

ABSTRACT**Efforts to Increase Utilization of Health Services for Elderly People in
Banggai Public Health Center in Banggai Islands District,
Central Sulawesi Province**

In 2001, Banggai Public Health Center (PHC) located in Banggai Islands District, Central Sulawesi Province developed efforts to care and to provide health services for elderly people through the PHC and Elderly People Integrated Service Posts (EPISP). Even so, utilization of health services for the elderly in PHCs and EPISPs remain less than optimal. This can be seen from the visitation rate of elderly citizens to PHCs in 2001 which was 32.3% (the target was 40%). The same goes for the visitation rate to EPISPs which was 11.5% (the target was 25%). In light of this, efforts to increase utilization of health services for elderly people in PHCs are necessary.

The research method used was observational with a cross sectional survey. The sample of the research consisted of active and passive elderly users of Banggai PHC. Total of respondents was 96 people which were taken by simple random sampling. Collection of primary data was done through questionnaires while secondary data was taken from official PHC documents. Observation and direct monitoring of the conditions of health services for elderly citizens was done with checklists. The time of research was from 28th May to 6th July, 2006.

The results of this research were: 1) characteristics of respondents showed low level of education and knowledge, perception of healthiness and illness if uneasy and unable to do anything, perception of PHCs only as a place to seek medication; 2) Expectations of examination and medication can be more thorough, service-hours are similar with working-hours, service procedure is presented in a chart with uncomplicated simple language and the availability of health service room for the elderly people; 3) Present condition of health service for elderly people: lack of medical instruments, lack of nurses, and health service management for elderly people is below standard.

The recommendations are to intensify health promotion for elderly citizens, to provide health service resources for the elderly i.e. medical personnel or paramedical staff, to fulfill elderly people's need and their expectation of schedules, place, structural chart, health service with medical tool facilities, improvement and supervision on the management of health service for elderly people.

Key words: elderly people, Public Health Center, utilization