



# Analysis of Coaching and Supervision Results for Bandung City Hospitals by the Bandung City Health Office in 2024

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## Abstract

*This study aims to determine the percentage increase in hospital facilities in Bandung from 2023 to May 2024 implemented by the Bandung City Health Office. The research method used is a qualitative method with a descriptive approach. The data collection technique used by researchers is a Focus Group Discussion of the coaching and supervision activities of Bandung City hospitals by the Bandung City Health Office 2024. The results showed that in 2023, the average number of facilities in 43 hospitals was 61.7 while 78.6. So there is an increase in the average value of hospital facilities in Bandung city from 2023 to 2024 this May by 16.93%. In addition, the infrastructure in hospitals from 2023 to 2024 has also increased. In 2023 itself, the average number of hospital infrastructure in Bandung city was 67.5 then increased to 80.9 in May 2024. So there was an increase in the percentage of hospital infrastructure in Bandung from 2023 to May 2024 by 13.4%. Furthermore, regarding medical devices, the increase that occurred in the results of the completeness of medical devices in Bandung city hospitals from 2023 was 12.1%. This can be seen from the average number of medical devices in 2023 Bandung City hospitals of 53.8 and 2024 until this May 65.9 so the implementation of hospital supervision and guidance activities has a significant impact on the process of developing hospital facilities in Bandung City.*

**Keywords:** Guidance, supervision, health service, bandung city, hospitals

## 1. Introduction

Human life in the 21st century has many health risks and challenges. In Indonesia, one of the most common health challenges is non-communicable diseases (NCDs) (1,2). This occurs due to several factors, ranging from diet, parenting, human movement patterns to the lack of education and health counseling (3,4). In its statement, the Ministry of Health emphasized that non-communicable diseases (NCDs) are preventable diseases (5). Recognizing the risk factors and changing a healthy lifestyle by CERDIK (Periodic Health Checks) are some powerful ways to reduce public health risks and challenges (6).

In the world of health, the term health index is a measurement of the general level of human health in a particular region. There are two groups of indicators for assessing health indicators, namely indicators that count the number of deaths that occur during a certain period with their causes (7,8). There are also health indicators that measure the level of disability or morbidity in the community. The Bandung City Health Index has increased from year to year, this can be seen in the 2010 Bandung City Health Index of 82.64 to 84.23 in 2022 (9). In the period 2010 to 2022, the Bandung City Health Index increased by 1.59 points



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with an average growth of 0.13 points / year. Below is a graph illustrating the development of the Health Index in Bandung City in the last twelve years (10).

In its implementation, access to health is provided by the government with the provision of Health Service Facilities in each region and region (11). This is to meet Public Health standards. Of course, with the help of several bodies or agencies, both private and government, one of which is the Health Office. The Bandung City Health Office has an important role in providing guidance and supervision of all health service facilities in the city of Bandung, be it hospitals, health centers, clinics, laboratories and other health agencies (12,13).

According to WHO (World Health Organization), the definition of a hospital is an integral part of a social and health organization with the function of providing comprehensive services, curing diseases (curative) and preventing diseases (preventive) to the community (14,15). Hospitals are also training centers for health workers and medical research centers. Based on Law No. 44 of 2009 concerning hospitals, hospitals are health service institutions that organize comprehensive individual health services that provide inpatient, outpatient, and emergency services (16). Meanwhile, according to the function, based on the Law of the Republic of Indonesia No. 44 of 2009 concerning Hospitals, hospitals have the task of providing comprehensive individual health services (17).

According to Law of the Republic of Indonesia Number 17 of 2023 concerning Health. Explained in article 11, which is related to the Central Government and Regional Governments are responsible for the availability and access to Health Services and article 12 which is related to the Central Government and Regional Governments are responsible for:

- a. Regulation, guidance, supervision and improvement of the quality and competence of Medical and Health Workers
- b. Planning, procurement and utilization of medical and health personnel in accordance with the needs of the community and the region based on the provisions of laws and regulations.
- c. Welfare of Medical and Health Workers, and
- d. Protection of patients and health human resources

According to Law of the Republic of Indonesia Number 17 Year 2023 Article 1 explains several definitions, namely:

- a. Health Services are all forms of activities and / or a series of service activities provided directly to individuals or the Community to maintain and improve the degree of Public Health in the form of promotive, preventive, curative, rehabilitative, and / or palliative.
- b. Health Human Resources is a person who works actively in the field of Health, both those who have formal Health Education or not, which for certain types requires authority in carrying out Health Efforts.
- c. Health Service Facilities are places and/or tools used to organize Health services to individuals or the Community with a promotive, preventive, curative, rehabilitative, and/or palliative approach carried out by the Central Government, Regional Governments, and/or the Community.
- d. Community Health Center, hereinafter referred to as Puskesmas, is a first-level health service facility that organizes and coordinates promotive, preventive, curative, rehabilitative, and / or palliative health services by prioritizing promotive and preventive in its working area.

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- e. Hospital is a health service facility that organizes individual health services in full through promotive, preventive, curative, rehabilitative, and/or palliative health services by providing inpatient, outpatient, and emergency services.

According to the Regulation of the Minister of Health of the Republic of Indonesia Number 14 of 2021 concerning Business Activity Standards and Products in the Implementation of Risk-Based Business Licensing in the Health Sector, it is explained in article 3 which states that when this Ministerial Regulation comes into force, Ministerial Regulations governing business activity standards and product standards in the implementation of health sector business licensing are declared to still apply as long as they do not conflict with this Ministerial Regulation (18).

The implementation of guidance and supervision of hospitals in the city of Bandung is to improve the quality of services provided by hospitals to the community. This is important because the Bandung City Health Office has a central role in providing guidance and supervision of hospitals in its area. Therefore, researchers conducted research on the results of the guidance and supervision of hospitals carried out by the Bandung City Health Office.

## 2. Methods

The implementation of the activity was carried out using qualitative methods and descriptive approaches. The research subjects were the participants of the coaching and supervision activities of 43 hospitals, all of whom were directors of hospitals in the city of Bandung. The object of research is the analysis of the results of coaching and supervision of Bandung city hospitals on the needs of health service facilities. The data collection technique used by researchers is Focus Group Discussion (FGD). FGD is a commonly used approach to collect qualitative data/information. This data collection is based on the results of an interaction of informants or respondents in a group that focuses on discussing in solving certain problems (19–21).

This hospital coaching and supervision was held once on March 5, 2024 at 08.30 - finish. The implementation began with the provision of material by resource persons from the Ministry of Health regarding the Medical Device Facilities and Infrastructure Application (ASPAK): Permenkes No.31 of 2018. The second resource person from Halmahera Siaga Hospital Optimizing ASPAK at Halmahera Siaga Surgical Special Hospital regarding data collection services. Then the third resource person from Al Faiha Medika Main Clinic regarding the data coordinator and inventory of health facilities in the hospital.

## 3. Results and Discussion

Hospital coaching is carried out by the Bandung City Health Office with the aim of improving the quality of services provided by hospitals to the community. One of the efforts made is through assistance in implementing a good hospital management system. In this case, the Bandung City Health Office provides technical guidance to hospitals in managing hospital management effectively and efficiently. In addition, the Bandung City Health Office also evaluates the quality of services provided by hospitals. This evaluation is carried out routinely using predetermined standards. The results of this evaluation are then used as a basis for providing recommendations for improvement to the hospital. Throughout 2024, the Bandung City Health Office has evaluated all hospitals in the city and provided recommendations for improvement.

Another effort made by the Bandung City Health Office in carrying out its responsibilities is to supervise hospitals in the city. This supervision is carried out to ensure that hospitals comply with all regulations and standards set in providing health services. One of the supervision efforts carried out is by conducting routine inspections of hospitals. In addition, the Bandung City Health Office also supervises the quality of services provided by hospitals.

One of them is health facilities. Health facilities are an important part of efforts to improve the quality of health in Indonesia. It includes inventorying and mapping of facilities/ infrastructure, as well as medical devices. This guidance and supervision is a tangible form of the Bandung city government's efforts to improve health facilities. The implementation of supervision and guidance is carried out twice a year. In 2022 alone, Bandung city has 43 health facilities in the form of hospitals. In terms of service type, there are 29 private hospitals, 4 owned by the Ministry of Health, 3 owned by the City Government, 1 owned by TNI-AD, 1 owned by TNI-AU, 1 owned by POLRI, and 4 others.

As in previous years, this year the city of Bandung again carried out supervision and guidance of hospitals (22). Coaching and supervision are also carried out thoroughly by conducting a meeting of all hospital directors in Bandung City. The meeting was held at El Royal Hotel in Bandung City and attended by 43 directors from each hospital.

Presentation of material from the first resource person by the Ministry of Health regarding the Medical Device Facilities and Infrastructure Application (ASPAK): Permenkes No.31 of 2018: ASPAK is a web-based electronic system that collects data and presents information about Infrastructure Facilities and Medical Devices at Health Service Facilities. ASPAK can present or sing information on the availability and fulfillment of infrastructure facilities and medical devices in health facilities according to applicable standards. The Health Facilities and Equipment Infrastructure application has information about Health Facility Identity Data, Facilities Data, Infrastructure Data, Medical Device Data, and other data related to Health services. However, in its use, many officers have not been able to apply it optimally. So that in the implementation of FGDs carried out together, the results of these problems were obtained, namely updating and validating the Medical Device Facilities and Infrastructure Application. In addition, participants who came to the implementation of hospital supervision and guidance were given more insight into its use so that it was hoped that education on the use of ASPAK could be disseminated to other hospital officers.



**Figure 1.** Coordination meeting for hospitals throughout the city of Bandung

**Table 1.** Completeness of hospital ownership May 2024

No	Hospital			Completeness			Cumulati on(50S+2 0P+30A)	Class Review
				Means	Infrastr ucture	Medical Devices		
1	Bandung Center Hospital	Eye Eye	Private	41.11	100	72.22	62.22	0.82
2	Paramarta and Hospital	Heart Vascular	Private	40.23	97.56	71.07	60.95	0.73
3	Halmahera Specialty Surgical Hospital Standby		Private	46.94	85.37	67.35	60.75	0.75
4	RSU Bhayangkara Tk. II Sartika Asih		POLRI	77.84	55.81	65.6	69.76	0.68
5	Melinda and Hospital	Mother Child	Private	94.39	88.89	63.54	84.03	0.79
6	Mayapada General Hospital Bandung		Private	96.5	67.44	63.45	80.77	0.76
7	Muhammadiyah General Hospital		Private	78.43	69.77	62.45	71.9	0.75
8	General Hospital Tk. IV 03.07.03 Sariningasih		TNI-AD	100	81.4	62.01	84.88	0.7
9	Bandung Regional General Hospital	City General	City governm ent	72.89	74.42	58.8	68.97	0.8
10	Al Islam and Hospital	Mother Child	Private	61.4	100	57.6	67.98	0.65
11	Edelweiss Hospital		Private	82.51	100	53.25	77.23	0.71
12	Harapan Mother and Child Hospital Bandung	Bunda and Child	Private	45.77	70.73	47.36	51.24	0.67
13	Limijati and Hospital	Mother Child	Private	72.89	79.07	47.12	66.39	0.74
14	Rajawali Hospital	General	Private	80.76	60.47	45.78	66.21	0.61



15	Bandung Kiwari Regional General Hospital	City government	100	100	45.5	83.65	0.65
16	Community Lung Health Center	Kemkes	40.52	62.79	43.56	45.89	0.65
17	Humana Prima General Hospital	Private	86.84	90.24	43.38	74.48	0.51
18	Youngest General Hospital	Private	100	88.37	43.27	80.66	0.55
19	Pasundan Hospital	Private	80.76	100	27.39	68.6	0.42
20	Pindad General Hospital	Private	83.67	65.12	22.13	61.5	0.29
21	Heart and Vascular Specialty Hospital Melinda Cardio Vascula Center	Private	42.57	58.54	10.86	36.25	0.16
22	Covid-19 Emergency Hospital SECAPAAD Hegarmanah Covid-19 Emergency Hospital SECAPAAD Hegarmanah	Private	0	0	0	0	0
23	Santosa General Hospital Bandung Central	Private	100	100	97.61	99.28	0.99
24	Al-Islam General Hospital Bandung	Other	100	93.02	94.23	96.87	0.96
25	Santo Yusup General Hospital	Private	82,8	76.74	93.44	84.78	0.92
26	Santosa General Hospital Bandung Kopo	Private	100	90.24	93.15	95.99	0.96
27	RSAU dr. M. Salamun	TNI-AU	95.04	88.37	92,24	92.87	0.94
28	Cicendo Eye Specialty Hospital	Ministry of Health	100	93.02	88.03	95.01	0.89

29	Hermina Arcamanik General Hospital	Private	88.05	88.37	87.33	87.9	0.86
30	Hermina Pasteur General Hospital	Private	100	100	87.12	96.14	0.93
31	Santo Borromeus General Hospital	Private	97.38	80.49	86.32	90,68	0.91
32	Bandung City Dental and Oral Specialty Hospital	City governm ent	77.16	73.17	85.29	78.8	0.82
33	Dr. Hasan Sadikin Central General Hospital	Ministry of Health	100	100	84.21	95.26	0.94
34	Kebonjati General Hospital	Private	83.67	55.81	80.4	77.12	0.87
35	Immanuel General Hospital Bandung	Other	100	97.67	80.18	93. 59	0.87
36	UNPAD Specialized Dental and Oral Hospital	Other	100	81.4	78.99	89.97	0.85
37	Dr. H. A. Rotinsulu Pulmonary Hospital	Ministry of Health	100	100	78.88	93.66	0.88
38	Grha Bunda Mother and Child Hospital	Private	72.22	73.17	76.83	73.8	0.85
39	Adventist General Hospital Bandung	Other	100	100	76.7	93.01	0.81
40	Mrs. R. A. Habibie Kidney Specialty Hospital	Private	60.93	100	74.53	72.83	0.85
41	Melinda General Hospital 2	Private	67.06	67.44	74.23	69.28	0.86
42	Kartini Hospital	Private	100	53,49	74.16	82.95	0.7
43	Maranatha Dental and Oral Hospital	Private	30.61	68.29	74	51.16	0.84
Average			78.6	80.9	65.9	75.2	0.74

The next presentation was conducted by the second resource person, Halmahera Siaga Hospital and Al Faiha Medika Main Clinic regarding Optimization of Medical Device Facilities and Infrastructure Applications. Updates and validations need to be done continuously but in the process we need to continue to utilize the application facilities that are available by optimizing. Data input for facilities and infrastructure needs activation. Where the resource person is given an example of data input as in Table 2 below.

**Table 2.** ASPAK data input of Halmahera Siaga Hospital

Facilities Data	Infrastructure Data	Medical Device Inventory
Medical Support of Halmahera HospitalKB Standby	<ul style="list-style-type: none"> <li>● Power Source</li> <li>● Water Source</li> <li>● Gas Medik Vacum</li> <li>● Waste Management</li> <li>● Fire Hazard Countermeasures</li> <li>● Ambulance</li> <li>● Telecommuniacation System</li> </ul>	The Medical Device Inventory must contain the following information:
Medical and Nursing Services		<ul style="list-style-type: none"> <li>● Serial Number</li> <li>● Brand and Type</li> </ul>
General and Administrative Support Area of Halmahera HospitalKB Standby		<ul style="list-style-type: none"> <li>● No. AKL/AKD</li> <li>● Funding Source</li> </ul>
Non-medical Support of Hamahera HospitalKB Standby		<ul style="list-style-type: none"> <li>● Acquisition Price</li> <li>● Resources</li> </ul>

This optimization effort is balanced by determining the end time of the required data input. The required data such as making work patterns more organized, more effective work, and meeting targets. In addition to optimizing ASPAK, the Health Office's guidance and supervision of hospitals in the city of Bandung also includes discussion of other facilities such as facilities and infrastructure in hospitals. Throughout 2024, the number of bed facilities from 41 hospitals in the city of Bandung is 750. With 250 class A hospital beds, 200 class B hospital beds, 100 class C hospital beds, 50 class D hospital beds. In the special hospital classification as stated in article 2 paragraph (2) consists of class A special hospitals totaling 75 beds, class B special hospitals totaling 50 beds, and class C special hospitals totaling 25 beds. This number of facilities certainly has the possibility of continuing to grow until the end of 2024.

Compared to the results of hospital facilities and infrastructure from 2023. The number of existing hospital units remains the same at 43. However, the average number of facilities, infrastructure, and medical devices covering 43 hospitals is increasing. Where in 2023, the average number of facilities in 43 hospitals is 61.7 while 78.6. So there is an increase in the average value of hospital facilities in the city of Bandung from 2023 to 2024 this May by 16.93%. In addition, the infrastructure in hospitals from 2023 to 2024 has also increased. In 2023 itself, the average number of hospital infrastructure in Bandung city was 67.5 then increased to 80.9 in May 2024. So that there was an increase in the percentage of hospital infrastructure in Bandung from 2023 to May 2024 by 13.4%. Furthermore, medical devices, the increase that occurred in the results of the completeness of medical devices in Bandung city hospitals from 2023 was 12.1%. This can be seen from the results of the



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average number of medical devices in 2023 Bandung city hospitals amounted to 53.8 and in 2024 until this May amounted to 65.9.

Judging from the increase in the average percentage of facilities, both facilities, infrastructure, and medical devices for Bandung city hospitals from 2023 to May 2024. Then it can be ascertained that the implementation of guidance and supervision of Bandung city hospitals by the Ministry of Health is successful. This is evidenced by the increasing number of facilities provided by the hospital and it is one of the outputs of holding these activities.

## Conclusions

The results of the analysis of the guidance and supervision of the Hospital by the Ministry of Health of Bandung City are i) percentage increase in Bandung city hospital facilities in 2023 to May 2024 by 16.9%, ii) percentage increase in Bandung city hospital infrastructure in 2023 to May 2024 by 13.4%, iii) percentage increase in medical equipment for Bandung city hospitals in 2023 to May 2024 by 12.1%. Judging from this increase, the implementation of guidance and supervision activities for Bandung city hospitals succeeded in being an activity that improved its hospital facilities over a period of less than one year from 2023 to May 2024.

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