Health Supplies Management Strategy in Improving the Quality of Hospital Services

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ABSTRACT

Given the significance of hospitals in the healthcare system, the caliber of hospital medical services has a direct impact on patient health. Optimizing the health supply management system can be used to improve the standard of hospital services. One management concept that concentrates on putting health management into practice is supply management. The administration of health supplies encompasses the following stages: planning, acquiring, storing, distributing, using, and discarding. The purpose of this literature review was to learn more about health supply management techniques that enhance hospital service quality. Finding several papers that satisfied the inclusion criteria was the first step in conducting literature research. Google Scholar is the database source that was used. Citations were drawn from works that were released in the previous five years, from 2018 to 2023. 12 articles that best fit the research title were selected from the total of 22 publications that were found to meet the inclusion criteria. The literature's findings revealed that several hospitals' supply management plans had not been as successful as anticipated. Thus, it has not been possible to improve service quality to the fullest extent possible. This leads one to the conclusion that more improvements in the supply management strategy are necessary to raise the caliber of hospital services.

Keywords: Health, Hospital, Management, Supplies

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INTRODUCTION

Health supplies management is a management concept used by groups of organizations or health agencies in carrying out health management. Supply management can be said to be unique because it is one of the oldest but also youngest company activities. Supply activities such as location, transportation facilities, inventory, communication, and management and storage have been carried out by people since the beginning of commercial specialization. The purpose of supplies is to deliver finished goods and various materials in the right amount at the time needed, in the state in use, to the location where it is needed, and at the lowest total cost.

Hospital (RS) is a unique and complex organization because it is a labor-intensive institution, has special characteristics and functions in the process of producing medical services, and has various professional groups in the service of sufferers. In addition to carrying out the function of public health services, hospitals also have educational and research functions.
The duties and functions of the hospital are the implementation of medical services and health recovery services with hospital service standards, maintenance and improvement of individual health through second and third-level plenary health services according to medical needs, education and training of human resources to improve the ability to provide health services and the implementation of research and development and screening of health services with due regard to ethics knowledge in the field of health, carry out health efforts effectively and efficiently by prioritizing healing, recovery, and prevention efforts, as well as making referrals. A hospital is an organization run by a well-organized professional medical staff with permanent medical infrastructure, medical services, ongoing care, diagnosis, and treatment of patients’ diseases.

Consumer satisfaction is a comparison and consumer confidence in the services provided by the hospital in the form of performance. The level of service quality is considered satisfactory if the quality provided exceeds expectations then it can be perceived as ideal. Employees of an agency are a major source of organization that cannot be replaced by other resources because the good and bad of an agency seen from its services and facilities and facilities will not be useful without employees who manage.

This study will discuss health supply management strategies in improving the quality of service in hospitals. Health services that are in direct contact with the community are certainly included in the scope of public services, this study will focus on public services in the field of health services at the Regional General Hospital owned by the Cilegon City Government. Hospitals as health service providers should pay attention to the needs and satisfaction of patients who use health services.

With the rapid development of technology and increasingly fierce competition, hospitals are required to improve the quality of their services. Quality is at the core of an institution’s survival. Therefore, hospitals are required to always maintain consumer trust by improving the quality of service so that customer satisfaction increases.

According to Triguno, quality is a standard that must be achieved by a person/group/institution/organization regarding the quality of human resources, the quality of work methods, processes, and work results or products in the form of goods and services, external, in the sense of optimal fulfillment of customer/community demands/requirements. According to Ratminto & Atik Septi Winarsih, and this can also be used as an indicator of service satisfaction: (1) Tangibles or physical appearance means the physical appearance of buildings, equipment, employees, and other facilities owned by providers. (2) Reliability or reliability is the ability to provide the promised service accurately. (3) Responsiveness or responsiveness is the willingness to help customers and provide services sincerely. (4) Assurance is the knowledge and courtesy of workers and their ability to give trust to customers. (5) Empathy is personal treatment or attention given by providers to customers.

According to Nina Rahmayanty, the dependent variable is consumer satisfaction, which the author symbolizes with the letter Y, which has the following indicators: (1) Security: Processes and service products provide a sense of security and legal certainty. (2) Clarity: Clarity here ranges from administrative requirements to service costs and correct payment procedures. (3) Completeness of Facilities and Infrastructure: The availability of adequate work facilities and infrastructure, work equipment, and other supports including the provision of communication and information technology. (4) Time certainty: The implementation of services can be completed within a predetermined period. (5) Discipline, Courtesy, and Friendliness: Service providers must be disciplined, polite courteous, friendly, and provide services sincerely. Based on several theories that have been submitted, the author is interested in discussing more deeply related supply management strategies in improving the quality of hospital services.

**RESEARCH METHODOLOGY**

The literature study method is used as a methodology in this study, meaning a series of activities related to the method of collecting library data, reading and recording, and managing research materials, in this case, an article. Article search is done using the Google Scholar search engine. The search yielded "22" articles which ultimately selected "12" articles that best fit the research title and met the inclusion requirements of this study.

**RESULT**

Database search results obtained several Articles. Next, check the duplication whether there is duplication or not. Then, the reviewer will screen the title and abstract so that 8 articles are obtained by the topic and reviewed. The articles obtained are then included in the next stage, namely, a full-text review based on inclusion criteria set by the reviewer, then reviewed for quality and synthesized in this literature review.
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<th>Writer</th>
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<th>Method</th>
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<tr>
<td>Ja'far Nasution, 2018</td>
<td>Service Quality Improvement Strategy at Padangsidimpuan General Hospital</td>
<td>Analysis of qualitative data with primary data sources of interviews</td>
<td>Based on the results of the research conducted, it can be seen that the SO strategy is an encouragement from the government to equip medical facilities that have not yet been has been dealing with patient problems. The WO strategy, namely assistance from the government and top managers, is very helpful in creating a special team to deal with existing hygiene problems. The ST strategy of state hospitals is still in demand by the people of Southern Tapanuli. WT's strategy is to improve services that satisfy patients and families.</td>
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<td>Dewi Agustina, Vivi Ridha Munawarah, Winda, 2023</td>
<td>Management Strategies in Improving the Quality of Health Services in Hospitals: Literature Review</td>
<td>The method used is a literature review approach</td>
<td>From the results of the research, the government's efforts to answer public health needs include establishing hospitals and community health centers. The accessibility of health facilities, such as primary health care providers (Puskesmas), hospitals for referral services, as well as medical staff, equipment, and medicines, correlates with the effectiveness of health care delivery. There are many strategies that hospitals can try to share good quality health services. The strategies implemented by the hospital can be tried optimally and with monitoring and assessment.</td>
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<td>Ahmad Fachrurozi, Dimas Ageng Prayogo, Dety Mulyanti, 2023</td>
<td>Strategies for Improving the Quality of Health Services in Hospitals: Systematic Literature Review</td>
<td>This study used a literature review study approach</td>
<td>From the results of the study, it was obtained that the strategy to improve the quality of health services in hospitals is by improving patient safety, cross-sectoral or government cooperation, standard operational procedure policies, the Quality of Hospital Information Management Systems (SIMRS), and the role of nursing committees. Quality of health services as a degree or level of health service indicators held by applicable service standards. Strategies can be carried out optimally and with monitoring and evaluation.</td>
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<td>Anggi Gilang Yudiansyah, Navis Yuliangsa, Achmad Zani Pitoyo, 2019</td>
<td>Increased Effectiveness and Efficiency of Supplies Pharmacy in RSIG Operating Room Installation</td>
<td>This research is a case study, the method used For root cause identification, search for the root cause through field observation, interviews, hospital data studies, and literature studies.</td>
<td>From the results of the study, it was obtained that the large operating costs occurred due to the large number of resources used to carry out operations including staff, equipment, medicines, and facilities. So the hospital must make cost-efficiency to make continuous improvements to survive. Planning and procurement of pharmaceutical supplies at the RSIG Operating Room Installation to meet operational needs has not been carried out promptly. structured, so the stock of drugs is still sometimes short. Another problem that arises is the non-service of some drugs requested by the Pharmaceutical Installation. This encourages the author to conduct a</td>
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<td>Mahfudhoh, Ikhwanul Muslimin., 2020</td>
<td>The effect of service quality on patient satisfaction at Cilegon City General Hospital.</td>
<td>The research method used is a survey method and this research is causal associative which discusses independent and dependent variables.</td>
<td>The results showed that the analysis of variable X obtained an average of 3.55, meaning that the quality of service at Cilegon City Hospital was in the Good category of 72.67%. Analysis of variable Y obtained an average of 3.50, meaning that patient satisfaction at Cilegon City Hospital is in the good category of 70.1%. Analysis of the moment product coefficient obtained $r = 0.511$ means that it has a moderate correlation between variable X to variable Y. The pattern of variable relationships is shown by a simple linear regression equation, namely $Y = 14.614 + 0.563X$. This shows that the variance that occurs in the service quality variable can affect performance by 26%, while the remaining 74% is influenced by other factors that are not studied.</td>
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<td>Muhammad Reski Adjision., 2018</td>
<td>Regional General Hospital Strategy in Improving the Quality of Health Services in East Halmahera District, North Maluku Province.</td>
<td>The method used is descriptive qualitative.</td>
<td>The results of the study show that the strategy that must be carried out by the RSUD in improving the quality of health services in East Halmahera Regency is to increase the recruitment of human resources or health workers such as doctors and other health workers, the use of funds in improving facilities and infrastructure at the East Halmahera Regency Hospital.</td>
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<td>Veronica M. Dampung, Alimin Maidin, Ria Mardiana., 2018</td>
<td>Application of Consumption Method with Forecasting, EOQ, MMSL, and ABC-VEN Analysis in Pharmaceutical Supply Management at Pelamonia Hospital Makassar</td>
<td>Qualitative research using nonprobability techniques sampling, that is snowball sampling dan purposive sampling</td>
<td>The results of this study found that with a well-calculated planning system in advance and inventory control carried out, it will be more efficient in managing pharmaceutical supplies in public pharmacies Pelamonia Hospital Pharmacy Installation which is indicated by a decrease in stock value, a higher TOR number and a smaller ratio of inventory to used inventory.</td>
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<td>Dewi Umbarsari, Elisa Murti Puspitaningrum., 2018</td>
<td>Hospital Service Quality Improvement Strategy (Study at Annisa Jambi Mother and Child Hospital)</td>
<td>The research method uses a qualitative descriptive approach</td>
<td>The results showed that the management of RSIA Annisa Jambi to improve the quality of services provided to patients/users of hospital services has carried out a series of strategies, including: first, formulating SOPs strictly, simply, and realistically. Second, cultivating an excellent service system. Third, build hospital operational support units. Fourth, balance social and economic missions. Fifth, continuous satisfaction survey. Sixth, hospital accreditation. This overall strategy is a follow-up to the dimensions contained in service quality.</td>
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DISCUSSION

Strategies to improve service quality through improved health equipment management including pharmaceutical management are: (See also, 2020):

1. Improve the competence of officers, especially in the use of science (science and technology) and technology, meaning that every hospital and pharmacy officer in the hospital must be able to use technology in various services in hospitals (eg pharmaceutical information technology) at the latest.

2. Applying information technology with an online system, by synergizing or integrating various activities so that the implementation of activities can be carried out quickly, precisely, and thoroughly and measurably. For example, drug inventory monitoring activities, prescription receipt sections, and job monitoring through the screen.

3. Providing educational resources and superior services with indicators (MPK3) of the availability of class III inpatient services according to JKN standards, the availability of pharmaceutical supplies according to 100% needs, the fulfillment of educational human resources by statutory provisions, the fulfillment of service human resources according to the service development plan per year, the fulfillment of educational facilities by statutory provisions, the fulfillment of service facilities according to the service development plan per year, realizing an integrated information system Supporting education and health services is superior with indicators of the availability of educational information technology, the availability of service centers, the availability of referral systems, the availability of integrated hospital driver's licenses.

4. Providing the latest health services as a national reference by ensuring the quality and safety of patients with indicators of the availability of radiotherapy services that become national references, the availability of cardiovascular services that become national referrals, and the development of two sub-specialist services every year.

For the management of pharmaceutical management supplies which include pharmaceutical preparations, medical devices, and food, by the provisions in the SKN, structurally these elements can be put forward to implement a subsystem of pharmaceutical preparations, medical devices, and food the availability of pharmaceutical preparations, medical devices, and food that are guaranteed to be safe, efficacious/useful and of good quality, and specifically for drugs guaranteed availability and affordability to improve the highest degree of public health (Director General of Pharmaceutical and Medical Devices, 2022). The achievement of these objectives is carried out by carrying out 5 (five) implementation efforts including a) Efforts for the availability, equity, and affordability of drugs and medical devices; b) Supervision efforts to ensure the requirements for safety, efficacy/benefits, quality of pharmaceutical preparations, medical devices, and food as well as public protection from wrong use and misuse of drugs and medical devices; c) Efforts to provide pharmaceutical services; d) Attempts at rational use of drugs; and e) Resilience efforts for pharmaceutical preparations and medical devices through the utilization of domestic resources.

The Directorate General of Pharmaceutical and Medical Devices is responsible for fulfilling and improving the competitiveness of health supplies focused on the efficiency of drug and vaccine provision by prioritizing product quality; strengthening electronic-based real-time pharmaceutical logistics systems; increasing promotion and supervision of rational drug use; Development of Halal-certified domestic drugs, biological products, reagents and vaccines supported by research and development of Life Sciences and development of production and certification of medical devices to encourage the independence of domestic production (Director General of Pharmaceutical and Medical Devices, 2022)

To implement the above policy, the Ministry of Health's strategy until 2024 is formulated as follows:

1. Transformation of primary health care towards strengthening and improving higher quality services
2. Transformation of referral health services to provide higher-quality referral services
3. Transformation towards a resilient health security system
4. The transformation of health financing is carried out towards more integrated health financing to realize availability, adequacy, sustainability, fairness as well as effectiveness and efficiency in the implementation of financing
5. Transformation of health human resources to meet the needs of competent, equitable, and equitable health human resources
6. Health technology transformation towards health digitalization and wider use of technology in the health sector
7. Strengthening good governance in the implementation of policies in the health sector by the Ministry of Health.
CONCLUSION

Hospital supply management includes: pharmaceutical preparations, medical devices, health workers, health service facilities, drugs, and health technology (Law No. 36 of 2009). By the provisions in the SKN, supply management preparations must be prepared in a structured manner. These elements can be stated to implement a subsystem of pharmaceutical preparations, medical devices, and food is the availability of pharmaceutical preparations, medical devices, and foods that are guaranteed to be safe, efficacious/useful, and improve the highest degree of public health.

Suggestion

To all hospitals, supply management is an important instrument in improving the quality of health services. For this reason, all important hospitals are fortunate to ensure the supply of hospital supplies, ranging from medical equipment to quality personnel and human resources for health workers. With this, it is hoped that all hospitals can achieve optimization by improving the quality of hospital services.

REFERENCES