



# The Influence of Policies Related to Health Service Management on the Service Quality of a Hospital

Annisa Kusuma Rahmani and Gayatri Dyah Suprobowati<sup>(✉)</sup>

Sebelas Maret University, Surakarta, Indonesia  
gayatridyah@staff.uns.ac.id

**Abstract.** The hospital is one of the public facilities engaged in health services. In carrying out service activities to the community, of course it must be based on good management policies. With good management arrangements in a hospital, it will also have a good influence on the sustainability of a hospital. From an economic point of view, good service management will have an impact on customer satisfaction, which in this case is the patient. This patient satisfaction will then reflect patient loyalty when using a public facility, in this case a hospital. In addition, the hospital also functions as one of the supports in development in Indonesia. Why is that? Because with the hospital, at least it can reduce health problems that exist in the community. In accordance with their duties, the hospital does not only cure patients but must carry out socialization about health issues to the community.

**Keywords:** Health Service Management · Hospital · Quality

## 1 Introduction

In terms of supporting the development of the country, Indonesia has started improving the quality of public services which is implemented by building public facilities in both cities and villages. This can be seen in the construction of hospitals in several areas as well as the existence of Puskesmas (Pusat Kesehatan) which are increasingly developing. However, when viewed in the global health resilience index, Indonesia is still ranked fourth in the Southeast Asia region and in the world ranking at position 30. The assessment of the global health resilience index ranking is seen from several aspects, one of which is regarding health service management. Management of health services here is seen from reporting, health systems, compliance with international standards, etc. Therefore, to improve the quality of health services, it can be started from making policies based on international provisions or standardization and in accordance with the laws and regulations in force in Indonesia.

Health is a major factor in a person's survival. Therefore, the state is obliged to provide facilities related to the health sector. This is in accordance with the implementation of Article 28A which states that the state guarantees the right to live for its people.

However, it cannot be denied that in the implementation of services to the community there are often obstacles, one of which is the differentiation of services to patients or in other words injustice to patients because of different castes. In addressing these various obstacles, there needs to be a synergy between policy makers, policy implementers, and policy implementers. If not, then this or other obstacles could happen again. On the other hand, the government's role in terms of supervision also needs to be increased so that unwanted things can be minimized.

Policy making on the management of health services in each hospital will certainly be different. This is based on the vision, mission, and goals of each hospital itself. However, making this policy must also pay attention to the applicable laws and regulations, so that all activities in the hospital run according to the applicable rules.

With the policies related to the management of health services, it is expected to improve the quality of services in a hospital. The quality of a hospital, whether good or bad, can be seen from the implementation of the policies that have been made. If there are many violations, then the quality of the hospital needs to be questioned, even the government can revoke the hospital's operating permit. On the other hand, if there are minimal or no violations, it can be said that the quality of the hospital is very good.

## **2 Management of Hospital Health Services in Indonesia**

The definition of policy according to the KBBI is a series of concepts and principles that become the outline and basis in a job, leadership, and way of acting (about government, organization, etc.) work, leadership, and ways of acting. So this policy is made for a specific purpose and is expected to be a guideline for solving an existing problem. While the definition of service according to Sinambela is an activity or a sequence of activities that occur in an exclusive interaction between a person and another person or a physical machine, and the result obtained is customer satisfaction. We can see from the statement above that health is the main factor in human life, so that the state has an obligation to fulfill this in accordance with the mandate of our constitution, namely the 1945 Constitution (UUD 1945).

### **2.1 Policy**

In terms of making policies, of course, every hospital, whether owned by the government or private, will definitely be different. However, it should be emphasized that the policies made must be in accordance with the laws and regulations in force in Indonesia and must comply with internationally established standards. This health policy can cover several things, including service management, financing, health insurance, quality improvement and patient safety, patient rights and obligations, patient discharge, etc.

### **2.2 Implementers of This Policy**

Implementers of this policy include hospital administrators, hospital employees, and medical personnel in the hospital. The implementer of this policy certainly functions to implement the policy by minimizing violations. If there are many violations, the injured party is the hospital itself, so that it can have an impact on a crisis of patient or community trust in the hospital.

### **2.3 Supervisor of Policy Implementation**

In terms of supervision, the government and the management or ranks within the hospital are tasked with monitoring or supervising the course of a policy. With this policy, all levels of people or employees are obliged to carry out well.

## **3 Hospital Obligations**

In accordance with Article 29 of Undang–Undang Law no. 11 of 2020 concerning Job Creation, hospital obligations are:

- a. To provide correct information about hospital services to the public;
- b. Provide safe, quality, anti-discriminatory, and effective health services by prioritizing the interests of patients in accordance with hospital service standards;
- c. Provide emergency services to patients in accordance with their service capabilities;
- d. Take an active role in providing health services in disasters in accordance with their service capabilities;
- e. Provide facilities and services for the underprivileged or poor;
- f. Carrying out social functions, among others, by providing service facilities for underprivileged/poor patients, emergency services without a down payment, free ambulances, services for victims of disasters and extraordinary events, or social services for humanitarian missions;
- g. Create, implement, and maintain quality standards of health services in hospitals as a reference in serving patients;
- h. Organizing medical records;
- i. Provide proper public facilities and infrastructure, including worship facilities, parking, waiting rooms, facilities for disabled people, breastfeeding, children, and the elderly;
- j. Implement a referral system;
- k. Refuse the patient's wishes that are contrary to professional and ethical standards as well as the provisions of laws and regulations;
- l. Provide true, clear, and honest information regarding the rights and obligations of patients;
- m. Respect and protect patient rights;
- n. Implement hospital ethics;
- o. Have an accident prevention and disaster management system;
- p. Implement government programs in the health sector, both regionally and nationally;
- q. Make a list of medical personnel who practice medicine or dentistry and other health workers;
- r. Develop and implement internal hospital regulations.

## **4 Implementation of Health Service Management Policy**

Implementation of service management policy in the field of Health can be implemented through the management of health administration, health information, health resources, implementation of health, community participation, etc. However, this time we will

discuss the implementation of existing health management policies in a hospital in Indonesia. Is the management of hospital health services in Indonesia increasing or decreasing? We can see that the Covid-19 pandemic has had a significant impact on a number of hospitals throughout Indonesia. In addition, with this pandemic, the credibility and quality of a hospital can be seen, especially in terms of health service management, whether it has been running according to established policies or even many procedures have been violated.

Public health services are a field that cannot be separated from the influence of globalization which is becoming a pattern, especially since the pandemic for approximately three years illustrates how the quality of a service in the health sector is. The existence of globalization has changed the way people think and behave. This makes many agencies or organizations including the health care sector innovate in providing their services. Services that are creative, innovative, and in accordance with the times will benefit the community more, so that a service provider in this case the hospital will be increasingly in demand by the community. In addition, the existence of globalization has indirectly opened up the free market sector, where this is realized by the existence of the private sector in Indonesia. Thus, health service facilities are not only owned by the government but also privately owned.

But there is no need to worry, this private ownership must also be based on the prevailing laws and regulations in Indonesia. In this case, all activities in the hospital, especially in making health service management policies, must comply with applicable regulations, otherwise the government has the right to revoke the license of the privately owned hospital.

## **5 Indicators of the Success of a Hospital Service**

In supporting the success of a hospital's service, of course, it cannot be separated from the workers, including medical personnel who devote themselves to fulfilling the rights of the community in their survival. The role of the hospital in socializing to the community is also an indicator of the success of a hospital's service, because the hospital does not only play a role in curing but also preventing a disease. In doing prevention, it can be done by socializing to the public about health problems. Thus, the synergy between the community and the hospital can improve the quality of public health resilience.

In addition, when viewed from the side of service management, things that must be considered to support the success of the service include, among others, the completeness of the performance report, the timeliness of the preparation of financial reports either within a year or at the end of the month, reports and follow-up on the results of meetings with the board of directors, timeliness of salary increases, punctuality in giving salary every month, and timeliness of providing information regarding patient bills if it is an inpatient. Therefore, things like this must be considered by a hospital for success in service.

## 6 Conclusion

Thus, the things that affect a healthcare management policy are the policy makers themselves, policy implementers, and policy implementers supervisors. In terms of supervision, the state is also involved in monitoring whether policies in a hospital are in accordance with procedures or not. This health service management policy will affect the good and bad quality of services in the hospital. Although there are many factors or components in supporting the success or good quality of a hospital, policy is a major factor in the sustainability of a hospital. In this case, the policy is a guideline or principle that must be implemented by all levels of policy implementers (employees) in the hospital.

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