

Accreditation as an Accelerator to Improve the Performance of Hospital Human Resources Face the Turbulence Culture of Universale Coverage Year 2019

Sentot Imam Suprpto^{a,1,*}

^a *Lecture of Institute of Health Science Surya Mitra Husada, Kediri, Indonesia*

¹ *sentotimam12@gmail.com*

^{*} *Corresponding author*

Keywords:
Leadership
commitment
loyalty
Rewards

ABSTRACT

Accreditation as the standardization of health services performed by hospitals in accordance with professionally defined competencies. Resources in hospitals include in the field of human resources, infrastructure, financial, information and communication, development and research. Harmonization from interaction and communication in hospitals affected factor are Leadership (Yulikha R, 2017), Comitment and Loyalty (Albert LT, 2018) and Rewards (Dhahlia P, 2018).

Prerequisite of Malcolm Baldrige as a test of leadership test in RSUD dr. Iskak Tulung agung, while in RSUD Jombang Wald and RS Gatoel test using logistic regression analysis.

Performance before accreditation: RSUD dr. Iskak Tulung Agung SPM achievement 74 of 90 indicators, RS Gatoel Mojokerto complaint patients against medical services. RSUD Jombang: .evaluation of less nursing care (Dhahlia P, 2018) Post-accreditation performance: In RSUD dr. Iskak Tulung agung: Malcom Baldrige test result reached exelence value (884) from 49 respondents (Yulikha R, 2017) In RS Gatoel Mojokerto: improvement of commitment and loyalty of medical personnel have an effect on performance improvement, from 42 respondents. Test of logistic regression produce significant from factor commitment p value 0.034 and loyalty p value 0.025 medical personnel (Albert LT, 2018). In RSUD Jombang: awards in paramedics contribute to performance improvement, of 166 respondents, giving significant strengthening of p value test results 0,037 (Dhahlia P, 2018).

RSUD dr. Iskak Tulung agung: with the results of excellence according to World Leader (Yulikha R, 2017), RS Gatoel Mojokerto: excellent service based on commitment and loyalty of medical personnel (Albert LT, 2018) and RSUD Jombang reinforcement on awards for paramedics with the result of accreditation plenary (Dhahlia P , 2018). The three main pillars of the above hospitals are expected to strengthen hospitals against cultural turbulence in plenary referral health services.

Copyright © 2018 Joint International Conference
All rights reserved

I. INTRODUCTION

Accreditation as a standardization of health services implemented by the hospital in accordance with professionally defined competencies. Resources in hospitals, among others, in the field of human resources, infrastructure, financial, information and communication, development and research. Harmonization from interaction and communication in hospitals affected factor are Leadership [1], Comitment and Loyalty [2] and Rewards [3].

The massive change of the industrial era 4.0 ran all aspects of life, the rejection or use of culture and its completeness in all aspects of life. Healthcare as one of the basic needs, getting an inescapable demand in cooking. Must make changes in the demands of the fulfillment of changes in

the culture of public services, like the inevitable cultural turbulence that must be faced by all aspects of other service actors.

Hospitals as one of the pillars in fulfilling the needs of individual sanitation process, exposed by the process of change. The inevitable new era is universal coverage; the fundamental change of culture in the field of health services is from the out of the pocket pattern or direct pay into a planned pledge of subscription through health insurance.

The three pillars of the health care world are service providers, participants or service recipients and financiers. The service providers are divided into two groups: advanced health facilities and first-rate health facilities experiencing a cultural change in health care from being required to serve, from being paid to being paid. So big changes that occur, who change the system doesn't will be left behind and abandoned. Storm or turbulence in the field of performance or service culture is very big influence.

This cultural change, as a challenge to be faced through the internal strength of the organization, is the need for synchronization and internal harmonization of the organization as a foundation of internal consolidation [19,20].

Hospitals in the process of performance is very complex, including leadership, service providers and direct companion consumers and or family of patients, and adherence to implement nursing care. Performance of human resources in dr. Iskak in the field of meeting the minimum service standard target is still in the range of 70% below the set target of 90%; in Gatoel Mojokerto hospital still got some complain service from medical personnel in commitment and loyalty to patient and family satisfaction; as well as in Jombang regional hospitals fillfull nurse care analyzed.

From the results of preliminary research prior to the implementation of hospital accreditation, it was found that the decrease of leadership influence resulted in the non-achievement of the hospital's performance standard [1,4,5,], decreased commitment and loyalty of medical personnel to patients [6,7]. The decline also occurred in the completeness of the analysis [3,8].

II. METHOD

Research in RSUD dr. Iskak Tulung Agung, for leadership with 49 respondents by Malcom Baldrige criteria, in Gatoel Hospital Mojokerto by Wald test for commitment and loyalty of medical services with 42 responses and in Jombang General Hospital by logistic regression analyzed for nurse care analyzed with 166 responses.

III. RESULTS AND DISCUSSION

Performance before accreditation in dr. Iskak General Tulung Agung Achievement of Minimum Service Standards reached 74 of 90 indicators, Gatoel Hospital Mojokerto still get complain patient to service in terms of commitment and loyalty service by medical personnel. Jombang General Hospital, the processing of Nurse Care Evaluation by paramedic is not fill fool [3].

This condition, resulting in less precise in the preparation of planning in hospitals in the field of procurement of medical equipment and medical devices as well as public infrastructure and shopping for short and long term hospital operations [11,12]. And, it affects the difficulty of determining projection or forecasting for the sustainability of the existence of the hospital in competition. Especially in the determination of superior service for the community at regional, or international level [13,14].

The lack of precision in planning occurs in the field of education, some education held by the government by forced merging, because of the lack of students [17,18].

Post-accreditation performance:

In hospital dr. Iskak Tulungagung: Malcolm Baldrige test results reached excellence score (884) from 49 respondents [1, 9]. In Gatoel Mojokerto Hospital: increased commitment and loyalty of medical personnel have an effect on performance improvement, from 42 respondents. The logistic regression test resulted in significant of the p value factor commitment of 0.034 and the loyalty p value of 0.025 medical personnel [2,10]. In RSUD Jombang: awards to medics contribute to

performance improvement, of 166 respondents, giving significant strengthening of p value test results 0.037 [3].

dr. Iskak Tulungagung hospital: With the results of excellence according to World Leader [1]. RS Gatoel Mojokerto: excellent service based on commitment and loyalty of medical personnel [2]. and RSUD Jombang reinforcement on appreciation for paramedic with full post-accreditation result [3].

From capable and strong leadership, will be able to accommodate and become the estuary of all problems in the field of human resources, especially medical personnel and paramedic in the form of complain or reluctance complements administrative standards are so complex demands[15,16]. With the support of administrative personnel and non-health technical personnel, hermetic leadership with medical personnel and paramedics will be able to cope with the influences of new changes known as turbulence culture in the field of health services, in realizing customer satisfaction.

IV. CONCLUSION

The three main pillars of the above hospitals are expected to strengthen the hospital against cultural turbulence in plenary referral health services.

1. Leader ship make harmonized performance hospital, to maximizing excellence services
2. Commitment and loyalty make trust of consumer satisfaction
3. Rewards for human resources mostly to synchronized public services

V. REFERENCES

- [1] YulikhaRahmawati (2017). Analisis Kinerja RS Berdasarkan Kriteria Malcom Baldrige Pada RSUD dr. Iskak Tulungagung Paska Penetapan Akreditasi Tingkat Paripurna. . Kediri. Jurnal Paska Sarjana Stikes Surya Mitra Husada
- [2] Albert LiangtonoT(2018), Analisis Komitmen dan Loyalitas Tenaga Medis di RS Gatoel Mojokerto dalam Layanan kesehatan dan Faktor-Faktor Yang Mempengaruhinya. Kediri. Jurnal Paska Sarjana Stikes Surya Mitra Husada
- [3] Dhahlia Prihandini (2018). Analisis Kinerja Perawat Ruang Rawat Inap Paska Penetapan Akreditasi Paripurna di RSUD Jombang dan Faktor-Faktor Yang Mempengaruhi. Kediri. Jurnal Paska Sarjana Stikes Surya Mitra Husada
- [4] Gazpers, Vincent & Fontana, Avanti. 2011. *Malcolm Baldrige Criteria for Performance Excellence*. Bogor : Vinchristo Publication.
- [5] Nusantari, N.K., Taroepratjeka, N., Arijanto, S. 2015. *Pengukuran Performansi* berdasarkan Malcolm Baldrige for Performance Excellence (MBCFPE) pada Kriteria Pengukuran, Analisis dan Manajemen *Pengetahuan*. Jurnal Manajemen Itenas. Vol 3 (2) : 59 – 68.
- [6] Nurkaca, I.N. 2008. *Komitmen dokter spesialis bekerja di RSUD Sambas Kalimantan Barat*. Yogyakarta: Jurnal Pasca Sarjana Universitas Gadjah Mada.
- [7] Khairunnisa, A. 2015. Hubungan antara Kepuasan dan Komitmen Kerja Karyawan dengan Intensi Turnover pada Perusahaan. Jakarta: Jurnal Psychology Binus University
- [8] Amrin, Nani. 2011. Analisis pengaruh faktor-faktor manajemen terhadap komitmen Dokter dalam pengisian Dokumen Rekam Medis Rawat Inap di RSUD Sunan Kalijaga. Semarang: Jurnal Pasca Sarjana Universitas Diponegoro

- [9] Indonesian Quality Award Foundation. 2013. *Kriteria Kinerja Ekselen*. Jakarta : Yayasan Indonesia Quality Award.
- [10] Evawati, 2011. Pengaruh Budaya Organisasi Terhadap Loyalitas Perawat Bagian Anak Rumah Sakit Umum Daerah Tangerang. *Jurnal Fakultas Ekonomi dan Bisnis Universitas Mercu Buana*
- [11] Ariani, Dorothea Wahyu. 2009. *Manajemen Kualitas*. Yogyakarta : Kanisius.
- [12] Donabedian. 2005. *Customer Service Satisfaction*. Yogyakarta : Andi.
- [13] Azrul. Azwar. 2012. *Pengantar Administrasi dan Manajemen Kesehatan*. Jakarta : Bina rupa Aksara.
- [14] Griffin, Jill. 2013. *Customer Loyalty, Menumbuhkan dan Mempertahankan Kesetiaan Pelanggan*. Jakarta : Erlangga.
- [15] Prawira, A.S., Arijanto, S., Nugraha, C. 2013. *Sistem Perangkat untuk Internal Assesment Malcolm Baldrige Criteria for Performance Excellence*. *Jurnal Online Institut Teknologi Nasional Bandung*. Vol 1 (2) : 139 – 149.
- [16] Utami, P & Setyorini, R. 2014. Analisis Pengaruh Enam Kriteria Lainnya dalam Malcolm Baldrige for Performance Excellence (MBCFPE) to *Leadership*. *Proceeding Management*. Vol 1 (3) : 515 – 533.
- [17] Hong, Lu. et al. 2012. *Job satisfaction among hospital nurses revisited: A systematic review*. *International Journal of Nursing Studies* 49 (2012) 1017–1038.
- [18] Wahyudi. 2010. Analisis Pelayanan Publik Bidang Keperawatan di Rumah Sakit Umum Kota Tanjungpinang. Jakarta : Program Pascasarjana Universitas Terbuka Jakarta
- [19] Zurnali, Cut. 2010. *Learning Organization, Competency, Organizational Commitment, And Customer Orientation: Knowledge Worker*-Kerangka Riset Manajemen Sumber Daya Manusia Masa Depan. Bandung: Unpad Press
- [20] Zusrony, Edwin. 2013. Pengaruh Penerapan Peran Total Quality Management Terhadap Kualitas Sumber Daya Manusia. *Jurnal Manajemen dan Bisnis*. Vol 17 (1) : 51 – 57