

ANALYSIS FACTORS OF QUALITY MANAGEMENT AT SAMUEL J. MOEDA NAVAL HOSPITAL, KUPANG

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ABSTRACT

Background: Quality management is an important part in improving health services at hospitals. One way to measure the readiness of health facilities in ensuring the quality offered is to observe the fulfillment of hospital accreditation criteria. The study aimed to analyze factors associated with quality management at Samuel J. Moeda Naval Hospital, Kupang.

Subjects and Method: This study was descriptive qualitative. It was conducted at Samuel J. Moeda Naval Hospital, Kupang, Nusa Tenggara Timur. Informants for this study included 15 hospital personnels from the leadership level to the first line level. Data collection used in-depth interviews, observation, and document review. The data were analyzed using Miles and Huberman technique.

Results: Hospital quality management was not equipped with licensing documents and not all health workers have practice licenses. It did not have office room with sufficient space and adequate facility. Hospital quality management did not have operational cars. It also did not have solid waste treatment facility. Hospital quality management was short of health personnels (including specialist doctors, general practitioners, pharmacists, and midwives). The hospital had not serve patients under the National Health Insurance scheme. Drug system management was not well-performed.

Conclusion: Determinants of quality management at Samuel J. Moeda Navy Hospital, Kupang are hospital licensing, practice licencing of health personnel, lack of service facilities, lack of transportation facilities, solid waste treatment facilities, and utilization of information facilities. There was a lack of professional health workers. The hospital has not implemented the National Health Insurance Program.

Keywords: quality, management, hospital

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