

Narrative Activity Report

Angsamerah Workshop and Bedside Teaching
for General Practitioners in the Private Sector

8-11 June 2015, Jakarta





Introduction

The narrative report at hand describes in detail the three day training workshop held at UKI private hospital, and the one day bedside teaching conducted subsequently at Klinik Yayasan Angsamerah between the 8th and 11th of June 2015. Both the workshop and bedside teaching components are part of an Angsamerah initiative called “Strengthening the Indonesian Health Workforce – A collaboration between Angsamerah, ASHM and its Indonesian professional society partners”, which aims at providing general practitioners, who work in the private sector, with comprehensive basic knowledge related to the clinical management of HIV and AIDS, STI, hepatitis, tuberculosis and recreational drug use. Moreover, the comprehensive support package also aims at equipping interested general practitioners with the basics of counselling, interpersonal communication, self-motivation, and business strategy.

The workshop and bedside teaching activities have been co-funded by ASHM and endorsed and accredited by the Indonesian Medical Association (IDI). Participating doctors have also contributed towards the realization of the training package by paying a participation fee.¹

The training and support package for general practitioners is linked to Angsamerah’s long-term vision of contributing to the reformation of the Indonesian health system by creating a network of 100 private clinics and practices across Indonesia (HAPPY Initiative)², providing access to quality health care to an increasing number of patients. The training program, which aligns with the national HIV program, has been endorsed by the National AIDS Commission (KPAN), the Ministry of Health, and IDI.

Relevance

Despite these recent efforts, the availability of high quality, comprehensive, friendly and affordable sexual and reproductive health and addiction services are still limited in Indonesia, resulting in suboptimal conditions for people at high risk of contracting HIV and STIs, those already suffering from it, and or dealing with addiction problems. Recent year’s efforts to expand these services, and health programs for the Indonesian health workforce to manage these issues introduced by the Indonesian government, non-governmental organizations (NGOs), the Indonesian Medical Association

¹ Workshop: Rp. 1’000’000 for early birds, Rp. 1’500’000 for regular participants. Bedside teaching: Rp. 600’000.

² HAPPY stands for “Happy Physician, Happy Patient” and is an Angsamerah Initiative focusing on the strengthening of general practitioners in the private sector in Indonesia. The title of the initiative derives from the belief that knowledgeable, motivated and financially successful physicians provide better quality services to patients, thus making patients happy.



(IDI) and other health professional organizations have mainly been focused on public health providers at public health centers (puskesmas) and public hospitals. General practitioners and other health providers within the private sector, in particular those focusing on the primary health care level, have not been mobilized sufficiently.

Poor quality, lack of privacy, long waiting periods and short consultation times at public services have led many people, especially from the growing middle class, to seek services from private health care providers. Furthermore, a considerable part of the population, including many individuals at 'high-risk' of HIV and other STIs, are not accessing any services for their sexual and reproductive health. While reasons for this are complex and diverse it is partly due to poor knowledge of sexual and reproductive health issues and or because they do not trust in or are dissatisfied with the quality of existing services.

With health problems related to HIV and AIDS, STIs, hepatitis, tuberculosis and drug use on the increase in Indonesia, it is crucial for general practitioners and other health care providers in the private sector to be informed and have the ability to recognize these conditions in their patients as early and accurately as possible. This will allow doctors to diagnose, care and treat patients (and if required refer them to specialized services) promptly and accurately.

ASHM and Angsamerah have long recognized the vital role of the private health sector in filling existing gaps. Based on Angsamerah's track record of creating strong models of sexual health care delivery and being a satellite provider of ART, in January 2013, ASHM has thus started collaborating with Angsamerah Institution with the purpose of maximizing ASHM's contribution to its partners and members in Indonesia, particularly the Indonesian Medical Association (IDI).

The project "Strengthening the Indonesian Health Workforce – a collaboration between Angsamerah, ASHM and its Indonesian professional society partners" aims to increase the capacity of general practitioners in the private sector to diagnose, care and treat health conditions related to SEX, HIV & DRUGS, and is part of the DFAT Regional HIV Health Care Capacity Development Program 2014-2015.

Workshop

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



Sector", has been successfully conducted between the 8th and 10th of June 2015 at UKI private hospital in East Jakarta. The workshop constitutes the first of several components of a comprehensive support package for general practitioners, which includes both theoretical and practical aspects. A similar workshop for general practitioners, lasting two days, has been conducted in collaboration with ASHM and IDI in July 2014.

A total of 12 doctors participated in the workshop, which engaged a wide range of experienced national experts on HIV and AIDS, STI, HIV and hepatitis co-infection, HIV and tuberculosis co-infection, addiction medicine, gender and sexuality, counselling, communication and self-motivation. The workshop had been structured along three thematic and methodological blocks, each lasting one day:

Day 1 – Focus on Communication, Counselling, and Self-Motivation:

On the first day of the workshop, after a short opening speech from Dr. Rosma Napitupulu, Director of UKI hospital, and a presentation by Dr. Dyah Waluyo about the role of IDI and other professional organizations in relation to private practitioners, HIV, SEX & DRUGS, the bulk of the day was reserved to equip participating doctors with the basics of interpersonal communication and counselling, as well as self-motivation and goal setting. These so called soft skills are often neglected but are as important for health professionals as clinical skills and knowledge. The three sessions “Steps of Positive Character Building” (self-motivation and goal setting), “Basics of Interpersonal Communication”, and “Basic Counselling” were delivered by a team of skilled experts from Angsamerah.

Participants learned, among other things, that good communication skills³ are pivotal to a successful and rewarding practice. Health providers need to be able to communicate well and clearly with clients (patients), staff, partners, associates, and stakeholders. Particularly when dealing with patients who suffer from conditions related to SEX, HIV & DRUGS, which are very private and culturally sensitive issues, good communication skills are key. Good communication skills allow a doctor to express himself/herself with more confidence, allow patients to understand complex medical issues and their situation, which will not only have a positive impact on the diagnosis, care and treatment of a given medical condition, but also attract more clients and allow for better collaboration with referral sources. This in turn will lead to a more profitable and enjoyable practice, because clients that a doctor communicates with well will trust and like their doctor and are thus more likely to return.

³ *Communication skills are verbal and non-verbal words, phrases, voice tones, facial expressions, gestures, and body language that you use in the interaction between two persons.*



Day 2 – Focus on Clinical Aspects: HIV and AIDS, STI, hepatitis, tuberculosis and recreational drug use:

Comprehensive and up-to-date clinical knowledge related to HIV and AIDS, STIs, hepatitis, tuberculosis and addiction problems are vital for any competent general practitioner in today's world. However, in reality, many general practitioners, both in the private and public sectors, still lack comprehensive knowledge in this regard.

Therefore, the second day of the workshop dealt with a wide variety of clinical issues related to SEX, HIV & DRUGS, delivered by renowned national experts. But before diving into the world of medicine, participants were provided with an introduction into sexuality and gender, which is fundamental knowledge for doctors dealing with clinical issues related to SEX, HIV & DRUGS. This first session was followed by six interactive presentations about clinical issues: 1) "Drugs, addiction, and over dose management in primary care"; 2) Role of general practitioners in private sector for HIV program in Indonesia; 3) HIV management in primary care; 4) Tuberculosis and HIV; 5) Introduction Co-Infection HIV and Hepatitis B & C; 6) Sexually Transmitted Infections – Diagnosis and Treatment: Individual Approach and Public Health Perspective.

Day 3 – Focus on Praxis: Case Study (Clinical) and Business Strategy

On the third and last day of the workshop, the focus was laid on practical aspects, allowing participants to draw from their professional experience and to apply their newly gained knowledge and skills during a number of interactive case study discussions delivered by facilitators from UKI hospital, Infectious Disease Hospital Sulianti Saroso, and Angsamerah.

A total of five cases were discussed during this session:

- 1) Case related to drug use (methamphetamine) delivered by Dr. Ayie Sri Kartika
- 2) IRIS in HIV infection by Dr. Donie Lumban Gaol (UKI Hospital)
- 3) Toxoplasmosis in HIV infection by Dr. Donie Lumban Gaol (UKI Hospital)
- 4) HIV and Tuberculosis co-infection by Dr. Adria Rusli (Sulianti Saroso Infectious Disease Hospital)
- 5) HIV and Syphilis co-infection by Dr. Stanislaus Bondan (Angsamerah)

The participating doctors were enthusiastic about the case study discussions, participated actively and asked many critical questions. Some proved to be very knowledgeable and skilled in their approaches to solve the cases. The case studies served as valuable teaching material, demonstrating both classical and unusual presentations which may confront the practitioners in their professional lives.



After lunch, during the last two sessions of the workshop, participants were provided with basic knowledge related to business management and strategy. Particularly doctors who work in the private sector running their own private clinic or practice need to have at least basic knowledge about how to manage a private clinic business and in business strategy. However, many doctors lack these skills, which prevents them from earning a decent living and growing their businesses. The participating doctors listened with great interest to Dr. Nurlan Silitonga, who shared her knowledge, insights and advice during a session titled “Entrepreneurship skills for doctors”, making many references to her journey establishing the two Angsamerah private clinics and Angsamerah Institution. Dr. Nurlan Silitonga also delivered a session about “Personal Branding”, encouraging participants to be self-confident and take ownership of their personal and career paths and reach for their dreams.

All workshop participants received a certification (15 Credit Points) from the Indonesian Medical Association (IDI).

Methods and Speakers

The workshop was delivered by using interactive and practical methods, such as presentations, discussions, and case studies. Guest speakers consisted of a wide range of experienced national experts on HIV and AIDS, STI, HIV and hepatitis co-infection, HIV and tuberculosis co-infection, addiction medicine, gender and sexuality, counselling, communication and self-motivation.

Complete profiles of guest speakers and contributors can be accessed at: angsamerah.com and blog.angsamerah.com/category/experts/

Bedside teaching

On June 11, after the completion of the three day workshop at UKI Hospital, a one day bedside teaching training had been organized at Klinik Yayasan Angsamerah. Two of the doctors who had attended the workshop also participated in the bedside teaching component - both of them dentists with no previous experience handling patients with conditions related to SEX, HIV & DRUGS. They were guided and instructed by a team of Angsamerah doctors, consisting of Dr. Nurlan Silitonga, Dr. Stanislaus Bondan, Dr. Lamsaria, and Dr. Jacqueline R. Piay.

Before seeing any patients, the two participating doctors learned in theory about the process of anamnesis, genital examination, testing procedures,



how to open and communicate test results, treatment of different STIs, the usage of anoscopy and speculum, how to take a sample, fixation, staining, and laboratory analysis.

For the bedside teaching patient-based teaching six patients were invited to the clinic, referred by two partnering Civil Society Organizations (CSOs). Each patient was provided with free testing and paid a small incentive. Three of the patients were men who have sex with men (referred by Yayasan Inter Medika), and the other three patients were female sex workers (referred by Yayasan Kapeta).

The three male patients were all tested for HIV, syphilis, gonorrhea and chlamydia (urethra and anus). The first patient was handled by the Angsamerah doctor (Dr. Stanislaus Bondan) and the two learning doctors watched. The second and third patient were then each handled by one of the two learning doctors. The patients' diagnosis were as follows:

- **Patient 1** (MSM): Healthy.
- **Patient 2** (MSM): Diagnosed with urethral gonorrhea, treated with ceftriaxone intramuscular.
- **Patient 3** (MSM): Diagnosed with HIV and genital warts around anus, patient underwent post-test counselling related to HIV diagnosis and new appointment for CD4 and base line testing was arranged. The genital warts were treated on-site with podophyllin.

The three female patients underwent vaginal discharge and Pap smear testing. The first patient was handled by the Angsamerah doctor (Dr. Lamsaria) and the two learning doctors watched. The second and third patient were then each handled by one of the learning doctors. The patients' diagnosis were as follows:

- **Patient 1** (FSW): Diagnosed with cervicitis (non-gonorrhea), treated with azythromicyn 500mg and cefixim 400 mg.
- **Patient 2** (FSW): Healthy.
- **Patient 3** (FSW): Diagnosed with cervicitis (non-gonorrhea), treated with azythromicyn 500mg and cefixim 400 mg.

Overall, the bedside teaching as a patient-based teaching method proved to be very successful, as various aspects of clinical practice could be demonstrated and learned. The participating doctors could be provided with a unique opportunity to improve their clinical diagnostic skills, as well as communication skills in relation to the issue of sexuality, and communication of test results.



All bedside teaching participants received a certification (8 Credit Points) from the Indonesian Medical Association (IDI).

Finance

Workshop:

Total costs related to the three day workshop were of Rp. 79'678'800. This already includes Angsamerah's investment, which is of Rp. 28'250'000 and has not been paid in real (fee for Angsamerah facilitator and event coordinator, goody bags, media design, proposal development and report writing).

Bedside teaching:

Total costs related to the bedside teaching training were of Rp. 8'045'000. This already includes Angsamerah's investment, which is of Rp. 2'400'000 and has not been paid in real (fee for Angsamerah doctors, laboratory technician and nurse, event coordinator).

The grand total of both the workshop and bedside teaching (excluding Angsamerah's investment, which is of Rp. 30'650'000) is of **Rp. 57'073'800**.

- ASHM provided a total of Rp. 50'060'000 (AU\$ 5'000) of funding towards the two activities.
- Participators' fees were of a total of Rp. 13'200'000.

Testimonies from Participants:

"It is great for doctors to have a new point of view, especially about being an entrepreneur and personal branding. It just makes me love my profession even more!" (Dr. Lusia Sirait)

"The Angsamerah workshop has been very pleasant, friendly and lifts my spirit and encourages me to open a new business." (Dr. Intan Novita)

"Very interesting indeed. Broadening doctor's mind about what the role of health services within society could be, beyond what is usually expected. Moreover, the opportunity of a health service business that can provide us with a better future." (Dr. Apifuddin)

Overview of Participants

Name	Current workplace	Type of practitioner	Experience within HIV/AIDS field	Bedside teaching	Future plan	Fee contributed
Lusia Dewi K. W. Sirait, dr	Puskesmas Koja	General Practitioner	Yes	No	<ul style="list-style-type: none"> - Open her own practice with system by appointment - Improved communication with patients 	Rp. 1'500'000.-
Apifuddin Ahmad, dr, FIAS	Private Practice	General Practitioner	Yes	No	<ul style="list-style-type: none"> - Include HIV and AIDS services - Upgrade private practice - Business plan 	Rp. 1'500'000.-
Widya Apsari, drg, Sp.PM	RSUD Pasar Minggu	Dentist, specialization in oral health/medicine	No	Yes	<ul style="list-style-type: none"> - Dentist for PLWHA - Open own clinic 	Rp. 2'100'000.-
Sarah Mersil, drg, Sp.PM	Lecture at Prof. Dr. Moestopo University	Dentist, specialization in oral health/medicine	No	Yes	<ul style="list-style-type: none"> - Continue teaching at university - Open business (non-medical) 	Rp. 2'100'000.-
Intan Novita, dr	Puskesmas Penjaringan (North Jakarta) & private practice	General Practitioner	Yes	No	<ul style="list-style-type: none"> - Include HIV and AIDS services at private practice 	Rp. 1'500'000.-
Novi Arifiani, dr, MKK, FACNEM	Private clinic (Promedika)	General Practitioner	Yes	No	<ul style="list-style-type: none"> - Business plan - Increase income - Upgrade existing clinics 	Rp. 1'500'000.-
Dina Sari Dewi, dr	RSU UKI	General Practitioner	No	No	-	Rp. 1'000'000.-
Brian Kusler, dr	RSU UKI	General Practitioner	No	No	<ul style="list-style-type: none"> - Establish and NGO for disadvantaged children - Become a leader 	Rp. 1'000'000.-
Welly Salutondok, dr	RSU UKI	General Practitioner	No	No	-	Rp. 1'000'000.-
Allert Benedicto Ieuan Noya, dr	Angsamerah	General Practitioner	Yes	No	-	free
Joyce Vera Marie Lengkong, dr, MARS	RSU UKI	General Practitioner	Yes	No	<ul style="list-style-type: none"> - Continue to practice at RSU UKI - Potentially open own practice in the future 	free
Luana Nantingkaseh Achmad, dr, SpKJ	RSU UKI	General Practitioner	Yes	No	<ul style="list-style-type: none"> - Continue to practice at RSU UKI - Potentially open own practice in the future 	free

Agenda and Schedule

Day 1

Time	Topic	Resource Person	Reference
08.15	Registration <ul style="list-style-type: none">Distribution of goody bags with book "Inikah HIV?"	Secretariat	
08.30-08.45	Opening	Rosma Napitupulu, dr, MARS	
08:45-09:15	Role of IDI and the partnership with Angsamerah Institution: <ul style="list-style-type: none">Rational, objective, and output of workshopRole of IDI for general practitioners in private practice	Dyah Waluyo, dr	
09.15-09.45	Introduction and workshop agenda	Nurlan Silitonga, dr, MMed	
09:45-10:00	Coffee Break		
10.00-12.30	<i>STEPS of Positive Character Building</i>	Rully Mujahid, ST and team	
12.30-13.15	Lunch Break		
13.30-15.30	Basics of Interpersonal Communication	Asti Widiastuti, dr, MPH and team	
15.30-15.45	Coffee Break		
15.45-17.30	Basic Counselling	Adhe Z Prasasti, S.Psi and team	
17.30	Closing 1st day		

Day 2

Time	Topic	Resource Person	Reference
08.00-09.30	Sexuality and Gender	Marcia Soumokil, dr, MPH	
09.45-10.30	The role of general practitioners in private sector for Indonesian HIV program	Nurlan Silitonga, dr, MMed	
10.45-11.45	Drugs, addiction, and over dose management in primary care	Ratna Mardiaty, dr, SpKJ (K)	"Addiction Medicine Module"
12.00-13.00	HIV management in primary care	Prof. Samsuridjal Djauzi, dr, Sp.PD-KAI (TBC)	Book "Inikah HIV?"
13.00-14.00	Lunch Break		
14.15-15.15	Tuberculosis and HIV	Adria Rusli, dr, SpP	
15.30-16.30	Introduction co-infection HIV and Hepatitis B & C	Juferdy Kurniawan, dr, Sp.PD-KGEH (TBC)	Book "Introduction to HIV and Hepatitis B&C Co-Infection"
16.30	Sexually Transmitted Infections (STIs) <ul style="list-style-type: none">▪ Diagnosis & Treatment▪ Public Health	Wresti Indriatmi, dr, Sp.KK(K), M.Epid	Book "National STI Guidelines"
17.30	Closing 2nd day		

Day 3

Time	Topic	Resource Person	Resources
08.30-13.00	Clinical Case Studies	Clinicians from UKI Hospital, Angsamerah, and Infectious Diseases Hospital Sulianti Saroso	
13.00-14.00	Lunch Break		
14.15-15.15	<i>Entrepreneurship skills for doctors</i>	Nurlan Silitonga, dr, MMed and Syahadah Siregar, dr, MARS	
15.30-16.30	<i>Personal Branding</i>	Nurlan Silitonga, dr, MMed	
16.45-17.45	Closing: <i>The Future and Opportunity for us</i>	Nurlan Silitonga, dr, MMed	

Contributors

Trainers and Facilitators

Adhe Zamzam Prasasti, S.Psi	Angsamerah Institution
Adria Rusli, dr, Sp.P	National Infectious Disease Hospital, Sulianti Saroso
Asti Widiastuti, dr, MHC	Angsamerah Associate
Ayie Sri Kartika, dr	Angsamerah Associate
Donie Lumban Gaol, dr, SpPD	UKI Hospital
Dyah Waluyo, dr	IDI, PDUI, HIV specialist
Juferdy Kurniawan, dr, SpPD-KGEH	Hepatologist Specialist, Member of PPHI, Lecturer, Faculty Medicine of University of Indonesia
Juna Rison Damanik	Yayasan Inter Medika, community mobilization
Lamsaria Siburian, dr, MARS	Angsamerah Institution
Marcia Soumokil, dr, MPH	Adviser for Kinerja Program, USAID, Public Health Experts in Sexuality, Gender, Sexual and Reproductive Health
Nurlan Silitonga, dr, MMed	Angsamerah Institution
Ratna Mardiaty, dr, SpKJ (K)	Angsamerah Institution
Rully Mujahid, ST	Angsamerah Associate
Prof. Samsuridjal Djauzi, SpPD-KAI	PDPAI, Pokdisus, RSCM
Stanislaus Bondan Widjajanto, dr, MKes	Angsamerah Institution
Syahadah Siregar, dr, MARS	Angsamerah Institution
Wresti Indriatmi, dr, SpKK(K), M.Epid	STI and communication specialist, Lecturer – Faculty of Medicine Univeristy of Indonesia, Member of Perdoski

Secretariat and Event Officers

Felix Neuenschwander, MA	Angsamerah Institution
Nina Christiana, S.Si	Angsamerah Institution
Saraswati Dian Savitri, S.K.M	IDI

SEX HIV DRUGS HEPATITIS TUBERC ULOSIS SEXUALLY TRANSMITTED IN FECTIONS CLINICAL MANAGEMENT PRACTICAL INNOVATION EMPOWE RING GENERAL PRACTITIONERS BU SINESS STRATEGIES COMMUNICAT ION SKILLS PUBLIC PRIVATE SECTO R PARTNERSHIP SOCIAL FRANCHI SING PROFITABLE MEDICAL PRACTI CESS SUSTAINABLE DEVELOPMENT AFFORDABLE HIGH QUALITY HEALT H SERVICES

Pengetahuan praktis menyediakan layanan kesehatan ramah dan berkualitas terkait;
SEX, HIV & DRUGs

Pengetahuan praktis komunikasi interpersonal dokter dengan pasien

Melihat peluang pertumbuhan finansial nan sehat bagi institusi layanan kesehatan swasta
dan karir profesi

Menangani kasus pada pasien secara langsung (Opsional Bedside Teaching)

Kesempatan menjadi bagian dari ADA (Associated Doctors of Angsamerah)

Sertifikasi IDI