



MINISTRY OF HEALTH REPUBLIC OF INDONESIA

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To Whom It May Concern:

On behalf of the Indonesian Ministry of Health, I am writing this letter of recommendation to endorse a public service innovation created by dr. Iskak Regional General Hospital of Tulungagung to be a winner in the United Nation Public Service Award (UNPSA) 2020.

The innovation titled "Hospital Without Wall" is a new concept of public hospital management that integrates multiple system to provide affordable services to citizens without discrimination beyond the hospital buildings. The innovation has employed Public Safety Centre to respond and to manage emergencies that incorporates health centers, police units, fire fighters, disaster management units, and military command posts. This innovation is connected with the 119-national medical emergency managed by the Indonesian Ministry of Health. In addition, no patients are denied to receive medical treatment regardless their economic situation, race, religion, and other socio-political attributes.

The innovation has at least three outstanding factors that make it qualified for an international award. Firstly, this is a new concept of public hospital management without physical building limitation that incorporate pre-hospital, in-hospital, and post-hospital care. Secondly, the innovation has treated all patients without discrimination or partial treatment. Thirdly, the innovation is inspiring and doable to be replicated by other regional government in Indonesia and other developing countries.

Finally, I strongly endorse the UNPSA 2020 committee members to choose the "Hospital Without Wall" initiative as the winner.

Jakarta, 25 November 2019

Director of Referral Health Services

The Ministry of Health the Republic of Indonesia



(dr. Tri Hesty Widyastoeti Marwotosoeko, Sp.M, MPH)