

Implementation of minimum service standards in radiology installation of bhayangkara Semarang hospital

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Article Info	ABSTRACT
Keywords: Service Standards, Minimum, Radiology	Radiology as a means of support in making a diagnosis must be able to meet the minimum service standards of the hospital. According to Kepmenkes no. 129 of 2008 there are 4 indicators of Minimum Service Standards that must be met by radiology installations, namely: waiting time for thorax photos is not more than three hours, the executor is a radiology specialist, the damage of X-ray service failure in the form of photo damage $\leq 2\%$, customer satisfaction is set at $\geq 80\%$. These service standards must be carried out to maintain service quality and become a benchmark in performance assessment. This study aims to determine the procedures and results of the analysis of the implementation of Minimum Service Standards in the Radiology Installation of Bhayangkara Hospital. This type of research is qualitative. Data collection was carried out by means of observation, interviews with parties involved in the hospital quality assurance program and documentation of SPM program data that has been done. The data that has been obtained will be transcribed and reduced. Then the analysis will be carried out by referring to the SMP that has been determined by the hospital and the Kepmenkes. Furthermore, indicators that do not meet the standards will be evaluated in the hope that the quality assurance program can meet the standards. The results showed that the implementation of radiology minimum service standards at Bhayangkara Semarang Hospital has been carried out, including 4 indicators with the results meeting the standards, but processing and evaluation have not been carried out.
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INTRODUCTION

Hospital is one type of health service facility that provides comprehensive health services providing inpatient, outpatient and emergency services. Hospitals are required to provide quality services in accordance with established standards and can guarantee quality health services (Wulandari and Lesmana, 2021). The Radiology Installation is one part of the hospital unit (Health, 2008a).

Radiology is a means of supporting examination to confirm the diagnosis of disease and provide fast and appropriate therapy for patients (Galih Endradita M, 2017). Radiology services are an integral part of other health services in hospitals, and are one of the services

that can be prioritized in order to improve the quality of health services in hospitals for inpatients and outpatients.(Harri, 2018).

Radiology unit services provided to hospital patients must comply with quality standards. Services that meet standards will provide the best results and will be more focused in their implementation(Galih Endradita M, 2017). Quality is compliance with established standards or in accordance with requirements. The radiology unit as a supporting facility in making a diagnosis must be able to meet minimum hospital service standards(Azwar, 2006). Minimum Service Standards (SPM) are provisions regarding the type and quality of basic services which are mandatory regional matters that every citizen has the right to obtain at a minimum. Hospital Minimum Service Standards (SPM) in this guideline include types of services, indicators and standards for achieving hospital service performance(Health, 2008a)

According to(Health, 2008a)There are 4 minimum service standard indicators that radiology installations must fulfill. The SPM indicators used in the radiology unit are the waiting time for a thorax photo which is no more than three hours, the expert implementer is a radiology specialist, X-ray service failure damage in the form of photo damage is $\leq 2\%$, customer satisfaction is set at $\geq 80\%$. These service standards are mandatory and can be adjusted to hospital policy. In achieving standards, teamwork and a quality control program are needed to maintain service quality and become a benchmark for performance assessment(Harri, 2018)

According to(Rahmaddian, Semiarty and Lita, 2019), in his research at RSUD Rasidin Padang there were 2 SPM indicators in radiology that did not meet the standards, including the waiting time for chest photos and failure of x-ray services in the form of photo damage. This is due, in part, to human resources and lack of socialization.

Bhayangkara Hospital Semarang is one of the leading hospitals in the city of Semarang which continues to be committed to providing the best service for all people in Indonesia. The Bhayangkara Hospital Radiology Installation serves general patients and several examination services which have not been evaluated in relation to the implementation of SPM, especially in radiology. So it is necessary to implement a good quality control program to maintain quality and quality of service. In this research, researchers will carry out an analysis and evaluation study related to the implementation of a quality assurance program specifically for implementing SPM in radiology in ensuring service reliability in order to provide the best health services for patients.

METHODS

This type of research is qualitative. Data collection is carried out by means of observation, interviews with parties involved in the hospital quality assurance program as well as documentation of the SPM program data that has been carried out. The data that has been obtained will be transcribed and reduced. Then an analysis will be carried out referring to the SMP that has been determined by the Hospital and the Minister of Health Decree. Furthermore, indicators that do not comply with the standards will be evaluated in the hope that the quality assurance program can meet the standards.

RESULTS AND DISCUSSION

Results

Minimum Service Standards (SPM) are provisions regarding the type and quality of basic services which are mandatory regional matters that every citizen has the right to obtain at a minimum. SPM also means technical specifications regarding minimum service benchmarks provided by the Public Service Agency to the public. Hospitals are obliged to provide health services in accordance with the Minimum Service Standards prepared and approved by the Regional Head. Minimum hospital service standards are essentially the types of hospital services that must be implemented by the government/provincial government/regency/city government with specified performance standards. However, considering the conditions of each region related to unequal resources, it is necessary to phase in the implementation of SPM by each region in accordance with the conditions/development of regional capacity.

Minimum service standards (SPM) at the Bhayangkara Hospital radiology installation have been carried out in accordance with the Decree of the Minister of Health of the Republic of Indonesia No. 129 of 2008 as stated in the Service Guidelines book. SPM in radiology includes 4 indicators, namely waiting time for chest examinations, radiograph expertise, failure of radiology services and customer satisfaction. SPM activities at the Bhayangkara Hospital radiology installation are carried out by the person responsible for radiology quality assisted by all radiographers.

According to the Decree of the Minister of Health Number 129 of 2008, there are 4 mandatory minimum service standard indicators in radiology fulfilled by the radiology installation. The SPM indicators used in the radiology unit are waiting time for chest photos, expert implementation, damage to X-ray service failures and customer satisfaction. Each indicator has a minimum standard that must be met. The minimum achievement of each standard is: Waiting time for the results of the thorax photo service ≤ 3 hours, Executor Execution of all radiographs is carried out by a radiology specialist, Failure to provide X-ray services/repetition of photos Photo damage $\leq 2\%$ and Customer satisfaction $\geq 80\%$. Data collection on each indicator is carried out every month with data analysis every 3 months.

Based on the results of the author's research, the achievement of minimum service standards at the Bhayangkara Hospital radiology installation has met the standards set with the following results:

Table 1. Achievement of Minimum Service Standards for the Radiology Installation at Bhayangkara Hospital, Semarang

Minimum service standard indicators in radiology	Implementation of minimum service standards at the Bhayangkara Hospital radiology installation	Standard	Standards compliance
Waiting time for thorax photo service results	2 hours	≤ 3 hours	Fulfil
Executive Executor	100% Radiology Doctor	100% Radiology Specialist Doctor	Fulfil

Implementation of minimum service standards in radiology installation of bhayangkara Semarang hospital– Siti Rosidah et.al

X-ray service failure	Photo Damage 1-2%	Photo damage \leq 2 %	Fulfil
Customer satisfaction	85-90 %	\geq 80 %	Fulfil

CONCLUSION

In implementing the SPM at the Bhayangkara Hospital Radiology Installation, there is one officer who is responsible and in data collection is assisted by all radiographers. Analysis activities are carried out every 3 months or sometimes more than 3 months, this is due to limited human resources. Data processing is carried out by the person in charge who is also the head of the room and a medical physicist. Seeing the limited human resources and SPM results that already meet standards, evaluations are rarely carried out. The importance of implementing SPM in radiology is to maintain the quality of service. In radiology installations, a quality assurance team should be formed that has clear duties, principals and functions so that data processing can be carried out regularly. After a team is formed, each member should be responsible for their main duties and carry out SPM activities according to existing regulations. The results of the SMP and evaluation should be made periodically and disseminated so that service quality can be improved.

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