

Compliance Analysis of Hospital Health Promotion Standards at General Hospital of Haji Surabaya

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Abstract: Health promotion is currently developing into a separate science in the field of public health. Health promotion can be done in several institutions, including the hospital environment. The hospital is one of the health facilities are included in the subsystem of health efforts. Whereas, the promotion of hospital health is a form of hospital efforts to improve the ability of patients and community groups to be independent in accelerating the healing, improving health, prevent health problems and develop health efforts. This research uses descriptive research design with qualitative approach to investigated compliance of Hospital Health Promotion implementation (PKRS) standards. This study was conducted at GENERAL HOSPITAL Haji Surabaya. Respondent in this research are chairman and secretary of Team PKRS. Results from the research that GENERAL HOSPITAL Haji Surabaya has been implementing Hospital Health Promotion good enough although there are still some PKRS standards not fulfilled. There are still some problems in the implementation of PKRS which is lack of number workers in unit PKRS, the incorporation of budget funds with other unit, lack of cooperation among internal hospitals and partnership with external parties.

1 INTRODUCTION

Nowadays health promotion has been developing into a separate science in the field of public health. Health promotion has always been equated with health education, never denied that health education is the part of health promotion. Health education and health promotion have the same goal of changing behaviour and the environment with various strategies, so that individuals or communities can improve health status.

WHO has done formulated a definition of health promotion, Health promotion is the process of enabling people to increase control over, and improve, their health to reach a state of complete physical, mental, and social, well-being, an individual or group must be able to identify and realize aspirations, to satisfy needs, and to change or cope with the environment (WHO, 1986).

Health promotion could be done in several instances, one of them is hospital, because hospital is one of the health facilities are included in the subsystem health efforts. As stated in the Standards for Hospital Health Promotion of the Year 2010,

issued by the Ministry of Health Republic of Indonesia, Hospital Health Promotion is an effort to improve the ability of hospital patients, clients and community groups, so that patients can self-accelerate healing and rehabilitation, and self-sufficient in improving health, preventing health problems, develop resourced public health efforts, through learning from, by, for, and with them, their social and cultural fit, and sound public policy supported health (Indonesian Ministry of Health, 2010).

Expectations with those standards, the Hospital should make PKRS as one health care efforts policy, providing patient's right to obtain information about the prevention and treatment of related diseases, empowers community hospitals, create the safe, clean and healthy workplace, and has partnership to improve health service efforts.

One of the hospitals that has implemented this PKRS is general hospital of Haji Surabaya or can be called General Hospital Haji Surabaya, located in Manyar Kertoadi Street, Surabaya. General Hospital Haji is a hospital which in the auspices of East Java Provincial Government. Implementation of standards PKRS will find many obstacles. These

obstacles should be evaluated by the Hospital to improve the quality of health services both promotive and preventive. In this study, would investigated compliance of Hospital Health promotions standard in General Hospital Haji Surabaya.

2 METHODS

This research uses descriptive research design with a qualitative approach to describe the condition of the implementation of the Hospital Health Promotion (PKRS). The research was conducted at General Hospital Haji Surabaya, with the time of the research conducted in May 2017. Respondent in this research is the chairman and secretary of PKRS Team. Data were collected through in-depth interview with PKRS Team and from observation directly.

This research was done twice in data retrieval, Firstly by in-depth interview and Secondly with observation. Variables in this study is availability of management policy, the study of hospital needs, compliance of community empowerment in the hospital, availability of safe, clean and healthy workplace, and development of partnerships conducted by the hospital. So it would be able to describe the condition of the implementation of PKRS General Hospital Haji Surabaya, compared with standards set by the Ministry of Health in 2010.

3 RESULTS

3.1 Management Policy

General Hospital Haji Surabaya has a working unit of PKRS which is chaired by dr. Nuning Puspitaningrum, SpS. PKRS team composed by Bachelor of science in Public Health (SKM), nurses, and nutritionists, who each other has own job to do. The implementation of PKRS General Hospital Haji does not have special budget, but it still merges with another unit of Public Relations. The results are consistent with implementation at Hospital of Labuang Baji Makassar, which they do not have special budget related health promotion activity because budget funds are not given directly to the Installation PKMRS (Promosi Kesehatan Masyarakat Rumah Sakit) . To get budgets hospital health promotion efforts, the installation must submit a proposal of PKMRS the budget planning for the hospital directors to be processed, and if

approved, the new budget lowered to the installation PKMRS as the responsible hospital health promotion efforts (Manurung et al, 2015). In contrast to implementation at General Hospital of Haji Surabaya, in Bhayangkara Hospital Level II shows that unit PKRS have special budgeted from public service agency (BLU), although unit PKRS merger with public relation (Purba et al, 2016).

Every year General Hospital Haji has been planning the activities of PKRS on a regular basis. Socialization related PKRS has been given to the entire hospital community, like employees, patient, and family members of patients. General Hospital Haji provide training how to make an effective communication for serving patients or family patient, in improving the capacity and ability of health workers. The facilities used in the implementation of the already quite-complete for PKRS activities, as well as health promotion media in the form of leaflets were distributed to patients in socialization. But, in the implementation of monitoring and evaluation team PKRS still do not have a regular schedule. This section must be in two columns.

3.2 Community Needs Assessment Hospital

General Hospital Haji Surabaya has friendly health workers in providing services to both patients and families, they also use dialogue that can motivate patients when conducted counselling. Hospital officials are expected to apply smiles, greets, regards, graceful. There is a media flow of payments and administration at the information boards. In addition, health workers provide counselling to outpatients and inpatients. However, hospital does not provide bibliotherapy facilities for patients or hospital visitors.

3.3 Hospital Empowerment

General Hospital Haji Surabaya has officer who can answer all questions about disease experienced by patients, the drug should be consumed for healing process, and health services to be provided to the patient. In addition General Hospital Haji also provides facilities for patient consultation room. PKRS activities inside and outside the building, carried out every week in the form of joint exercises twice: elderly gymnastics and diabetes gymnastics. Although General Hospital Haji does not have a choir group, but General Hospital Haji has

entertainment facility for hospital visitors, a music station.

3.4 Safe, Clean and Healthy Workplace

The environment of General Hospital Haji Surabaya has already been clearly and cleanly. There are also no parts of the floor were cracked, the condition of the building has been well maintained. Not only the building, but other facilities such as waiting areas, tables, chairs and others are also well maintained. Evacuation path marks are already installed properly in every corner of the building and the availability of information boards containing health promotion media also can be seen in each floor, directions are also available at General Hospital Haji building.

In addition, General Hospital Haji has a green open space facilities in first floor area of General Hospital Haji, and equipped their trash can in appropriate with the needs of society General Hospital Haji Surabaya. In compliance with the health requirements in an office environment, General Hospital Haji Surabaya has a toilet with hand washing facilities. General Hospital Haji also provide facilities lactation corner of nursing mothers, which located on the second floor children's section and obstetrics and gynaecology poly.

3.5 Partnership

PKRS Team General Hospital Haji Surabaya currently haven't any partnership with LSM, ORMAS, or others. However, each year PKRS team conducts MOU with community health centre (Puskesmas) to supporting implementation of PKRS at General Hospital Haji Surabaya.

4 DISCUSSION

4.1 Management Policy

General Hospital Haji Surabaya already has a decree to support the implementation of PKRS activities. General Hospital Haji has always been providing socialization about importance of PKRS activities. But their implementation is still not got supported by all unit in General Hospital Haji Surabaya. So that the performance become less maximum, there are also seen like double job description in PKRS team, as well as budget funds PKRS activities are still incorporated in other unit.

This result are consistent with implementation at Hospital of Labuang Baji Makassar shows that health promotion personnel still less, and not all existing power ever training, because the hospital usually sent only the same person, as the result the implementation of Hospital Health Promotion not optimal (Manurung et al, 2015).

4.2 Community Needs Assessment Hospital

PKRS team of General Hospital Haji Surabaya conducting a carry out research community needs the hospital with a new approach to patients, so that the hospital can provide special treatment according to the needs of the patients. In addition, General Hospital Haji give training to officers related to personality in dressing, speaking, and routinely carry out socialization activities in the application of smiles, greets, regards, and graceful. Hopefully with the existence of these activities, the services provided by officers will become more optimal.

4.3 Hospital Empowerment

Gymnastics activities were done every week twice, firstly on Tuesday and secondly on Wednesday, as the gymnastics come from health workers who are experts about that. In addition, availability of music station (stage music) will make the hospital visitors become more comfortable, so that will encourage patients or visitors to the hospital become calmer in facing health problems experienced. The hospital also provides chance for visitors, or officers to participate by filling the music activities at the music station.

4.4 Safe, Clean and Healthy Workplace

The environment of General Hospital Haji Surabaya could be kept clean because the janitors always regularly cleaning trash and dirt. Hospital waste management have done by sanitation team of General Hospital Haji Surabaya. However, if the team was not able to cope with waste treatment at a certain volume, then it will be processed by RS Dr. Soetomo Surabaya. Availability of health promotion media also have role to increase awareness of all parties to maintain cleanliness, as well as security in the hospital environment.

4.5 Partnership

MOU conducted by team PKRS General Hospital Haji Surabaya with the primary health care (Puskesmas), such as giving education and counselling to patient, also give services Comprehensive Emergency Obstetric Neonatal (PONEK) in General Hospital Haji Surabaya. It is a form of promotion efforts for reducing maternal and infant mortality. In hope that the babies and the mother who gave birth to babies who are born to be guaranteed safety.

World Health Organization. Ottawa Charter for Health Promotion. (http://www.euro.who.int/__data/assets/pdf_file/0004/129532/Ottawa_Charter.pdf) Ottawa, WHO, 1986 (accessed 7 September 2017)

5 CONCLUSIONS

General Hospital Haji Surabaya has done health promotion good enough, but there is still some PKRS standard which still not fulfilled. Results from the research shows that some media health promotion, promotional activities, community empowerment, availability health service facilities, and community needs the hospital facilities are good enough. While the problem is budget funds which still incorporated with other unit, lack of number workers in unit PKRS, lack of cooperation among internal hospitals, and partnership with external parties. This problem may cause implementation of PKRS activity doesn't run optimally.

These findings have several implications. Firstly, it is important to uses Hospital Health Promotion standard. Secondly, PKRS activities important to improve the quality of health services both promotive and preventive. So that the problems encountered in PKRS activities should be evaluated immediately by Hospital management and PKRS team.

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