

**IMPROVING THE QUALITY OF HEALTH SERVICES  
(IN ISNTALASI EMERGENCY (IGD)  
(Study of Policy Implementation based on Regional Regulation  
Number 02 of 2014 concerning minimum service standards at  
Meloy Sangatta Hospital, East Kutai Regency)**

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**ABSTRACT**

Meloy Sangatta Hospital is a Type C Hospital, one indicator of the success of emergency medical management is the speed of providing assistance to emergency patients. This research is motivated by the fact that the response time in some hospital emergency departments is still relatively slow. That is the importance of the impact of response time on the quality of service in the emergency room.

**Keywords:** Quality, Health Services, IGD

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**1. INTRODUCTION**

In health development, it aims to achieve the highest degree of health for the development and guidance of human resources in order to improve the quality of public health. Law No. 44 of 2009 states that the hospital is a health service institution that organizes complete individual health services that provide inpatient, outpatient and emergency services. Hospital administration aims to facilitate public access to health services, provide protection for the safety of patients, the community, the hospital environment and human resources at the hospital (Triwibowo in Handayani, 2018) Hospital is an organization engaged in services, with characteristics labor intensive, capital intensive and technology intensive, problem intensive. In line with the speed of development in the health sector, the demand for quality services at home Pain is also increasing, marked by a lot of criticism about community dissatisfaction with hospital services. By knowing the hospital management dissatisfaction can improve the quality of hospital services. The health services available at the hospital include inpatient, outpatient and emergency

services. One of the hospital services that must be performed in an excellent manner is service in the Emergency Room (Febarianta, 2017) Law of the Republic of Indonesia Article 29 number 44 of 2009 concerning Hospitals states that each hospital has the obligation to provide emergency services to patients in accordance with ability and create, implement, and maintain health service standards in the hospital as a reference in serving patients. The level of quality is highly influenced by hospital resources, the interaction of hospital resource utilization that is driven through certain processes and procedures to produce services or services. The quality of hospital services must be accounted for because it involves many things, one of which is patient safety which is the main target (Depkes, 2001). Quality and safe hospital health services have become the focus of government attention as outlined in the Law of the Republic of Indonesia No.44 of 2009 concerning hospitals regarding hospital obligations and patient rights.

The Emergency Room is a part of hospital services that provides medical services quickly and can reduce mortality, morbidity and disability (Akarian et al, 2017). Meloy Sangatta Hospital is a type D Hospital which has a standard emergency response time <5 minutes after the patient arrives. One indicator of the success of emergency medical management is the speed of providing assistance to emergency patients. given by good enough, meaning that customers are quite satisfied with the services provided. The results of observations made by Mahyawati (2015) at PKU Muhammadiyah Yogyakarta Hospital obtained that the average response time of nurses who have not met the minimum service standards is 6 minutes 15 seconds. Furthermore, research conducted by Achmad (2012) at the ER Panembahan Senopati Bantul Hospital showed that as many as 40% of nurses had a slow response time (> 5 minutes). This study shows that the response time in several hospital emergency departments is still relatively slow, so that more optimal service improvements are needed. Given the importance of the impact of response time on service quality in emergency departments, researchers are interested in researching quality services at the IGD Meloy Sangatta Hospital. In which Meloy Sangatta Hospital is a private hospital which is also a hospital that has long been established and operates in East Kutai Regency with a large number of patients because it is also a referral from clinics for companies in East Kutai Regency. A very simple definition of implementation is as expressed by Jones (1991:27) where implementation is defined as "getting the job done" and "doing it" but behind the simplicity of such formulation means that policy implementation is a policy process that can be done easily. In practice, in this study the author uses the approach used in analyzing policy implementation according to the theory of CG Edward III, in assessing implementation, asking two questions, namely:

1. What is the precondition for successful policy implementation?
2. What are the primary obstacles to successful policy implementation?

### **3. LITERATURE REVIEW**

George C Edward III tried to answer these two questions in examining the four variables of policy, namely bureaucratic structure, resources, communication, disposition. Analysis of the Quality of Health Services in the Emergency Unit at the General Hospital of the Haji Makassar Region (Syafaruddin and Syukur, 2014) The results of the study show that the quality of services provided by the emergency department of RSUD Haji Makassar is in accordance with public service standards, especially health., Evaluation of the Implementation of Health Service Standards Policy in Gunungkidul District (M. Khozin, 2010) How can the implementation of the MSS policy improve the quality of health services? samples selected on purpose. The method used is to use cross tabulation and the mean value to calculate the results of the questionnaire. In compiling the questionnaire, a Likert scale was used which is useful for knowing the service of complaints. The results of this study indicate that the service provided.

### **4. METHODS**

In this study, the research design used a qualitative descriptive approach. Moleong (2012, 6) defines qualitative research as research that intends to understand the phenomena experienced by research subjects such as behavior, perception, motivation, action holistically and by means of descriptions in the form of words and language, in a specific context naturally and with utilize various natural methods. . A qualitative approach is used because the researcher intends to understand more deeply and describe the IMPROVEMENT OF QUALITY OF HEALTH SERVICES (Study on the Implementation of Regional Regulation No.2 of 2014 on Quality of Health Services in IGD Meloy Hospital, East Kutai Regency) / Focus on research serves to limit the study. So the focus of qualitative research comes from the problem itself and the focus can be research material. Limitation in qualitative research is based more on the level of importance, urgency, the flexibility of the problem to be solved, as well as factors of limited manpower, funds, and time. So the researcher takes it. conclusions for research focus.

1. Quality of service in the emergency room of Meloy Sangatta Hospital with the quality aspect seen from
  - a. The clinical aspect concerns the services of doctors, nurses, related to medical techniques
  - b. Efficiency and effectiveness of cheap, efficient services
  - c. Patient safety is an effort to protect patients
  - d. Patient satisfaction is related to the convenience and speed of service.
2. Supporting and inhibiting factors are good
  - a. Internal
    1. Planning in the placement of employees in the ER
    2. The facilities and infrastructure are quite standard
    3. The level of experience of employees in workers
    4. Training - training that employees must follow
  - b. external
    1. effective management of human resources owned by the hospital, the workload factor of nurse related to the response time in the emergency room so that it is adjusted to the productivity generated by awards or rewards,
    2. Still requires continuous training for officers who are in the emergency room. emergency unit,
    3. In order to improve the quality and quality of service that is fast, and able to save emergency patients by providing IGD nurses ongoing training on managing emergency patients.

There are also informants used in this study are as follows:

1. Director of Meloy Sangatta Hospital
2. Head of Emergency Room at Meloy Sangatta Hospital
3. Public Relations of Meloy Sangatta Hospital
4. Visiting patients
5. Patient's family
6. Health Officers in the Emergency Room at Meloy Hospital

In this study, data collection was carried out using the following techniques: Observation or observation includes the activity of focusing attention on an object using all the senses. So observing can be done through sight, touch, and taste (Arikunto, 1997: 133). Interviews or conversations with a specific purpose. Interviews were conducted by two parties, namely the interviewer, who asked the question and the interviewee who gave the answer to the question (Moleong, 202: 135). Documentation, which is the method used by researchers by providing written objects such as books, magazines, documents, regulations, photos, meeting minutes, daily notes, and so on (Arikunto, 2002: 135). And also files relating to the Minister of Health Regulation No.129 of 2008 concerning hospital minimum standards. The three methods mentioned above are used in the field to obtain the required data, namely to obtain primary data, in addition to direct observations in the field, interviewing techniques are also used to determine respondents.

#### **4. RESULTS AND DISCUSSION**

In health care organizations, patients can be assumed as consumers. Ensuring patient satisfaction is a top priority set by various health organizations. A traditional concept that says people need health services and will continue to use the same health care providers because M is now a patient can access information on health care providers and can make choices for treatment that will be undertaken (BandyopadhyayandCoppens, 2005).

##### **1. Quality of service in the emergency room of Meloy Sangatta Hospital with the quality aspect seen from a. The clinical aspect concerns the services of doctors, nurses, related to medical techniques**

Quality has an important role when patients start choosing health care providers based on the quality of service and the level of satisfaction from previous experiences. According to the Minister of Health Decree number 129 of 2008 concerning Hospital Minimum Service Standards (SPM-RS), it is linked with the East Kutai Regency PERDA NO.2 of 2014 concerning minimum service standards at the Meloy Sangatta Hospital, East Kutai Regency where the researcher raises research material about time The response of doctor services in the emergency department at Meloy Sangatta Hospital has a standard maximum of 5 minutes in each case. From the results of the research obtained, the researcher tried to see the service of officers in the ER when a patient came because of a traffic accident, at that time because the nurse shouted for the doctor who was sitting in the service room to see the condition of the patient who had the accident, the nurse immediately laid the patient and seeing the respiratory condition of a patient who comes with an accident,

the patient's family is encouraged to register the patient at the registration counter to make the patient's medical resume.

**b. Efficiency and effectiveness of cheap, efficient services**

So that in view of the response time requires it takes approximately minutes until the doctor checks and writes down the resume of the patient who came with the accident. From the observations made by the researcher when the patient's family did not bring the data, it caused a long time to prepare it because the patient's family forgot to bring the ID card and also the patient's insurance information, causing the response time to be long. Some of the nurses we interviewed were patients who had never been satisfied with the services provided, the nurse answered when there were some patients who needed fast time while the officers were not enough to serve the existing patients so we often got cursed from the patient Ask a nurse who doesn't want to be One time the researcher asked patients about the patient satisfaction they felt, someone said that we were very satisfied to be served by the doctors who served us because we were immediately handled, only because there was only one doctor so we felt ignored if the doctor had to change - taking turns seeing the patient's condition so that we are worried about our health whether we can be helped.

**c. Patient satisfaction is related to the convenience and speed of service**

Safety (safety) has become a global issue including for hospitals. Health care is basically about saving patients. However, it is recognized that with the development of science and technology, health services, especially in hospitals, are becoming increasingly complex and have the potential for unexpected events - KTD (adverse events) if not done carefully. Based on the results of the quality indicators that were obtained in November, about 90 percent had been fulfilled in the sense that the officers were very concerned about the safety of the patients, most importantly handling patients who came while still paying attention and identifying patients who were emergency or could be immediately treated. So it is usually concluded that the services provided by officers at Meloy Hospital are good enough even though when the patient is more than one there will be a lot of problems that arise, as a reference and our advice so that we can add the examining doctor who is in the igd when the patient many go to the emergency room so that patients feel satisfied with the fast, easy and efficient service. There are still inhibiting factors that can make patients dissatisfied with the services provided by existing health workers.

**2. Supporting and inhibiting factors are good****External**

To be able to realize the quality improvement management requires the support of all existing components, both in terms of human resources, infrastructure, and also people together with this the researcher conducted an interview with the head of public relations at Meloy Sangatta Hospital, saying "... supporting factors in implementation In my opinion, quality improvement management at Meloy Sangatta Hospital is a resource of existing health workers, both doctors, nurses and other health workers, meaning that the existing elements support from employees to us - we support them, because we know that health workers must be able to developing the knowledge he gets to continue to advance the quality of Meloy Hospital, from here it can be understood that the supporting factors in actualizing quality improvement are the cohesiveness and high morale of the existing elements starting from human resources, infrastructure to further improve the quality of existing services at Meloy Sangatta Hospital and not sali ng volunteer for one another but must be united to serve patients even more actively. Facilities and infrastructure also play a very important role.... According to interviews with the public relations of the Meloy Hospital that we still lack adequate facilities and infrastructure such as waiting chairs which are still lacking as well as existing equipment also still do not meet health standards so in the future we will soon complete. Meanwhile, the existing inhibiting factors such as the presence of health workers who did not arrive on time or the lack of coordination between staff and doctors, so that it was an obstacle where the nurses had to look for another doctor on duty if the existing schedule was not followed, said the head of Public Relations who did not want to. called his name (primary data source in the field)

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