

## **Implementation Of Accreditation Policy In Hospital Management Information Systems To Improving Employee Performance; Literature Review**

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### **ABSTRACT**

Efforts made by the Ministry of Health to improve the quality of hospital services are through accreditation activities for both government and private hospitals. The increase in the number of hospitals is very rapid every year, this condition causes competition to occur in providing the best quality service. Researchers assess the need for improving the quality of employee performance to improve service quality. This research method uses a literature review where 4 articles are included in the superior paper category obtained from Google Scholar so that they are good for further analysis. Critical analysis of 4 articles was conducted based on design, population and sample, sampling, treatment, parameters, findings and conclusions. This literature review shows that hospital accreditation has an effect on employee performance, so it is necessary to carry out accreditation as an effort to improve quality.

**Keywords:** Hospital Accreditation, Hospital Management Information System (SIMRS)

### **INTRODUCTION**

The hospital is an institution where all levels of society can come to get healing efforts (Ilyas, 2002). So that hospital services are an important form of health service effort from a health system. Hospitals as a system at this time must face the era of globalization.

Globalization is related to efforts related to the service business where health services are included in the service category, will experience intense quality competition so that hospitals need to improve their performance. Hospital accreditation has a positive impact on the quality of care provided to patients and patient satisfaction (Yildiz, 2014).

The application of accreditation standards encourages changes to higher quality hospital services and increased collaboration between professional disciplines in patient care (Manzo, 2012). This condition requires the commitment and participation of all employees to the continuous implementation of accreditation. The standards that are used as components of the assessment in the accreditation survey must be met and implemented in the long term or continuously, not only during the accreditation survey.

Research related to the implementation of accreditation policies in hospital management is interesting to study more deeply. The existing perceptions can be very heterogeneous, which of course can also be related to improving employee performance.



## METHODS

The method used in this study is a secondary research type of literature review, which means an analysis in the form of criticism (building/dropping) of research that has been carried out on a specific topic or questions on a particular part of science. The literature search was carried out by identifying all types of local and international articles regarding accreditation policies in hospital management information systems. The electronic databases used were PubMed, Wiley, DOAJ, and GoogleScholar with a search strategy using the PICO method.

## RESULT

### Hospital Accreditation

This literature review analyzes four articles that discuss the effect of accreditation policies in hospital management information systems on employee performance (Table 3.1). Mutia ayu andin wardani., et al., (2016) explained the results of their research which aims to determine the effect of hospital accreditation and process innovation through the Hospital Management Information System (SIMRS) on service performance. The research design used a descriptive verification method with a quantitative approach. This research was conducted at PMN Eye Hospital Cicendo Bandung Outpatient Installation from February to September 2016. The research population was hospital employees at the Outpatient Installation, and used a saturated sample. Data obtained from questionnaires and interviews, with a total of 42 respondents. Then analyzed using path analysis with the help of SPSS v.21 software. There was an increase of 23.5%, 30.3%, and 31.1% after accreditation for the accreditation variable. From the results of research by Safil Rudiarto, et al., (2016), research results show that the data from this study were obtained by means of a survey of hospital employees, using a Likert scale. Furthermore, the data were tested for validity and reliability and path analysis (path analysis), to see the correlation between variables. The study was conducted on 259 randomly selected respondents, consisting of doctors, nurses, medical support, and administrative staff. The results of this study indicate that there is a significant effect between the perception of the benefits of accreditation on accreditation participation with a significance level of 0.000, the perception of the benefits of accreditation with organizational commitment of 0.016, the perception of the benefits of accreditation and job satisfaction of up to 0.000, participation accreditation with organizational commitment of 0.039, participation accreditation with job satisfaction of 0.000, participation in accreditation with performance of 0.000, job satisfaction with organizational commitment of 0.039, organizational commitment with performance of 0.018, job satisfaction with performance of 0.000. From the results of Oktavy Budi's research, it is stated that understanding of accreditation and individual characteristics affect the performance of medical employees whose F arithmetic value  $> F_{33 \text{ tables}}$  ( $2.730 > 2.20$ ) with a significance of  $< 0.05$  (0.031). Meanwhile, the partial effect on medical performance is the understanding of accreditation with a t count  $> t_{\text{table}}$  ( $2.895 > 1.67$ ) and a significance value  $< 0.05$  (0.06). Individual characteristics consisting of age, gender, years of service and recent education have no effect on the performance of medical employees because t count  $< t_{\text{table}}$  and significance value  $> 0.05$ . To interpret the relationship, use the p value and RR in sig. Coefficient table results For understanding accreditation and individual characteristics there is no effect on the performance of non-medical employees because the calculated F value  $< F_{\text{table}}$  ( $0.929 < 2.20$ ) with a significance  $> 0.05$  (0.471). This also partially affects both the understanding of accreditation and individual characteristics, there is no effect on the performance of medical employees because t count  $< t_{\text{table}}$  and significance value  $> 0.05$ .

### **Hospital Management Information System**

From the research results, Mutia Ayu andin Wardani., et al., (2016) explained the results of their research on process innovation through SIMRS, and service performance. As much as 82.3% hospital accreditation and process innovation through SIMRS have a significant effect on service performance. The conditions of application of accreditation, process innovation through SIMRS and service performance are better than before accreditation with significant differences. Simultaneously or partially accreditation and process innovation through SIMRS have a significant effect on service performance.

### **Employee Performance**

Oktavi Budi, et al., (2021) A survey study with a cross-sectional approach and a population of employees at the Karanganyar district hospital using a simple random sampling method. The results of the research on the effect of understanding accreditation and individual characteristics on the performance of medical employees are  $0.031 < 0.05$  at a significant value and table F is  $2.730 >$  from F table 2.20 and there is no effect on understanding accreditation and individual characteristics on the performance of non-medical employees with a value Sig  $0.471 >$  confidence value 0.05 and F table  $0.929 <$  F table 2.20. There is no influence on the performance of medical employees, namely understanding of the placement of employee performance accreditation, either understanding of accreditation or individual characteristics, there is no influence.

## **DISCUSSION**

### **Accreditation (Permenkes no. 12 of 2020)**

Efforts made by the Ministry of Health to improve the quality of hospital services are through accreditation activities for both government and private hospitals. Accreditation consists of national accreditation and international accreditation. Hospitals are required to follow national accreditation. In an effort to increase competitiveness, hospitals can take part in international accreditation according to their abilities. Hospitals that will participate in international accreditation must have obtained national accreditation status.

### **Accreditation Purpose**

Basically, the main purpose of hospital accreditation is for the quality of services provided to be integrated and become the culture of the service system in hospitals.

### **Accreditation Benefits**

The benefits can be felt by hospital owners, employees, 3rd parties (insurance, suppliers, education of health workers) and the community who use hospital services by providing accountable health services.

### **Implementation of Accreditation**

There are 3 ways of implementing accreditation, namely basic level, advanced level and complete level that are adapted to the activities of service providers in hospitals: basic level accreditation, advanced level accreditation and complete level accreditation.

### **Accreditation Implementation Stage**

The implementation of accreditation is carried out in several stages, including the pre-accreditation survey or preparation stage, the accreditation guidance stage, the accreditation implementation stage and the post-accreditation stage.

### **Hospital Accreditation Instruments**

Based on the KARS guidelines on Hospital Accreditation Instruments with Accreditation Standard Version 2012, there are 15 assessments divided into several groups, including: Patient-focused service standard group, Hospital management standard group, Patient safety goals, Millennium development goals (MDGs) targets ).

### **Hospital Management Information System (SIMRS) (Permenkes No. 82 of 2013)**

Hospital Management Information System, hereinafter abbreviated as SIMRS, is a communication information technology system that processes and integrates the entire flow of hospital service processes in the form of a network of coordination, reporting and administrative procedures to obtain precise and accurate information, and is part of the Health Information System.

#### **The Role of Hospital Management Information System (SIMRS)**

Hospital data management is actually quite large and complex, both patient medical data and administrative data owned by the hospital.

#### **Considerations in building SIMRS**

SIMRS development should not be done partially but must be integrated by considering various angles. We have to look at it from an administrative point of view that manages patient data, transactions, etc., or also from the side of patients who tend to prioritize health services.

#### **System Capabilities**

The ideal SIMRS must be able to reduce the workload of each service unit

#### **SIMRS success factors**

If the hospital management wants the SIMRS that was built to be successfully applied in the hospital, the following things must be considered: Development Master Plan, Integrated, Development Team, Information Technology, Changes in work culture from manual to automation

#### **Application Architecture**

Given the complexity of business processes in hospitals, the following is an overview of the minimal architecture and SIMRS variables that can accommodate information needs:

#### **Employee Performance**

Employees According to Hasibuan (2000:12) employees are sellers of services (thoughts and energy) and receive compensation whose amount has been determined in advance. Employee Performance Sinambela, et al (2006:67) Identify that employee performance as an employee's ability to do something with certain skills. And according to Cushway in Sam (2010:112) performance is assessing how someone has worked compared to a predetermined target. types of performance are divided into three namely: organizational performance, process performance, individual performance.

Job appraisal is a systematic effort to compare what a person will achieve against existing standards. The goal is to encourage a person's performance to be above average. Hasibuan in Siagian (2005:56) says that employee performance can be said to be good or can be judged from several things: loyalty, achievement, discipline, creativity, cooperation, skills, responsibility.

#### **High Performance Work System Elements**

As in a high-performance work system, the elements that must work together include organizational structure, task design, human resources (employee selection, training, and development), reward systems, and information systems, and human resource management plays an important role in build all of this.

#### **Result of High Performance Work System**

The results of a high performance work system include higher productivity and efficiency. These results contribute to higher profits. A high performance work system may have other outcomes, including high quality products, great customer satisfaction, and low employee turnover

#### **work management process**

The first two steps of the performance management process are identifying what the goals or objectives of the organization are and developing employee goals and actions to achieve those results.

The third step in this process is organizational support, including providing training for training, the necessary resources and tools, and two-way communication between employees and managers, focusing on achievements and issues and challenges that affect performance.

The fourth step involves performance evaluation; that is, when managers and employees discuss and compare desired goals and supportive behaviors with current outcomes. This step includes an annual performance review.

The final step of the performance management process involves both the employee and the manager identifying whether the employee can take advantage of the performance strengths and weaknesses (step 5) and providing consequences for the success (or failure) of the performance outcome (such as a pay increase, bonus, or action plan) (step 6)

### **The Purpose of Performance Management**

Strategic objectives mean that effective performance management can help an organization to achieve its business goals. The administrative purpose of a performance management system refers to the way in which organizations use the system to provide information for day-to-day decisions about pay, benefits, and recognition programs. Furthermore, performance management also has a developmental objective, which means that it serves as the basis for developing employee knowledge and skills.

### **Hospital Performance Indicators**

Based on PERDIRJEN treasury NO. PER-54/PB/2013, the calculation of the performance of the Public Service Sector (BLU) in the health service sector at General Hospitals (RSU) and Special Hospitals (RSK) under the Ministry of Health includes : financial aspects, service aspects.

## **CONCLUSION**

The results of this literature review show that hospital accreditation affects the performance of hospital employees, there is consistent evidence from several studies showing that accreditation programs improve the service process provided by health services (Awa, 2011). The gradual process of achieving accreditation is designed to increase confidence for clients, investors and regulators in motivating and increasing the capacity of the healthcare industry to continuously improve their performance (Jahanbakhsh, 2014). One of the assessment elements in hospital accreditation instruments is Communication and Information Management (MKI), there are indicators regarding the role of the Hospital Management Information System (SIMRS). This shows that the information system helps the accreditation process. Judging from the research previously mentioned, it is stated that accreditation has an influence in improving service performance, in line with that the possibility of SIMRS will also affect service performance

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