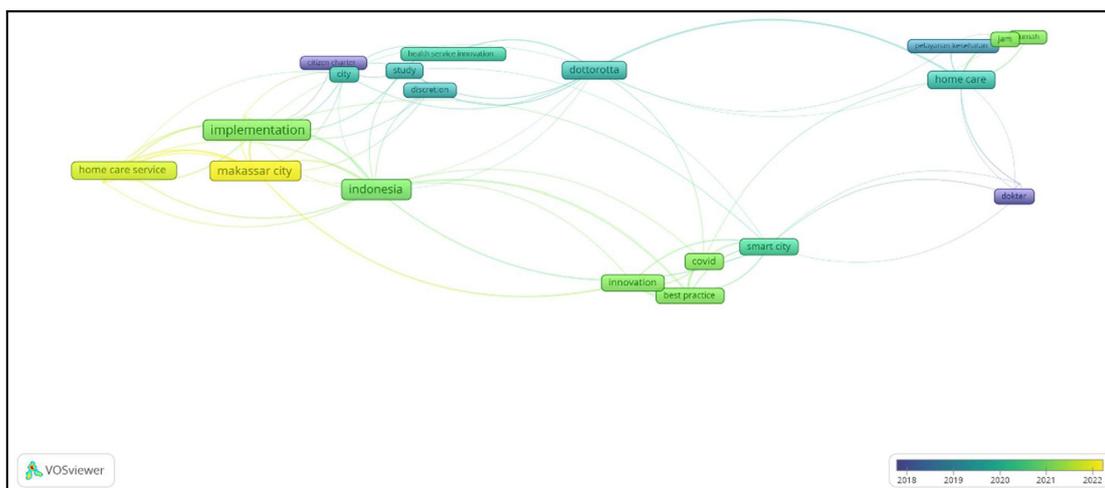


Figure 5. Overlay Visualization Dottoro'ta

In figure 5, the researcher's interest discusses the *dottoro'ta* program in 2020-2021. Meanwhile, research related to home care services that are part of the *dottoro'ta* program was generally studied in 2021-2022. This is very crucial for the government to make the research conducted by researchers used as a reference in evaluating the program. Looking at figure 5 Keterkaitan *dottoro'ta* is very close to the city of Makassar, implementation, home care service, health service innovation, smart city, doctor and best price. Therefore, the existence of the *Dottoro'ta* program is a symbol that Makassar City already has innovation in the health sector as part of the development of smart cities in achieving good governance.

CONCLUSION

The Smart City program is a solutive program to make Makassar a world city, as well as the vision and mission of the region. In this case. The Home Care Program *Dottoro'ta* was then born as a health service for the residents of Makassar City. This health service based on information technology and innovation is one of the flagship programs of the Mayor of Makassar. This program provides 48 units of Home Care cars complete with medical equipment placed in 46 Public Health Centers (PUSKESMAS) and health offices in Makassar City. The home care service program or *dottoro'ta* is the first health service in the country to serve patients in the patient's home, by calling service 112 and connected to the home care service or *dottoro'ta*. Services that are on standby and handled by professional health workers, help with adequate medical measures, administration of medicines according to the patient's illness ambulance service refers to the hospital. Here, the mapping related to the study *Dottoro'ta* is closely related to, implementation, home care service, health service innovation, smart city, doctor and best price. Therefore, it is important to measure the pace of development of the implementation of the *Dottoro'ta* home care program as part of the smart city and the innovations carried out by the Makassar City Government in realizing good governance

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