

1. Why is quality of service important in health care in Indonesia?

We cannot avoid that the community nowadays are so smart. They are very easy to get much information about health care and diseases. So, they know exactly what the doctors and nurses need to do if they need health services. It is very good to hear about the situation like that. But, on the other hand, health professionals are demanded to increase their quality, especially competency to work on it. However, it is still becoming a big question whether the health professionals are good or not. Because, in fact, many medication and medical errors are reported in hospitals in Indonesia. Therefore, the health managers need to improve quality of health professionals in order to meet the best quality of services. The quality is not important anymore, but it is a mandatory.

2. How about the quality assurance for hospitals in Indonesia?

Quality assurance is evaluating overall project performance to ensure the project will satisfy the relevant quality standards. When we talk about quality assurance, we know about ISO (International Standard Organization), which are very common for certification and standard of not only in hospitals but also health center in Indonesia. ISO focuses on the quality of services management. When the hospitals have the certificate of ISO, then they believe that their quality of services is improved.

## Several Questions about Quality Assurance in Indonesia

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### 3. What is about hospital accreditation in Indonesia to improve the quality of service?

Accreditation is a process by which an institution or disciplinary unit within an institution periodically evaluates its work and seeks an independent judgment by peers that it achieves substantially its own educational objectives and meets the established standards of the body from which it seeks accreditation. (Indonesian Ministry of Health regulations, No.12 2012). In Indonesia, there are 7 hospitals, which are internationally accredited (JCI), but most private hospitals, namely: RSCM, RSUP FATMAWATI, RSUP ADAM MALIK, RSUP DR SARDJITO, RSUP SANGLAH DENPASAR, RSUP Dr. WAHIDIN SUDIROHUSODO MAKASSAR, and RSPAD GATOT SUBROTO. This condition is to give the impression that government hospitals are less credible and less able to provide the best service both communities. Therefore, the government has collaborated with Joint Commission International (JCI), USA. International accreditation is intended to equalize the quality of hospital services by government hospitals internationally. It is also expected to grow also trust and recognition from the community that the government hospitals to provide the best health services.



#### 4. Is there any national hospital accreditation in Indonesia?

Yes, there is a national hospital accreditation called HA (Hospital accreditation). It also has the committee of Hospital Accreditation in Indonesia. This is an independent statue and the main job is measuring the hospital services to give accreditation.

## 5. May I know the history of hospital accreditation in Indonesia?

By 2005 the Accreditation Standards for Hospitals by the Indonesian Commission on Accreditation of Hospitals (ICAHO) are for 5; 12; and 16 services. Until 2011 the accreditations were in voluntary based; as the hospitals need to have a certification to proof their good quality to the public. The individual hospital management chose the number of services.

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- The New Law on Hospital Services (2009), which is fully effective by October 2011, determined that it is compulsory for all hospitals to be accredited every 3 years for the quality improvement. The accreditation is to be carried out by an independent body: ICAHO, which then carry out the revision of previous Accreditation Standard.
- In 2005 the Indonesian Hospital Association (IHA) established the CoHPS (Commission for Hospital Patient Safety) which brought more and more data on Hospital Error reports as it was consistently encouraged.
- The National Movement started to record all Hospital Errors in collaboration between IHA and MoH (Ministry of Health); as well as ICAHO.

Based Health Ministry Of Indonesia version accreditation standards, there are three stages in the implementation of the accreditation is a basic level of accreditation, accreditation advanced and complete level of accreditation.

- a) Basic level accreditation services assess the five activities in hospitals, namely: Administration and Management, Medical Services, Nursing Services, Emergency Services and Medical Records
- b) Advanced accreditation services assess the 12 activities in hospitals, namely: basic level service plus accredited Pharmacy, Radiology, Operating Room, Infection Control, High Risk Services, Laboratory and Safety , Fire and Disaster Awareness (K-3)
- c) Accreditation level 16 fully assess service activities in hospitals, namely: service accredited advanced plus Intensive Care, Blood Transfusion Services, Medical Rehabilitation Services and Nutrition Services.



Hospitals may choose to implement a basic level accreditation (5 services), advanced (12 services) or full rate (16 services) depends on the ability, readiness and needs of both the hospital at the time of the first assessment or reassessment after accredited.

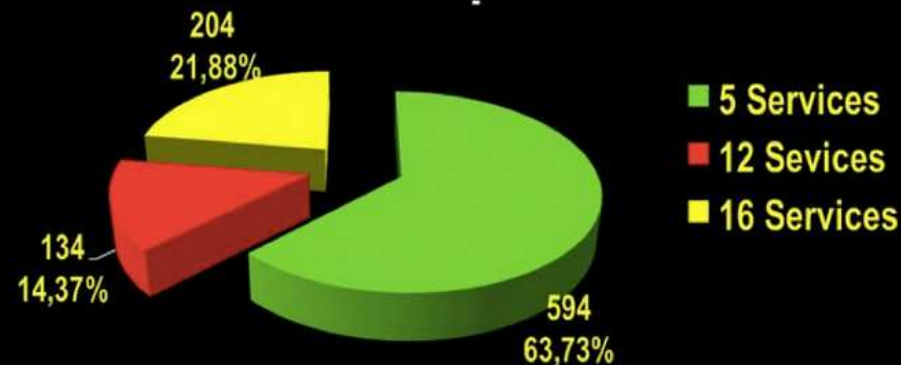
Certification is awarded to hospitals in the form: not accredited, conditional accreditation, full accreditation and special accreditation. Not accredited means that the assessment is 65% or one service activity only reached 60%. Conditional accreditation means appraisal reach 65%-75% and valid for one year. Full accreditation means that the assessment is 75% and is valid for 3 years.

Special accreditation given if in three consecutive years reaches hospital is fully accredited and it is valid for 5 years. The hospital shall implement the accreditation of at least 6 months after the license renewal decree exit and 1 year after decree operating permit. Purpose of an accreditation survey is for assesses an organization's compliance with JCI standards and their intent statements.

## Hospital Accreditation Choices : 5 – 12 – 16 services



## By April 2012 : Accredited Hospitals based on 5 – 12 – 16 services



**932 Hospitals (67,63%)**  
**100% = 1,378 Hospitals**



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6. As I know, the hospital accreditation from JCI and ISO are the same focusing on the quality of management, and both are the international standards. Do we have to have both of these recognition and certification?

Before I answer that, let's back to the past. JCI was not very famous in that time, although it is an international standard. On the other side, ISO is a very famous, although some people might say it is not for hospital, but for industry certification. In fact, In Indonesia, many hospitals and health centers are having ISO certification, and they think it is good. But nowadays, Ministry of Health in Indonesia wants to focus more on JCI, it does not mean ISO is not good. It might be they see the other strengths or it is about the brand of JCI right now is increased. The conclusion is one hospital does not need to have ISO certification if they have been accredited by JCI. However, if they want to have ISO certification too, it does not matter. But you might think about your staffs in order to create that.

**7. People think JCI or ISO have no a significant effect for services, many people say that the nurses and doctors are still having the same quality care like before. So, how about that?**

Nurses and doctors are demanded to prepare everything, including documentation, clinical pathway, even to memorize the hospital vision and mission, which the JCI team may ask about it. It is a change when they are in the process of accreditation. Hospital staffs tend to discipline, the documentation and administration are good, and quality of care is increased. But the question is when they have recognition as JCI accreditation, and then the system comes back to the old system. So, this is a role of hospital managers to supervise, evaluate, and control everything, including the staffs. On the other hand, the managers or the leaders have to think about the awards of the staffs. As I know, to prepare accreditation is not an easy job to do