

# **Technical Standards for Fulfilling Minimum Health Service Standards in Fulfilling Health Services**

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## **Abstract**

Technical standards for fulfilling minimum health service standards are part of health law which basically regulates all aspects related to the provision of health services within a legal framework. Health law itself is part of state administrative law, which aims to ensure that public services, including health services, are carried out in accordance with the standards set by the state. In Law Number 17 of 2023 concerning Health, there are 3 (three) legal aspects in the Health Law, namely aspects of civil law, criminal law and state administrative law. This study discusses the fulfillment of basic service quality in minimum health service standards and the stages of implementing minimum health service standards. The type of research is normative juridical, namely research that refers to legal norms contained in laws and regulations and legal norms that exist in society.

The preparation of technical standards for fulfilling minimum health service standards is the first step in implementing minimum health service standards nationally. The local government applies minimum health service standards to fulfill the types of basic services and the quality of basic health services that every citizen is entitled to at least. The implementation of minimum health service standards is prioritized for citizens who are entitled to receive basic health services at a minimum according to the type of basic service and the quality of basic services.

**Keywords:** Minimum Health Service Standards and Health Services

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## **Introduction**

Health is a human right and one of the elements of welfare that must be provided and realized by the state based on the ideals of the Indonesian nation as referred to in the Pancasila and the Preamble to the 1945 Constitution of the Republic of Indonesia. Every activity in an effort to realize and improve the highest level of public health is carried out based on the principles of non-discrimination, participation and sustainability in the context of forming Indonesian human resources, increasing national resilience and competitiveness and national development.

Technical standards for fulfilling Minimum Health Service Standards are part of health law which basically regulates all aspects related to the implementation of health services within a legal framework. Health law itself is part of state administrative law, which aims to ensure that public services, including health services, are carried out in accordance with the standards set by the state. In Law Number 17 of 2023 concerning Health, there are 3 (three) legal aspects in the Health Law, namely aspects of civil law, criminal law and state administrative law.

The technical standards for fulfilling minimum health service standards are regulated in laws and regulations, one of which is through the Regulation of the Minister of Health of the Republic of Indonesia Number 6 of 2024 concerning Technical Standards for Fulfilling Minimum Health Service Standards. The Regulation of the Minister of Health aims to provide technical guidance to health service providers such as health centers, hospitals, and local governments in fulfilling their obligations to the community.

Health services provided by Community Health Centers play an important role in the health system in Indonesia. As a first-level health facility, Community Health Centers are responsible for providing equitable and quality access to health services for the entire community, especially in remote and rural areas. Regulation of the Minister of Health of the Republic of Indonesia Number 6 of 2024 concerning Technical Standards for Fulfilling Minimum Health Service Standards aims to ensure that health facilities meet minimum service standards in accordance with the mandate of the law and national health policies. This regulation is in line with Law Number 17 of 2023 concerning Health in implementing health transformation, which places Community Health Centers as the spearhead in achieving the priority targets of the national health program.

The priority targets of the health transformation program in Indonesia as referred to in Regulation of the Minister of Health of the Republic of Indonesia Number 6 of 2024 are to improve equitable health services. To support the achievement of these targets, the minimum technical service standards are specifically regulated in the Regulation, covering aspects of the availability of health workers, medical devices, and health service management and administration systems. This is expected to be able to increase the efficiency and effectiveness of services at Community Health Centers, as well as provide legal certainty in the provision of quality health services.

The Regulation of the Minister of Health pays special attention to increasing the accessibility of health services to meet various performance indicators that reflect success in providing services in accordance with minimum service standards. These indicators include the availability of facilities, medicines, and compliance with established medical protocols. With these

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technical standards, the Health Center is expected to be able to operate more optimally and be able to answer the diverse needs of the community, especially in areas with limited health infrastructure.

One aspect regulated in the technical standards for fulfilling minimum health service standards is the scope of health services that must be provided by health facilities to the community. This coverage includes 12 basic services, such as immunization, maternity care, and so on. This provision is regulated to ensure that every citizen has access to adequate and quality health services, regardless of social or economic status. Thus, the application of technical standards also functions as a tool to uphold human rights in the health sector.

In decentralization, the role of local governments is very important in implementing technical standards for fulfilling minimum health service standards. Each region is responsible for preparing a health program that is in accordance with regional needs, but must still comply with the established national standards. This reflects the relationship between state administrative law and regional autonomy law, where local governments have the authority to regulate health services, but remain bound by regulations in the center.

Technical standards for fulfilling minimum health service standards are part of the state's efforts to realize social welfare through the provision of quality and equitable health services. With the existence of legal regulations, this reflects the state's responsibility in fulfilling the constitutional rights of every citizen to health. Therefore, regulations related to technical standards for fulfilling minimum health service standards are not only in the administrative field, but are also an important legal instrument in realizing social justice in the health sector. The implementation of technical standards for fulfilling minimum health service standards strengthens the position of health law as a branch of law that plays a role in organizing public services. With the regulations that govern it, this standard is expected to be able to improve the quality of health services in Indonesia evenly and ensure that every citizen has access to decent health services.

### **Problem Formulation**

1. How is the fulfillment of basic service quality in minimum health service standards?
2. What are the stages of implementing minimum health service standards?

### **Research Method**

The type of research used is normative legal research, namely research that refers to legal norms contained in laws and regulations and legal norms that exist in society. Because this research is normative legal research, the data collection method used is literature study (Library Research) and document study. The literature study in this research is to find theoretical foundations and research problems.

## Result and Discussion

### A. Fulfillment of Basic Service Quality at Minimum Health Service Standards

The legal system requires long-term planning as a direction and priority for comprehensive development that needs to be carried out in stages to create a just and prosperous society as mandated by the 1945 Constitution of the Republic of Indonesia. The implementation of a state of law must build a national legal system that aims to guarantee the integration of the nation and state both ideologically and territorially.

The various forms of human rights as one of the fulfillment of welfare, namely the right to fulfill Health, must be realized in harmony and in line with the ideals of the Indonesian nation as stated in the Pancasila and the Preamble to the 1945 Constitution of the Republic of Indonesia, therefore, every activity or effort made as a form of increasing the level of Public Health must be based on the basis of no discrimination, opening up opportunities for Community involvement or participation, principles of protection or sustainability. Therefore, it is very important for the formation of Indonesian human resources, strengthening the resilience and competitiveness of the nation and National Development.

The Minimum Service Standards in the Health Sector are the provisions regarding the types and Quality of Basic Services in the health sector which are mandatory government affairs that every citizen has the right to obtain at a minimum. Meanwhile, the Quality of Basic Services is a measure of the quantity and quality of goods and/or services for basic health needs and their fulfillment at a minimum in Basic Services in accordance with technical standards in order to live decently. Fulfillment of the quality of basic services in the minimum health service standards is an important element in improving the quality of health services that are evenly distributed in Indonesia. The health SPM is determined by the government as a minimum benchmark for services that must be met by every health facility, especially in basic services that are directly related to the wider community, such as maternal and child health services, immunization, handling of infectious diseases and so on. With the existence of minimum health service standards, it is hoped that all levels of society, both in urban and rural areas, can get access to quality health services according to standards.

Basic services in the minimum health service standards include several important indicators, namely the existence of 12 types of basic services in the minimum health service standards for districts/cities in the Minister of Health Regulation Number 6 of 2024. These indicators serve as a guide to assess the quality of health services provided by health facilities. If these indicators are met, then the quality of health services can be said to be adequate. However, the fulfillment of the quality of basic services is not only measured by the results of achieving these figures, but also by the service process provided, which includes speed, accuracy, and patient safety.

Minister of Health Regulation Number 6 of 2024, the quality of service for each type of Basic Service in the minimum health service standards is determined in technical standards consisting of: standards for the quantity and quality of goods and/or services; standards for the quantity and quality of human resources; and technical instructions or procedures for fulfilling standards.

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In fulfilling the quality of basic services, health workers play an important role. The competence and professionalism of health workers are key in ensuring quality services in accordance with established standards. In addition to health workers, health facilities and infrastructure also play a role in fulfilling the quality of basic services. Health facilities, both at the health center and hospital levels, must have adequate medical equipment and meet standards. The availability of medicines, medical devices, and adequate treatment rooms are important factors in supporting the quality of services.

The government through the health SPM must ensure that health facilities throughout Indonesia have sufficient facilities and infrastructure to meet the needs of the community. Fulfillment of the quality of basic services is also related to the accessibility of services by the community. One of the objectives of the minimum health service standards is to ensure that all people, especially those in remote areas, have access to quality health services. To that end, the government must ensure that health facilities are evenly distributed throughout the region, including remote and border areas. In addition, service costs must be affordable for the community so that there are no financial obstacles in accessing health services. Regular monitoring and evaluation are also needed to ensure the fulfillment of basic service quality in accordance with minimum health service standards. The government must regularly monitor and evaluate the performance of health facilities in providing basic services. This evaluation covers various aspects, ranging from service quality, patient satisfaction, to the efficiency of resource use. With regular evaluation, the government can assess the extent to which minimum service standards have been met, and provide recommendations for improvement if necessary.

The relationship between the Regulation of the Minister of Health of the Republic of Indonesia Number 6 of 2024 concerning Technical Standards for Fulfilling Minimum Health Service Standards and Law Number 17 of 2023 concerning Health is a form of regulatory synergy that supports the improvement of health services in Indonesia. The Regulation of the Minister of Health is here to provide technical guidelines regarding the minimum health service standards that must be met by health facilities, especially at the health center and hospital levels. On the other hand, the 2023 Health Law acts as a broader legal basis in regulating various aspects of health in Indonesia, including the rights and obligations of the community in accessing health services.

Both regulations are related in terms of optimizing quality, equitable, and affordable health services for the entire community. Minister of Health Regulation No. 6 of 2024 provides technical details regarding indicators and parameters of health services that must be achieved to meet minimum standards. This includes the fulfillment of human resources, infrastructure, and the availability of adequate medicines, while Health Law Number 17 of 2023 establishes general principles that emphasize the importance of accessibility, effectiveness, and efficiency in providing health services.

The most important thing about the relationship between the two regulations is that Minister of Health Regulation Number 6 of 2024 functions as an implementation tool for several provisions stipulated in Law Number 17 of 2023. For example, the Health Law emphasizes that every citizen has the right to receive decent health services, while the Minister of Health Regulation provides a

technical framework that allows local governments to ensure that these rights are met through minimum service standards.

The existence of the Minister of Health Regulation also supports the implementation of regional autonomy in the health sector, where local governments are obliged to meet health service standards in accordance with the Minimum Service Standards that have been set. This is in line with the mandate of Law Number 17 of 2023, concerning the important role of regional governments in maintaining the quality of public health in their respective regions. Thus, the two regulations work together to ensure equal distribution of health services throughout Indonesia.

In addition, the technical regulations stipulated in the Minister of Health Regulation Number 6 of 2024 also strengthen the objectives of Law Number 17 of 2023 to encourage improvements in the quality of health services in Indonesia, including through digital transformation and strengthening the health system at the local level. Thus, the synergy between the two regulations is very important in creating a health service system that is in accordance with the needs of the community.

Regulation of the Minister of Health Number 6 of 2024 and Law Number 17 of 2023 concerning Health complement each other in order to improve the quality, availability, and accessibility of health services in Indonesia. Both regulations play an important role in realizing the vision of national health that is evenly distributed throughout Indonesia and ensures that every citizen receives proper health services in accordance with the standards that have been set.

Regulation of the Minister of Health concerning Technical Standards for Fulfilling Minimum Health Service Standards in Health Centers is an important policy in the government's efforts to improve the quality of health services at the primary level. The relationship between the Minister of Health Regulation and improving service standards in Health Centers is very close, because the regulation is a guideline for health service providers, especially in Health Centers, to ensure that the services provided are in accordance with the standards set by the government. With clear technical standards, each Community Health Center is expected to be able to provide services as expected by the community.

The Minister of Health Regulation on minimum health services stipulates various indicators that must be met by Community Health Centers, including the availability of medical personnel, health facilities, and service procedures. The implementation of this Minister of Health Regulation plays an important role in ensuring that Community Health Centers do not only focus on curing diseases, but also on promotive and preventive efforts that include health education, disease prevention, and early detection of various diseases. Thus, health services at Community Health Centers can be sustainable according to the needs of the local community.

Minister of Health Regulation Number 6 of 2024 functions as an instrument for equalizing health services throughout Indonesia, including remote areas. With uniform standards, Community Health Centers in each region are expected to be able to provide equivalent minimum services even though they are faced with limited resources. This is important to reduce the gap in access and quality of health services between urban and rural areas. Thus, the relationship between the

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Minister of Health Regulation on minimum health service standards and Community Health Centers is very important in creating an equitable and quality health service system in Indonesia.

### **B. Stages of Implementation of Minimum Health Service Standards**

Minister of Health Regulation Number 6 of 2024 is a regulation that aims to ensure the fulfillment of Minimum Service Standards in the health sector. This standard provides technical guidance to local governments and health service facilities regarding the minimum targets that must be achieved in the provision of health services. One of the main objectives of the Minister of Health Regulation is to improve access and quality of health services for the entire community, especially in the context of basic services at health centers and regional general hospitals. By establishing these technical service standards, it is hoped that it can create equality of services throughout Indonesia so that every citizen has the same rights in basic health services.

The effectiveness of Minister of Health Regulation Number 6 of 2024 can be measured by how far the regulation is able to minimize the relationship between urban and rural health services. With clear technical standards, it is hoped that all health facilities will be able to meet the basic needs of patients according to the standards that have been set, regardless of their geographical location. This also has a direct impact on improving the quality of public health in remote and disadvantaged areas.

The effectiveness of the Minister of Health Regulation in improving health service standards can be seen from several indicators. One important indicator is improving the quality and accessibility of health services in various regions, especially in areas that previously had limited access to health facilities. If the implementation of the regulation is able to encourage the availability of competent health workers and adequate health facilities in every existing health facility, then it can be said that the regulation is effective in achieving its objectives.

Furthermore, Minister of Health Regulation Number 2024 also regulates the use of technology to support the fulfillment of minimum service standards. Digitalization of the health service system is one of the strategies emphasized, especially in terms of recording and reporting patient data. Technology in the minimum service standards allows for regular monitoring of the achievement of minimum service standards in various health facilities. Thus, the Ministry of Health can take quick and appropriate steps if any discrepancies or problems are found in the field. Digitalization also facilitates supervision of the use of the health budget allocated for programs that support the fulfillment of minimum service standards.

In health services, the sustainability of the effectiveness of Minister of Health Regulation Number 6 of 2024 depends on the evaluation and updating of Minister of Health Regulation Number 6 of 2024 in accordance with the dynamics that occur in the field. The government needs to conduct periodic evaluations to ensure that the technical standards applied are still relevant and can answer emerging health challenges, both in terms of technology, demographics, and epidemiology.

Minister of Health Regulation Number 6 of 2024 has great potential in improving health service standards, especially in terms of providing equal and quality services throughout the region. However, the success of Minister of Health Regulation Number 6 of 2024 requires a strong commitment from all parties, from the central government to the community, as well as continuous evaluation to ensure that the standards set remain in accordance with the needs of the community. The stages of implementing minimum health service standards are an important process in ensuring the provision of quality and equitable health services for the community. Health SPM is a provision that regulates the types and quality of basic services that must be fulfilled by the regional government to the community. This process includes a series of stages involving planning, implementation, monitoring, evaluation, and follow-up or reporting on the implementation of minimum health service standards aimed at improving the health of the community throughout Indonesia.

Based on the Regulation of the Minister of Health Number 6 of 2024, several steps that need to be taken in implementing minimum health service standards by the Regional Government are:

1. Data collection, which includes the number and complete identity of citizens who are entitled to obtain goods and/or services for basic health needs at a minimum and the number of goods and/or services available, including the number of health facilities and infrastructure available;
2. Calculation of the need to fulfill Basic Services with minimum health service standards is done by calculating the difference between the number of goods and/or services needed to fulfill Basic Health Services with the number of available Health goods and/or services, including calculating the difference between the facilities and infrastructure needed to fulfill Basic Health Services with the number of available health facilities and infrastructure. To calculate the cost of fulfilling Basic Health Services, use the cost standard in accordance with the provisions of applicable laws and regulations;
3. Preparation of the plan to fulfill Basic Services with minimum health service standards is carried out by the Regional Government so that Basic Health Services are available sufficiently and continuously as stipulated in the regional development planning and budgeting documents as a priority for regional spending in accordance with the provisions of laws and regulations; and
4. Implementation of fulfillment of Basic Services with minimum health service standards is carried out in accordance with the Basic Service fulfillment plan. Implementation of fulfillment of Basic Services with minimum health service standards is carried out by the Regional Government in the form of providing the goods and/or services needed and/or carrying out regional cooperation in accordance with the provisions of laws and regulations.

In the implementation of the fulfillment of Basic Services, the minimum health service standards, the Regional Government can waive the costs to meet basic needs for citizens who are entitled to receive Basic Services at a minimum, by prioritizing the poor or underprivileged in accordance with the provisions of laws and regulations, and/or provide assistance to fulfill goods



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and/or services for basic needs at a minimum by prioritizing the poor or underprivileged in accordance with the provisions of laws and regulations.

Regarding the Calculation of Achievement of Minimum Health Service Standards, based on the Regulation of the Minister of Home Affairs Number 59 of 2021 concerning the Implementation of Minimum Service Standards, the calculation of achievement, minimum service standards is carried out using the Minimum Service Standard Achievement Index. The Minimum Service Standard Achievement Index includes the achievement of Basic Service Quality and the achievement of Basic Service recipients. Basic Service Quality Achievement is the achievement of the minimum quality of basic services obtained from the average of the sub-Performance Indicators for achieving the minimum quality of goods, services and human resources in accordance with the Technical Standards. The achievement of Basic Service recipients is the achievement obtained through Targets and Performance Indicators.

In terms of monitoring and evaluation, the implementation of minimum health services is carried out periodically every three months in stages using the recording and reporting system that applies to each type of basic service. In stages using the following work area levels:

1. The Health Center is responsible for the implementation of monitoring and evaluation of minimum health services in its work area from all existing health facilities, both government and private. The Health Center reports the results of monitoring and evaluation to the District/City Health Office.
2. The District/City Health Office is responsible for the implementation of monitoring and evaluation of minimum health services in the district/city area. The District/City Health Office reports the results of monitoring and evaluation of minimum health services to the Provincial Health Office.
3. The Provincial Health Office is responsible for the implementation of monitoring and evaluation of the implementation of minimum health services in the provincial and district/city areas. The Provincial Health Office reports the results of the implementation of monitoring and evaluation of minimum health services in the provincial and district/city areas to the Minister of Health.

Reporting on the implementation of minimum health service standards is included in the content of the report on the implementation of regional government and is submitted in accordance with the provisions of laws and regulations governing the report on the implementation of Regional Government. The content of the report on the implementation of Health SPM includes the following:

1. Results of the implementation of minimum health service standards;
2. Constraints in the implementation of minimum health service standards; and
3. Availability of budget in the implementation of minimum health service standards.

In addition to the above content, the report on the implementation of minimum provincial service standards in the Regional Government implementation report must include a recapitulation of the implementation of minimum health service standards for districts/cities. Fulfillment of Basic

Service Quality and achievement of Basic Service recipients on minimum health service standards are reported by governors and regents/mayors periodically to the minister who organizes domestic government affairs and the Minister. The reporting is carried out in stages using an information system developed by the ministry that organizes domestic government affairs in accordance with the provisions of laws and regulations, which are integrated with the national health information system

One of the duties of the Central Government as mandated in Law Number 23 of 2014 concerning Regional Government as amended several times, most recently by Law Number 9 of 2015 concerning the Second Amendment to Law Number 23 of 2014 concerning Regional Government is to provide guidance and supervision to Regional Governments, and Government Regulation Number 12 of 2017 concerning Guidance and Supervision of Regional Government Implementation. Guidance and supervision of the implementation of minimum health service standards is carried out in stages as follows:

- a. The Minister who organizes domestic government affairs carries out guidance and supervision of the implementation of minimum provincial health service standards in general;
- b. The Minister carries out guidance and supervision of the implementation of minimum provincial health service standards technically;
- c. The Governor carries out guidance and supervision of the implementation of minimum provincial health service standards by the Provincial Regional Apparatus Organization;
- d. The Governor as the representative of the Central Government carries out guidance and supervision of the implementation of minimum district/city health service standards in general and technically;
- e. The Regent carries out coaching and supervision of the implementation of minimum health service standards in the district by the District Government Organization and the Mayor carries out coaching and supervision of the implementation of minimum health service standards in the city by the City Government Organization;
- f. Coaching and supervision of the implementation of minimum health service standards is carried out in accordance with laws and regulations governing the coaching and supervision of the implementation of Regional Government;
- g. The Regional Head and/or Deputy Regional Head who do not implement minimum health service standards are subject to administrative sanctions in accordance with the provisions of laws and regulations.

Overall, the stages of implementing minimum health service standards are a process that is carried out continuously. The success of implementing minimum service standards is highly dependent on the synergy between the various parties involved, starting from the central government, local governments, health workers, to the community. With clear stages and consistent implementation, it is hoped that minimum health service standards can contribute to improving the quality of health services and realizing a healthy and prosperous society.

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### Conclusion

The preparation of technical standards for meeting minimum health service standards is the first step in implementing minimum health service standards nationally. The regional government applies minimum health service standards to meet the types of basic services and the quality of basic health services that every citizen is entitled to receive at a minimum. The implementation of minimum health service standards is prioritized for citizens who are entitled to receive basic health services at a minimum according to the types of basic services and the quality of their basic services.

The achievement of minimum health service standard targets cannot be separated from the national planning framework according to Law Number 25 of 2004 concerning the National Development Planning System. This means that the achievement of minimum health service standard targets must be integrated into planning documents such as the National Medium-Term Development Plan/Regional Medium-Term Development Plan and its derivative planning documents. Minimum health service standards and other National Priority Programs as stated in the RPJMN and the Ministry of Health's Strategic Plan must be stated in the RPJMD and the Regional Health Work Unit's Strategic Plan so that they obtain a strong funding framework to strengthen their implementation.

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