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Readiness of Credentials and Medical Personnel in Implementing the Qualifications and Education of Medical Personnel According to the Elements of Assessing Staff Qualifications and Education in 10 Accreditation Standards at West Muna District Hospital

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ABSTRACT

Introduction: The Regional Unit Hospital of West Muna Regency continues to strive to improve the quality of service by preparing the implementation of qualifications and education of medical personnel. The purpose of this study was to analyze the readiness of the Hospital in implementing qualifications and readiness of medical personnel according to the assessment elements of SQE 10 accreditation standards at the Regional Unit Hospital of West Muna Regency.

Method: This study uses a qualitative method with a case study design, the informants in this study were 16 people from government agencies, professional organizations, personnel, medical committees and doctors at the West Muna District Regional Unit Hospital. Furthermore, interviews were conducted using interview guidelines.

Result: The results of this study indicate that the Regional Unit Hospital of West Muna Regency is ready to implement the qualifications and education of medical personnel according to the assessment elements of SQE 10 accreditation standards. The results of the interview found that in the five components of SQE 10 accreditation standards, namely credentials and medical personnel at the Regional Unit Hospital of West Muna Regency.

Conclusion: The West Muna District Regional Unit Hospital is ready to implement the qualifications and education of medical personnel according to the SQE 10 accreditation standard assessment elements.

Introduction

Hospitals are a means of providing health services to individuals holistically and

comprehensively by providing outpatient, inpatient and emergency services. The provision of services carried out by hospitals must refer to aspects of patient safety and the quality of the service itself.^[1]

Quality health services can be achieved both externally and internally. A health service is said to be quality when it has the character of being patient-oriented, safe, timely, effective and efficient.^[2]

Based on data collected by Decree of the Minister of Health of the Republic of Indonesia recorded 3,120 hospitals have been registered, as many as 78.8% (2,482 Units) of hospitals have been accredited and 638 hospitals (21.2%) have not been accredited.^[2] In 2024 the government expects all hospitals in Indonesia to be accredited in accordance with the target of the National Medium-Term Development Plan 2020 - 2024.^[3] One of the hospitals that will improve the quality of service according to accreditation standards is the West Muna Regency Regional Hospital.

Based on data from the Southeast Sulawesi Health Office, there are 38 hospitals spread across all districts and cities. Bahteramas Hospital, Siloam Hospital, Hati Mulya Hospital, Hermina Kendari Hospital, Antam Pomalaa Hospital, Benyamin Guluh Kolaka Hospital and dr. LM Baharuddin Hospital, M.Kes which have full accreditation (12.9%). Two hospitals are primarily accredited (5.3%), Of the 38 hospitals, 7 of them are still intermediately accredited (18.4%) and there are still 10.53% of hospitals that are basic accredited and the rest are first accredited. Meanwhile, the Regional General Hospital of West Muna Regency is still basic accredited.^[4]

Hospitals with full accreditation in the Southeast Sulawesi region will certainly be an example for other hospitals including the West Muna District Hospital. The tips for Bahteramas Hospital and other hospitals to get a full score are by paying attention to every accreditation standard that must be met by the hospital. The hospital must ensure that everything recorded in the Standard Operating Procedure (SOP) must be carried out and every step in patient service must be recorded or documented.^[5] To achieve perfect value, apart from governance, infrastructure, and service processes, it is also equally important to form a solid team in achieving the hospital's vision and mission and providing the best and most equitable health services to all patients.^[4]

In order to achieve the hospital's mission and to meet patient needs, the hospital requires medical staff.^[6] The selection of medical staff is based on the recommendation of the hospital

leadership through the recruitment, appointment and evaluation process. The performance of medical staff will greatly affect patient safety in the hospital, for that the hospital needs to organize clinical governance.^[7]

The SQE principles state that hospitals require diverse skills and staff qualifications to achieve the hospital's vision and mission and meet patient needs.⁸Hospitals must ensure that the staff they work with are in accordance with their educational qualifications and the needs of their patients or clients. However, hospitals also need to conduct a credentialing process for medical personnel because they are involved in patient care and hospitals need to provide opportunities to develop education, professionalism and personality for staff.^[9]

Staff qualifications and education as one of the elements in hospital accreditation regulates several matters relating to human resources.^[10] The role of medical personnel, nurses, medical recorders and other health service staff has a major impact on the assessment of service quality.^[11]A similar statement was expressed by Pratiwi et al., that the better the recruitment and assignment process for medical personnel will improve patient safety. However, the assessment of recruitment standards must also be considered, namely by referring to the Staff Qualifications and Education (SQE)10 element.^[12]

Recruitment of medical personnel based on SQE 10, namely that every medical personnel who will start working in a hospital must go through a credential process carried out by medical personnel and have a certificate or bestari partner (a doctor who has a certificate from another hospital). With credentials we can assess the level of competence of a medical personnel by determining the limits of clinical authority they have in order to provide medical services to patients, in addition SQE 10 also regulates the credentials of medical personnel which regulates the recruitment process to the placement of medical personnel, regulates validation and completeness in the implementation of the credentials themselves then recredentials to assignments for medical personnel.^[7]

The Regional General Hospital of West Muna Regency is one of the regional general hospitals built as a form of commitment and responsibility of the regional government of West

Muna Regency in providing decent health services for the people of West Muna Regency and its surroundings. The Regional General Hospital of West Muna Regency is a type D hospital with basic accreditation status based on the survey results of the Hospital Accreditation Commission according to the KARS certificate Number: KARS-SERT / 1408 / XII / 2019. The accreditation status was declared basic by the accreditation institution, namely KARS with the indicator that out of 15 CHAPTERS assessed in the accreditation assessment system, the West Muna Regency Hospital was only able to get a score of 80% in 4 CHAPTERS, namely SKP, AKP, HPK and PKPO with the recommendation that the fulfillment of the quality of human resources for health workers must be truly realized, especially the quality of medical personnel as the front line in health services in hospitals. For this reason, the West Muna Regency Hospital through its accreditation team is determined to improve the quality of services with the hope that in the next accreditation assessment it can achieve much better results.^[13]

Currently, West Muna District Hospital is committed to improving the quality of human resources, including medical personnel. Based on the Profile of West Muna District Hospital, there are 15 doctors with details of 6 specialist doctors, 7 general practitioners and 2 dentists. However, based on interviews with the management of West Muna District Hospital, the previous recruitment of medical personnel was not based on the SQE element and currently West Muna District Hospital is preparing to implement the SQE element.^[13]

Improving the Quality of West Muna District Hospital first improves human resources, especially medical personnel. Research conducted by Tyas & Rosa stated that the implementation of credentials and recredentials for general practitioners was carried out very well so that it had an impact on increasing medical personnel resources and improving the quality of service.^[14] Another study conducted by¹⁴found that the professionalism of medical personnel is very much needed in improving the quality of service. The qualifications of medical personnel are regulated in SQE 10. Controlling and evaluation are carried out in the credential and recredential processes. To improve the quality of hospitals, in addition to paying attention to the qualifications of medical

personnel, it is also necessary to pay attention to assignments according to educational qualifications and expertise.^[14]

West Muna District Hospital continues to strive to improve the quality of service including in terms of implementing Staff Qualifications and Education (SQE) 10 for medical personnel, starting from credentials, medical personnel, verification and validation in the implementation of credentials, recertification to assignment of medical personnel. Nowadays, sometimes under-diagnosis of doctors in the Emergency Unit still occurs, also when performing surgical procedures, sometimes there are still rigid and not yet smooth/agile actions that affect patient services. Under-diagnosis means that in determining the diagnosis by the ER doctors after conducting anamnesis and physical examination, it is still not optimal, meaning that there are several diagnoses that do not match the results of the examination of specialist doctors / Doctors in Charge of Services so that it is feared that it could affect the accuracy of decision-making related to treatment for the patient which in the end could affect the patient's recovery rate and length of stay. This under-diagnosis incident at West Muna Hospital occurred in cases of internal medicine and surgery based on the results of discussions with the DPJP for internal medicine and surgery.

Method

This study uses a qualitative method with a case study design. Case study design is an observation conducted on a particular group that is experiencing a case or situation in depth. While qualitative is a study that uses instruments as the key to obtaining data on the condition of the object being studied.^[15] In qualitative research, data source sampling is done purposively and snowball, the collection technique is with triangulation (combined), data analysis is inductive or qualitative, and the results of qualitative research emphasize meaning rather than generalization. The informants in this study were the Head of the West Muna Regency Health Office, Head of the Administration Division of the West Muna Regency Hospital, Head of the Personnel Sub-

Division and personnel staff of the West Muna Regency Hospital, Head of the Empowerment & Utilization of Human Resources Section of the West Muna Regency Health Office and Head of the Accreditation, Registration, Certification and Licensing Section of the West Muna Regency Health Office as key informants, Head of the Medical Committee, the credential sub-committee, Specialist Doctors, General Practitioners and Dentists of the West Muna Regency Hospital as the main informants, and the Head of the Indonesian Doctors Association Muna Branch as an additional informant. The questionnaire in this study was made in the form of an interview guideline containing questions about the picture of the readiness of the implementation of Qualifications and Education of Medical Personnel at the West Muna Regency Hospital.

Results

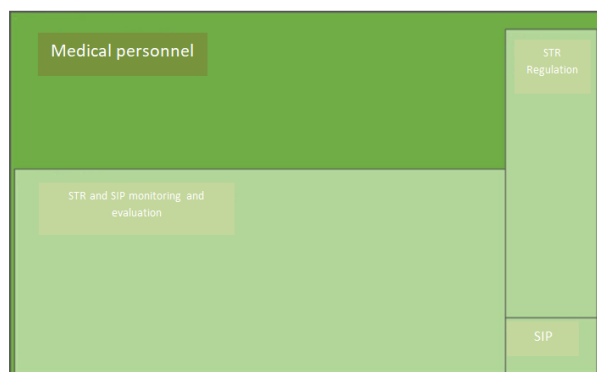


Figure 1. Hierarchy of Readiness for Credential Implementation at West Muna District Hospital

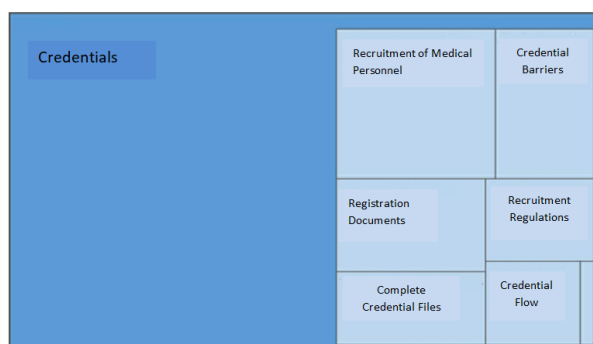


Figure 2. Hierarchy of Medical Personnel Readiness at West Muna District Hospital

Discussion

Credential Readiness in the Implementation of Qualifications and Education of Medical Personnel

Based on the results of interviews with informants, data was found that the process of implementing the Qualification and Education of Medical Personnel had actually been carried out at the West Muna District Hospital. From the data found, it can be seen that there are five components in SQE 10 that have been implemented in the hospital, namely credentials, medical personnel, verification of medical personnel, recredentials and assignment of medical personnel.

In the credential component, the informants' statements have been implemented, namely the recruitment of medical personnel in accordance with the established regulations.^[16] The recruitment of medical personnel must also include documents as a requirement in providing health services and after that the credentialing process will be carried out by the medical committee.¹⁷ However, this credential has not been implemented for all doctors due to several obstacles such as the completeness of the documents themselves and the readiness of peer reviewers to assess doctors who will be credentialed.^[18] This process is in line with the Hospital Accreditation Standards issued by the Ministry of Health which is a reference for all hospitals in Indonesia.^[19]

Readiness of Medical Personnel in Implementing Qualifications and Education of Medical Personnel

Medical personnel are the second component in the implementation of medical personnel qualifications and education.^[20] From the collected data, it can be seen that supervision and determination of the qualifications of medical personnel who will work or have worked at the West Muna District Hospital are very important.

This is proven by the credentialing process that has been implemented and also for the Certificate of Registration of medical personnel, monitoring and evaluation are always carried out in order to determine the active period of the Certificate of Registration Certificate of Registration and SIP of medical personnel so that the hospital can provide a warning to the doctor concerned to process the Certificate of Registration extension. Medical personnel are required to participate in various competency improvement activities to improve the quality of service to patients, also to get a value as a basis for obtaining a Certificate of Registration extension. If you have received a Certificate of Registration, it will be the basis for processing the Practice License.

In the West Muna District Hospital, there are also various qualifications and education of medical personnel where there are already 6 general practitioners and there are 7 specialist doctors consisting of obstetrician and gynecologist, pediatrician, radiologist, anesthesiologist and dentist. Although specialist doctors are not yet complete for all sciences, the composition of doctors is able to provide health services. Because as is known, the lack of medical personnel is influenced by several factors such as limited budget for the procurement of medical personnel and doctors with the science desired by the West Muna District Hospital are not available.

Conclusion

The results of the interview showed that the West Muna District Hospital was ready to implement credentials which were marked by the recruitment of medical personnel, regulations in the recruitment of medical personnel, the existence of a credential flow and also medical personnel credential files. However, in its implementation, the West Muna District Hospital also experienced obstacles such as the completeness of the files and the readiness of the bestari partners themselves.

West Muna District Hospital is also ready in terms of medical personnel for the implementation of qualifications and education of medical personnel. This can be seen from the monitoring and evaluation of Certificate of Registration and SIP of medical personnel periodically and the existence of regulations governing Certificate of Registration for medical personnel.

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