

# Workshop

Practical Lessons: Clinical Management (SEX, DRUGS & HIV),  
Interpersonal Communication, and Business Strategy  
in Primary Health Care Services, for General Practitioners  
in the Private Sector  
10-11 July 2014, Jakarta





## WORKSHOP

### "Practical Lessons: Clinical Management (SEX, DRUGS & HIV), Interpersonal Communication, and Business Strategy in Primary Health Care Services, for General Practitioners in the Private Sector"

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The two days workshop, funded by the Australasian Society for HIV Medicine (ASHM) for a total amount of AUD 7000, was successfully delivered as a joint partnership between ASHM, the Indonesian Medical Association (IDI), and Angsamerah Institution.

#### **Why this workshop is important?**

Health problems related to SEX, HIV & Drugs, such as sexual and reproductive health, sexually transmitted infections (STIs), hepatitis, tuberculosis and recreational drugs have widely affected the general population. Unfortunately, accurate information and the availability of quality health services associated with these health issues in the community is still limited. Health programs for health workers to manage these issues have been introduced by Indonesian government, non-governmental organizations (NGOs), Indonesian Medical Association (IDI) and other health professional organizations, however the expansion of these programs is still limited, and focusing on public health providers such as health centers and government hospitals, but are yet to be expanded and intensified to general practitioners and other health providers in private sector.

#### **Why is it so important for a general practitioner to have a comprehensive and updated knowledge about health issues related to sex, HIV and drugs, including its public health programs that have been developed in the community?**

With the continuing spread of sexual and reproductive health related problems, HIV and other STIs, hepatitis, tuberculosis and drug use in Indonesia, it is important for a general practitioner and health care provider



in the private sector to be prepared and have the ability to recognize these health concerns in their patients as early as possible, so that diagnose, treatment and its referral to specialized services can be provided promptly and comprehensively. The more physicians have these competencies, the more individuals will be prevented from suffering from these diseases, therefore saving more lives.

At the moment, continuing education of health workers, general practitioners in particular, related to these health issues (SEX, HIV and DRUGs) are mostly focused on specific types of disease in accordance to their prevention programs, potentially missing the possibilities of co-infections or co-related risk factors, where a patient could experience various types of infection, which can often be missed from a clinician's analytical perspective.

### **It is time for a friendly service and client-oriented movement to be promoted widely and intensively!**

In addition to improving medical knowledge, doctors' interpersonal communication skills should also be considered as one of the important skills that a doctor and other medical personnel should possess. Good communication skills are a key element in the accuracy of diagnostics and treatments, as well as an important factor of the success and financial growth of a healthcare facility. Friendly and client oriented services are to be expected from medical facilities. Facts have showed that good communication between doctor and patient is not only helpful to the patient but to the doctor as well.

### **General practitioner with entrepreneurial expertise, why not!**

In providing high quality services, medical knowledge alone is not enough. Basic knowledge of business management and strategy should also be learned by general practitioners, particularly doctors who own and/or work in private practices or clinics. Practical knowledge on how to run a good healthcare business is rarely available for physicians and other healthcare providers, yet it is a determining factor in the success and growth of a medical facility.

### **Partnership and Resources Mobilization Movement – Multiply the Success!**

Angsamerah Institution and The Indonesian Medical Association (IDI), with support from the Australasian Society for HIV Medicine (ASHM), took the initiative to convene a workshop for general practitioners in the private



sector, to gain a comprehensive combination of medical and non-medical knowledge where GPs learned about the clinical management of diseases and health concerns related to SEX, HIV and DRUGS such as: gender, sexuality, sexual and reproductive health, HIV, and other sexually transmitted infections (STIs), hepatitis, tuberculosis and recreational drugs, combined with practical knowledge on interpersonal communication, business strategy in the private sector, as well as self-motivation and how to generate productive work.

In addition, participants were introduced to other existing trainings conducted by the Ministry of Health and other established institutions/organizations, as well as other experienced people who have expertise on STIs, Hepatitis co-infection, HIV testing and counseling, HIV care support and treatment, addiction, gender, sexuality, communication, self-motivation, etc.

With the initial support of ASHM, IDI and Angsamerah Institution have made a plan on how this workshop should be able to self-sustain and continuously improve.

Additional benefits:

- Participants received certification (8 Credit Points) from the Indonesian Medical Association (IDI).
- Participants became members of Angsamerah network and receive a 20% discount for every event organized by Angsamerah Institution in 2014.
- Profile of the participants and speakers are posted in Angsamerah website and other social networks.
- Participants got 2 extra business coaching group sessions (2 hours) and 1 individual session (1 hour) from Dr. Nurlan Silitonga and team.
- Participants were given 5 of Angsamerah's standard operating procedures (SOPs) to be used and/or adapted adjusted to their own services.

### **About Angsamerah Institution**

Angsamerah Institution has established itself as an important player in improving the Indonesian health care system with its aim toward providing complete, high quality, and accessible information and services for the promotion of better sexual and reproductive health, prevention and treatment of HIV/AIDS and other sexually transmitted infections (STIs), maternal health, primary health care, private public partnerships, and healthcare management and reforms in Indonesia.



The core business and expertise of Angsamerah includes the creation and operation of private model facilities for the delivery of high-quality and friendly sexual and reproductive health services; serving as incubators for other clinics and health professionals; public health consulting; and educational trainings and workshops to companies, schools, and community groups. Moreover, Angsamerah Institution has set up and maintains a wide professional network of Indonesian and international health experts and specialists, who are highly competent in their respective fields (public health, research, technical assistance, teaching and mentoring).

Currently, Angsamerah Institution has two such models of private clinics, located in Jakarta, providing friendly and high-quality sexual and reproductive health services at an affordable cost for the general public and other high risk groups. Since 2013, Angsamerah Institution, in partnership with USAID and UNFPA, actively introduced this form of clinical models to GPs working in a private practice or clinic in six provinces in Indonesia to help them learn about strategies on how to self-sustain and grow with the ability to improve the quality of their services.

### **Methods and speakers**

The workshop was delivered by using interactive and practical methods by several speakers from established institutions, governmental and non-governmental organizations, and universities. Various methods were used such as: presentations, discussions, and case studies. Complete speakers and contributors profiles can be accessed on Angsamerah website and at this address <http://angsamerahexperts.blogspot.com>

Presentations from the speakers and other relevant handout/articles from the workshop are available (in Indonesian language only) at this address <http://angsamerah.com/publications.html>

A video documentation of the workshop is also available here <http://youtube.com/AngsamerahClinic>



## Contributor

### Trainer and Facilitator

Adhe Zamzam Prasasti, S.Psi	Angsamerah Institution
Adria Rusli, dr, Sp.P	National Infectious Disease Hospital, Soelianti Soeroso
Alia Hartanti, dr	ASHM
Dyah Waluyo, dr	IDI, PDUI, HIV sepecialist
Evy Yuniastuti, dr, SpPD	PDPAI, Pokdisus, RSCM
Indri Oktaria, dr	Subdit STD/AIDS - MoH
Juna Rislon Damanik	Yayasan Inter Medika, community mobilization
Juferdy Kurniawan, dr, SpPD-KGEH	Hepatologist Specialist, Member of PPHI, Lecturer, Faculty Medicine of University of Indonesia
Dr. Marcia Angeline Soumokil, MPH	Adviser for Kinerja Program, USAID, Public Health Experts in Sexuality, Gender, Sexual and Reproductive Health
Nurlan Silitonga, dr, Mmed	Angsamerah Institution
Prof. Samsuridjal Djauzi, dr, Sp.PD-KAI	PDPAI, Pokdisus, RSCM
Dr. Ratna Mardiaty, dr, Sp.KJ (K)	Angsamerah Institution
Rully Mujahid NF, ST	Angsamerah Associate
Wresti Indriatmi, dr, SpKK(K), M.Epid	STI and communication specialist, Lecturer – Faculty of Medicine Univeristy of Indonesia, Member of Perdoski

### Secretariat and Event Officer

Bravinesia Paledeshi, S.Psi	Angsamerah Institution
Saraswati Dian Savitri, S.K.M	IDI



## Agenda and Schedule

### Day 1

Time	Topic	Resource Person	Reference
08.00	Registration <ul style="list-style-type: none"><li>Distribution of book “Inikah HIV?” and training Kit</li></ul>	Secretariat	
08.30	<i>Welcoming</i> <ul style="list-style-type: none"><li>Ice Breaking</li><li>Agenda of the workshop</li></ul>	Facilitator	
08.45	Opening Role of IDI and the joint partnership with Angsamerah Institution <ul style="list-style-type: none"><li>Rational, objective and outputs of the workshop</li><li>Role of IDI for general practitioners in private practice</li></ul>	Dyah Waluyo, dr	
09.15	Managing a healthy health care business	dr. Nurlan Silitonga, M.Med	
10.00	Values and Self Motivation	Adhe Z. Prasasti, S.Psi & Rully Mujahid, ST	
10.55	<i>Ice Breaking</i>	Facilitator	
11.00	Adequate communication between physician and patient in particular discussion health issues related sex, HIV and drugs with general population and most at risk populations	Adhe Z. Prasasti, Psi & Rully Mujahid, ST	
12.30	Coffee Break		
13.20	<i>Games</i>	Facilitator	
13.30	Sexuality and Gender	Marcia Soumokil, dr, MPH	
15.00	Sexually Transmitted Infectious Diagnosis & <i>Treatment</i> – Individual approach and Public Health Perspective	Wresti Indriatmi, dr, Sp.KK(K), M.Epid	Book “Pedoman IMS Nasional”
16.00	Closing - Day 1		



## Day 2

Time	Topic	Resource Person	Reference
08.00	Review day 1: Questions & Answers	Facilitator	
08.30	Management HIV at primary health care	Prof. Samsuridjal Djauzi, dr, Sp.PD-KAI	Book <i>"Inikah HIV?"</i>
09.30	Introduction Co Infection HIV-Hepatitis B & C	Juferdy Kurniawan, dr, Sp.PD-KGEH	Book <i>"Penatalaksanaan Ko Infeksi HIV-Hepatitis B &amp; C"</i>
10.25	<i>Ice Breaking</i>	Facilitator	
10.30	Tuberculosis and HIV	Adria Rusli, dr, Sp.P	
11.15	Case Studies	Evy Yuniastuti, dr, Sp.PD	
12.00	Coffee Break		
13.00	Drugs, addiction, including drug over dose management at primary health care level	Ratna Mardiaty, dr, Sp.KJ	
14.00	Role of general practitioners in private sector for HIV Program di Indonesia	Indri Oktaria, dr – Staff Subdit STD/AIDS, MoH	
14.45	Vision and Missions Angsamerah and Follow up activities: Mentoring and Monitoring, Coaching group and Individual	Nurlan Silitonga, dr, M.Med	
15.45	Closing Remarks	Dyah Waluyo, dr and Nurlan Silitonga, dr, M.Med	
16.00	Closing Day II		





<p>Hotel Cemara Jl. Wahid Hasyim 69 Jakarta Pusat 10350</p> <p>Kamis-Jumat, 10-11 Juli 2014 08.00-16.00 WIB</p>	<h2 style="text-align: center;">LOKAKARYA</h2> <p style="text-align: center;">“Pengayaan Praktis; Manajemen Klinis (SEX, HIV &amp; DRUGS), Komunikasi Interpersonal, dan Strategi Bisnis di Layanan Kesehatan Primer, bagi Dokter Umum di Layanan Sektor Swasta”</p>
<p><b>Manfaat peserta mengikuti Lokakarya</b></p> <ol style="list-style-type: none"> <li>1. Pengetahuan praktis bagaimana menyediakan layanan kesehatan nan ramah, berkualitas dengan kepedulian sosial terkait isu SEX, HIV and DRUGs.</li> <li>2. Pengetahuan praktis komunikasi interpersonal dokter dengan pasien, khususnya populasi khusus.</li> <li>3. Pengetahuan melihat peluang membangun pertumbuhan finansial nan sehat bagi institusi suatu layanan kesehatan swasta dan karir profesi.</li> </ol>	<p><b>Manfaat yang didapatkan peserta setelah mengikuti Lokakarya</b></p> <ol style="list-style-type: none"> <li>1. Sertifikasi IDI</li> <li>2. Keanggotaan Angsamerah Network: discount 20% untuk setiap event yang diselenggarakan oleh Angsamerah Institution di tahun 2014.</li> <li>3. Profile peserta dan institusi layanan dimuat di link media sosial Angsamerah.</li> <li>4. Kesempatan 2 kali sesi bisnis coaching layanan kesehatan di sektor swasta (kelompok (2 jam) dan perorangan (1 jam) dari dr. Nurlan Silitonga dan team. discount 50%).</li> <li>5. <i>Standard Operating Procedures (SOPs)</i> medis yang dimiliki oleh Angsamerah Institution untuk dapat digunakan dan/atau diadaptasi. Maksimum 5 SOP berupa <i>soft copy</i>.</li> </ol>
<p><b>Kriteria Peserta</b></p> <ol style="list-style-type: none"> <li>1. Dokter umum dengan masa kerja minimal 2 tahun</li> <li>2. Memiliki praktek dokter pribadi maupun praktek bersama atau/dan bekerja untuk klinik swasta</li> <li>3. Memiliki minat dalam layanan kesehatan reproduksi dan seksual, termasuk HIV dan IMS lainnya</li> <li>4. Mengirimkan CV, alasan, serta informasi tempat praktek/klinik paling lambat hari Rabu tanggal 9 Juli 2014 ke Ms. Bravinesia Paladeshi (b.paladeshi@angsamerah.com)</li> </ol>	<p>Pengayaan disampaikan oleh para profesional berpengalaman dari lembaga pemerintah dan organisasi swasta secara praktis, dan didisain dengan menggabungkan tiga elemen penting materi ilmu terapan area medis, pengetahuan komunikasi serta strategi bisnis.</p>
<p><b>Investasi Peserta</b></p> <p>Rp 750.000 (<i>Rp 350.000 berlaku untuk 10 pendaftar pertama</i>)</p> <p>Biaya pendaftaran dapat ditransfer ke Bank BNI '46, cabang Dukuh Bawah, No. Rek. 0286223588 a.n. PT Angsamerah, paling lambat tanggal 9 Juli 2014.</p> <p>Investasi dari peserta merupakan dana <i>Trust Fund</i> yang dirancang untuk penyelenggaraan kemandirian lokakarya berikutnya.</p>	<p>Konfirmasi kehadiran sebagai peserta akan dikirimkan oleh panitia melalui email pada hari Rabu, 9 Juli 2014 dan dimuat di website Angsamerah. <b>Maksimum 30 peserta</b></p> <p>Informasi lengkap Kerangka Acuan Lokakarya dapat di akses di: <a href="http://angsamerah.com/pdf/Angsamerah-TOR_Lokakarya_IDI-ASHM.pdf">angsamerah.com/pdf/Angsamerah-TOR_Lokakarya_IDI-ASHM.pdf</a></p>
<p>Kegiatan diselenggarakan atas azas kemitraan bersama organisasi IDI dan Angsamerah Institution sebagai penyelenggara dengan dukungan dana dari Australasian Society for HIV Medicine (ASHM) Australia.</p>	