

Knowledge and Understanding of Husada Hospital Staff Jakarta on the National Standard of Hospital Accreditation

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Submission date: 13-May-2020 07:28PM (UTC+1000)

Submission ID: 1323213962

File name: f_Jakarta_on_the_National_Standard_of_Hospital_Accreditation.rtf (133.91K)

Word count: 406

Character count: 2631

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Background

Accreditation is required for all hospitals in Indonesia in the process of obtaining government recognition for the existence of hospitals according to their resources. The aim of hospital accreditation is to improve service quality and patient safety according to the standards set by the Government. The development of science and technology requires hospitals in Indonesia to adjust the accreditation activities from the 2012 version to the National Standard for Accreditation of Hospitals (SNARS) Edition 1 which is enforced since January 2018. With the enactment of the SNARS Edition 1, each hospital is required to prepare for SNARS accreditation. One of the hospital's efforts to face the SNARS Edition 1 accreditation is to increase the knowledge and understanding of human resources (HR) by achieving 95% as the main support for the success of accreditation.

Method

Descriptive research with quantitative methods. The target of population in this study was hospital staff consisting of health workers and management. The sample in the study used saturated sampling where all hospital staff and management involved in accreditation were 55 respondents. Methods of analyzing data using several stages, namely collecting data through open questions and interviews, processing data, presenting data and drawing conclusions.

Results

Analysis of 55 respondents with questionnaires and interviews obtained three domains with significant results. The lowest level of knowledge was 50.9% (n = 28) regulation, 45.5% (n = 25) patient safety standards, 41.8% (n = 23) new standards of SNARS. The results of level of understanding have similarities in value with the level of knowledge, the difference in value is only for the new standard SNARS 43.6% (n = 24).

Conclusion

The level of knowledge and understanding of Husada Hospital staff related to SNARS still has gaps. The researcher concluded that the 95% achievement target is not optimal yet. The recommendation of researchers is to increase the knowledge and understanding of hospital staff, including the introduction of SNARS Edition 1 socialization activities carried out in a gradual and structured manner. By obtaining the results of this study, research can be continued on the relation between level of knowledge and understanding of SNARS Edition 1. Research can also be continued on the readiness of hospital staff with the success of accreditation.

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