



Analysis of the Level of Maximality of the Implementation of Health Service Management at the Gunungkidul Regional General Hospital

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Abstract. Health services are one of the important components that support human life. Health services aim to meet the needs of individuals or communities to address issues related to public health. Each region has a public hospital that is the center of public health services, such as the Wonosari Regional General Hospital. The object of the study used was the level of maximalization of the application of health service management in regional general hospitals, with qualitative descriptive methods and literature review. The results of this study show that the Wonosari Regional General Hospital is quite optimal in implementing hospital health service management, except for the health service information system. This is due to the lack of adequate human resources. For this reason, it is necessary to increase human resources to improve quality and increase the maximum implementation of hospital health service management.

Keywords: Health service · management · Gunungkidul

1 Introduction

Health services are one of the important components that support human life. Especially after the pandemic that has hit the world since 2019. Health care is at the forefront of reviving the world from a slump. This can be seen from how much struggle and sacrifice has been made by the health component and medical personnel to restore the foreign atmosphere that occurred due to the Covid-19 pandemic since two years ago.

The purpose of health care has the aim of meeting the needs of individuals or communities to address issues related to health in the community. The need for public health is increasing as socioeconomic and educational circumstances increase. This makes the quality of health services and the performance of health workers in providing health services must be improved [1].

Wonosari Regional General Hospital is one of the hospitals located in Gunungkidul. Public hospitals have a very important role for the community, especially because they are the largest hospitals that continue to strive to improve the quality of health services

and hospital facilities. However, it is not uncommon for regional public hospitals to have poor judgments to be slammed by private hospitals due to several factors such as facilities and quality of service [2].

Therefore, in this scientific article, researchers will recognize the maximal level of implementation of health service management at the Wonosari Regional General Hospital as a form of supervision of quality and facilities and to find out the shortcomings that still have to be corrected for the better.

2 Discussion

Hospital management has a scope for hospital management, nursing, pharmacy, logistics, marketing, finance and accounting, hospital information, hospital work risk and safety and hospital quality. The characteristic of the hospital management itself is that it has a uni nature because it plays a dual role in the service of both external and internal customers, as well as science and background [3].

In this case, good hospital management can be seen from its vision and mission, having clarity in work plans and budgeting, arranging the work program of the unit to be maximized by the management function and the operating function. It can be identified by monthly reports as evaluations. The sequence is used as a step to achieve the expected goals and objectives [3].

2.1 Research Methods

This research is a descriptive research using a qualitative approach that aims to describe the condition of the research object that produces a description of the research object so that it can help to analyze the level of maximality of the application of health service management at the Wonosari Regional General Hospital.

Time and Place of Research. This research was conducted on July 8, 2022 online.

Object of Study. The object of this study is the level of maximalization of the implementation of health service management at the Wonosari Regional General Hospital.

Data Collection Techniques. Data collection techniques are carried out with literature review.

Data Analysis Techniques. The analysis used is a qualitative descriptive analysis where data is obtained from the review literature.

2.2 Results and Discussion

Public health services are the services that are first needed when there is a health problem or accident [4]. In addition, public health services are also an important side to ensure aspects of health needs that are urgently needed by citizens. Health services should have clear quality and standards so that the services received are in accordance with the conditions of the community [5].

Based on the literature review that has been carried out, it is known that the quality aspects in the Wonosari Regional General Hospital all meet the principles stated in

MENPAN Decree No. 63 of 2003, namely transparency, accountability, participation, equal rights and a balance of rights and obligations. But there is one hope that has not been met, which is conditional. This is because the hospital is still in the process of developing less facilities [2].

Then, the obstacle experienced by the general hospitals of this area is regarding information management, where many patients and the public do not know about health information in hospitals. In its application, it is said to be less smooth and there are many obstacles experienced due to the lack of human resources who master IT. Then another obstacle is the lack of human resources to carry out health services to all patients, and the existing facilities are not in accordance with the type or number. This greatly affects the quality and accreditation of hospitals, especially at the level of maximized implementation of health service management [2].

These obstacles have been gradually resolved with the efforts made by the hospital such as the addition of medical personnel and the construction to increase the quality of facilities and infrastructure in the hospital. This is done as a positive effort to improve services and improve the maximality of health service management. For this reason, it can be seen that the Wonosari Regional General Hospital already has a level of maximized implementation of good health service management in several fields, and requires improvements in the field of information systems [2].

3 Closing

3.1 Conclusion

Wonosari Regional General Hospital has been quite optimal in implementing its health service management. Where the principles have been fulfilled even though they are not optimal because there is still development in human resources and construction and addition of facilities are still being carried out. However, there are still some obstacles in the management of hospital information systems caused by the lack of human resources who master in the field of technological sciences. This makes it quite difficult for people to get information when they need health care assistance.

3.2 Suggestion

To maximize the application of hospital service management, it is necessary to improve the quality of human resources, especially in mastering technology. In addition, there needs to be additional health workers to maximize services for all patients and it is necessary to carry out construction to add to existing facilities and facilities.

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