

THE EFFECT OF HOSPITAL ACCREDITATION ON IMPROVING SERVICE QUALITY AND PATIENT SAFETY: A LITERATURE REVIEW

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INFORMATION	ABSTRACT
<p>Correspondence: soekarno.dr@gmail.com</p> <p>Keywords: Accreditation, Hospital, Influence</p>	<p><i>Objective: To identify the effect of hospital accreditation on improving service quality and patient safety.</i></p> <p><i>Methods: This journal uses a literature review methodology, using articles from PubMed and Google Scholar databases related to hospital accreditation. The journal criteria used were journals published in the last 15 years, namely 2009-2024.</i></p> <p><i>Results: In general, several journals explain that accreditation has a positive effect on service quality and patient safety. The quality of health services is very important for the overall quality of health. The quality of health services is reflected in its form, appearance, performance, function, and aesthetics. However, it is still necessary to conduct regular evaluations and the role of all hospital staff so that the quality of health is still achieved.</i></p> <p><i>Conclusion: Hospital accreditation has a significant impact on service quality and patient safety so that health quality will be maintained. Periodic assessments are carried out because the quality of service is not only influenced by accreditation but also by several other variables, which require a plan to maintain or improve the level of health care performance.</i></p>
INFORMASI	ABSTRAK
<p>Korespondensi: soekarno.dr@gmail.com</p>	<p>Tujuan: Untuk mengidentifikasi pengaruh akreditasi rumah sakit terhadap peningkatan kualitas layanan dan keselamatan pasien.</p> <p>Metode: Jurnal ini menggunakan metodologi tinjauan literatur, dengan menggunakan artikel dari database PubMed dan Google Scholar yang terkait dengan akreditasi rumah sakit. Kriteria jurnal yang digunakan</p>

Kata kunci: Akreditasi, Rumah Sakit, Pengaruh	<p>adalah jurnal yang diterbitkan dalam 15 tahun terakhir, yaitu 2009-2024.</p> <p>Hasil: Secara umum, beberapa jurnal menjelaskan bahwa akreditasi berpengaruh positif terhadap kualitas pelayanan dan keselamatan pasien. Kualitas pelayanan kesehatan sangat penting bagi kualitas kesehatan secara keseluruhan. Kualitas pelayanan tercermin dari bentuk, penampilan, kinerja, fungsi, dan estetika. Namun demikian, tetap perlu dilakukan evaluasi secara berkala dan peran seluruh staf rumah sakit agar mutu kesehatan tetap tercapai.</p> <p>Kesimpulan: Akreditasi rumah sakit memberikan dampak yang signifikan terhadap mutu pelayanan dan keselamatan pasien sehingga mutu kesehatan akan tetap terjaga. Penilaian secara berkala dilakukan karena mutu pelayanan tidak hanya dipengaruhi oleh akreditasi saja tetapi juga oleh beberapa variabel lain, yang memerlukan suatu perencanaan untuk mempertahankan atau meningkatkan tingkat kinerja pelayanan kesehatan</p>
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INTRODUCTION

A hospital is an institution that organizes various kinds of health services, such as emergency care, hospitalization, and care for people who are not patients (Indrawati *et al.*, 2023).

Article 3 of Law No. 44/2009 on Hospitals states that the main objective of hospital organization is to maintain quality and meet hospital standards. Although hospitals are responsible for achieving these goals, they are also responsible for other things, such as educating and training health workers to better perform their duties.

Article 40 paragraph 3 of Law No. 44/2009 on Hospitals states that hospitals must be re-accredited at least once every three years to improve the quality of their services. Hospitals that have met certain requirements will be recognized by the government as accredited hospitals. The main purpose of accreditation is to determine the extent to which hospitals in Indonesia have met the standards so that they can be responsible for the quality of services they provide. Hospital

accreditation benefits the community, the hospital itself, and the group that manages it.

The hospital accreditation process is conducted by an independent institution to assess the quality and safety of medical services provided and compare the hospital's performance with predetermined criteria. To ensure the quality and safety of patients in medical facilities, hospital accreditation is an important procedure (Fitriani *et al.*, 2024).

Seeing the facts that occur related to the number of hospitals that do not have accreditation. There are still many reasons for clinics and hospitals that do not carry out accreditation due to operational preparations and fulfillment of infrastructure that require large costs, accreditation requirements have a long time depending on the hospital in studying the requirements stipulated in the accreditation (Syaefuddin, 2024).

Based on this introduction, the author intends to explore further by making a literature study related to the importance of accreditation for hospitals.

METHOD

This study used a literature review of journals, *text books*, and *e-books* obtained from *PubMed* and *Google Scholar* databases published between 2009 - 2024. The journals obtained were related to hospital accreditation. This article does not discuss research involving the people in question, as it relies solely on a literature review where the author outlines information from relevant sources. The main keywords for this literature review include: accreditation, hospital, influence.

RESULTS

Based on the journals that have been traced, the results show that accreditation has an influence on quality services and patient safety.

Solehudin's (2023) article emphasizes that hospital accreditation can improve service quality. Hospital accreditation makes individual HR services better and

also makes patient services, hospital equipment, and facilities and infrastructure better. So, people start to feel more at home with the facilities available. Various things affect the quality of safety services in hospitals. These include the enforcement of accreditation standards, looking at different aspects of patient safety culture, how leadership style affects the quality and safety of care, how well healthcare workers communicate with patients and their families, and how nurses view patient safety culture.

The result of service quality will be satisfaction, as satisfaction is inherently linked to service improvement. Improved service delivery to patients is associated with increased levels of patient satisfaction. Quality of health services ensures that people obtain optimal health. The main goal of hospital services is to provide high quality health services (Dian, 2024).

DISCUSSION

Ahmad Fajrianti, wrote in a 2010 journal that the purpose of hospital accreditation is to make health services more trustworthy. The level of comfort provided by a service provider has a big impact on how satisfied or dissatisfied a person is with the service. So, the way hospitals deliver healthcare services should help patients recover physically. This will make patients more confident that they can overcome their illness.

Miandi *et al.* (2022) talked about how hospital accreditation can make patients safer. The relationship found is similar to how hospital accreditation affects patient safety. Accreditation authorities check a hospital's reputation before granting accreditation. If the hospital is well-maintained and the staff work well together, the quality of care may be better. Patients and their families may see this as an example of great collaboration, which may make them think that they are getting better care. Hospital accreditation means that the quality of care can be improved to international standards, but only if the healthcare team works together and the hospital is in good condition. Even then, it requires a commitment to effort and upholding responsibility. To guarantee the effective operation of the organization developed within the hospital and its substantial

contribution.

Ghaffar Purwanto (2023) defines accreditation as the procedure by which external evaluators assess the quality of a health care organization based on standards set or published by the government of a country. Accreditation influences management and quality objectives, including documentation management and improvement of hospital infrastructure, thus impacting the improvement of patient safety. Accreditation impacts the complex healthcare system. Accreditation emphasizes the need to keep people safe by creating a safe environment for patients, providers and the public. On the other hand, healthcare workers who do not perform their duties well jeopardize patient safety, make patients stay longer, lose productive days, and eventually cause problems or death.

Broadly speaking, some journals explain that accreditation has a positive effect on service quality and patient safety. However, there are still journals that explain that accreditation has less effect on patient safety.

According to Al Salem Journal (2019), hospital accreditation does not have a major influence on patient safety culture. Age, tenure, knowledge, motivation, supervision, facilities, organizational structure, and individual culture are just some of the things that define patient safety culture. These things then determine what should be done. Hospital accreditation does not make patients safer, it makes them happier. Health professionals' evaluation of patient safety culture has a major influence on patient safety events. Accreditation requires major changes in six areas of hospital operations: administration, organization of medical personnel, review systems, organization of nursing services, physical facilities, safety, and definition of hospital operations and planning. The main implications of accreditation relate to how the hospital is run, its physical infrastructure, and its safety.

From several journals that have been searched, it is clear that hospital accreditation has a significant effect on quality services in hospitals and also patient safety. The quality of healthcare is critical to overall health outcomes. Healthcare quality can be evaluated based on form, appearance, service

performance, functionality and aesthetics. Improving healthcare quality requires strategies to maintain or improve its performance. Quality improvement correlates with healthcare quality. Regular evaluation and involvement of all hospital staff is essential to achieve healthcare quality. Quality of care has a significant impact on the selection of healthcare providers by patients, as their decisions are based on the quality of care and satisfaction gained from previous experiences (Dianvayani *et al.*, 2023).

CONCLUSION

Hospital accreditation has a significant impact on service quality and patient safety so that the quality of health will be maintained. Regular evaluations should be conducted, as service quality is not only influenced by accreditation but also by several other factors; therefore, strategies are essential to maintain or improve health service performance. Quality outcomes and superior service will provide satisfaction, as satisfaction is inherently linked to service improvement. Improved quality of service for patients is associated with increased levels of patient satisfaction.

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