



Development and Implementation of Hospital By Laws to Improve Service Quality at RSUD Rupit

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Abstract: To create a standardised and compliant service, an Internal Regulation or Hospital by Laws is required, which becomes the operational basis for all medical personnel and hospital staff. This dedication is expected to strengthen governance, compliance, and service quality at RSUD Rupit in order to fulfil community expectations and standards set by the government optimally and sustainably. Using empirical research by combining qualitative, participatory, and analytical approaches, so that the review and revision of internal regulations of RSUD Rupit can be carried out systematically to produce better and more effective regulations. A review of the internal regulations (Hospital By Laws) at RSUD Rupit identified several aspects that need to be improved to enhance efficiency and quality of services. The proposed improvements include drafting and writing the content of the regulations. After the review, the team will revise and draft the regulations, and refine the draft based on input from the North Musi Rawas District Health Office, PERSI, and stakeholders. The final draft will be submitted to the hospital leadership and Board of Trustees for review and approval. After that, the regulation will be ratified by the regional head, giving legality and legitimacy to the Hospital By Laws.

Keywords: Regulation; Internal; Hospital; Hospital by Laws

Introduction

Recently, the public has expressed dissatisfaction with hospital services perceived as inadequate. According to Wila Chandrawila Supriadi, patients are individuals who are ill and require assistance from doctors for recovery. Moreover, several hospitals today are facing lawsuits due to services that do not meet expectations (Chandrawila Supriadi, 2001). A hospital is a facility that provides healthcare services. Healthcare services encompass all activities aimed at maintaining and improving health, with the goal of achieving an optimal level of public health. These services are provided comprehensively, sustainably, and integratively through maintenance, promotive (health improvement), preventive (disease prevention), curative (disease treatment), and rehabilitative (health restoration) approaches (J.P. Siregar, 2003). According to Wolper and Pena (1997), a hospital is a place where sick individuals seek and receive healthcare services, as well as a place where clinical education for medical students,

nurses, and other healthcare professionals is conducted (Azwar, 1996). A hospital is not an individual (persoon) composed of natural persons (natuurlijke persoon) but is granted a legal status as a legal entity (rechtspersoon), thereby possessing rights and obligations under the law (Hadiati Koeswasdji, 1984).

The internal regulations of a hospital, also known as "Hospital By Laws," play a significant role in governing the management and operations of the hospital. In this context, these regulations serve as guidelines for owners, directors, and medical staff in carrying out their duties and responsibilities. Hospital internal regulations are legal products that regulate the procedures for hospital administration, including corporate and medical staff regulations. According to Article 29 paragraph (1) letter (r) of Law Number 36 of 2009 on Health, hospital internal regulations encompass hospital organizational rules and medical staff regulations designed to ensure good governance and effective clinical management (Fira, 2019).

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Hospital internal regulations have several important functions, including (Fira, 2019):

1. Guidelines for Owners and Directors: Hospital internal regulations serve as guidelines for hospital owners and directors in supervising and managing the hospital.
2. Ensuring Effectiveness and Efficiency: These regulations help ensure the effectiveness and efficiency of hospital operations, ensuring compliance with applicable legal provisions.
3. Legal Protection: Hospital internal regulations also function as a means of legal protection for all parties.
4. Conflict Resolution: These regulations assist in resolving conflicts that may arise among owners, directors, and medical staff, ensuring the hospital operates harmoniously and effectively.
5. Meeting Accreditation Requirements: Hospital internal regulations are necessary to meet hospital accreditation requirements, thereby improving service quality and achieving the necessary accreditation.

Hospital internal regulations are crucial as they serve as guidelines for all parties involved with the hospital. These regulations ensure that hospital operations run effectively and efficiently while guaranteeing that the services provided comply with applicable legal standards. Therefore, hospital internal regulations must be well-designed and properly implemented to enhance service quality and patient safety. Article 30 of Law Number 36 of 2009 on Health mandates hospitals to meet the standards for healthcare facilities and comply with licensing requirements for healthcare institutions. Hospital By Laws function as a tool to ensure effectiveness, efficiency, and the quality of healthcare services, serving as a guideline for all parties associated with the hospital (Law Number 36 of 2009 on Health, 2009).

Based on the background described above, the author formulates the following problems: How is the preparation of Internal Regulations (Hospital By Laws) carried out at RSUD Rupit, North Musi Rawas Regency? And what is the process for ratifying the Internal Regulations (Hospital By Laws) at RSUD Rupit, North Musi Rawas Regency?

Method

This community service activity employs empirical research by combining qualitative, participatory, and analytical approaches, enabling the review and revision of RSUD Rupit's internal regulations to be conducted systematically, resulting in improved and more effective regulations.

Results and Discussion

Drafting Hospital by Laws at RSUD Rupit

Hospital By Laws, or Internal Hospital Regulations, are formal documents that regulate hospital governance (corporate governance) and clinical governance, binding all parties involved in hospital management (Trisnantoro and Putri, 2020). Hospital By Laws (HBL) are formal documents that govern hospital management and the relationships between various stakeholders within the hospital organization (Risnantoro and Djasri, 2019). These documents serve as a vital internal legal foundation for hospital operations in Indonesia.

The stages of drafting Hospital by Laws consist of the Preparation Stage, Drafting Stage, Discussion Stage, and Approval Stage. During the preparation stage, the following activities are included (Susanto, 2020):

- a. Formation of a drafting team comprising:
 - 1) Government bodies
 - 2) Hospital directors
 - 3) Senior medical staff
 - 4) Medical committee
 - 5) Legal department
- b. Collection of supporting documents:
 - 1) Relevant regulations
 - 2) Accreditation documents
 - 3) Existing internal policies

In the drafting stage, it includes Corporate by Laws (Regulating the relationship between hospital owners and management, setting vision, mission, and strategic goals, as well as the organizational structure and governance) and Medical Staff by Laws (Organizing medical staff, credentialing criteria, rights and obligations of medical staff (Widyastuti, 2021), and performance evaluation mechanisms) (Putra and Rahman, 2022). The Discussion and Approval Stages include stakeholder meetings, draft revisions and refinements, and final approval from the Government Body (Handayani, 2023).

The key components of Hospital by Laws/internal hospital regulations that must be addressed are organizational structure, clinical governance, resource management, monitoring and evaluation systems, and conflict resolution mechanisms (Nugroho, 2020). Additionally, the drafting process of internal hospital regulations/Hospital by Laws must consider legal and regulatory aspects, such as Law No. 44 of 2009 on Hospitals, Ministry of Health regulations on hospital classification, and hospital accreditation standards (Permatasari, 2022). It should also include implementation and evaluation, as well as how these regulations are disseminated to all staff, monitoring of their implementation, and revisions as necessary (Kusumawati, 2023).

For the drafting of the Internal Regulations at RSUD Rupit, a special team was formed consisting of five academics from the Faculty of Law at Muhammadiyah University Palembang and a team from RSUD and local government authorities. The team has coordinated with RSUD Rupit regarding the collection of documents.

During the identification and discussion (review) stage of the internal regulations at RSUD Rupit Muarataru, the team identified several points that require immediate improvement by RSUD Rupit. These include revising the title and adding stronger legal grounds in the considerations section, such as a Minister of Health Decree as an additional legal basis. The introduction section should also be expanded with additional paragraphs, as it is currently too brief. The introduction in hospital internal regulations typically provides a general overview and rationale for the necessity of such regulations.

The introduction section usually includes explanations on the importance of regulation and supervision within hospitals to ensure safe, quality healthcare services that meet standards. It outlines the regulation's purpose, legal foundation, scope, key definitions, and principles or values underpinning its implementation, such as professionalism, adherence to codes of ethics, compliance with safety procedures, and patient-centeredness. These values serve as a consistent reference for implementation.

The General Provisions section could include definitions relevant to hospitals. The main body of the regulations, especially the articles, should ideally be structured as clauses. The review process is ongoing, with careful attention to every word and sentence to ensure nothing is overlooked. Once the review is complete, the next stage will involve revising and drafting the Internal Regulations of RSUD Rupit to enhance the efficiency and quality of hospital services.

The Ratification Process of Internal Regulations (Hospital by Laws) at RSUD Rupit, North Muli Rawas Regency.

The ratification of regulations is a formal process that involves a series of validation and approval stages by the authorities to provide legal force to a regulation, allowing it to be officially enacted (Rahardjo, 2023). This process is an integral part of the legal system that ensures the legitimacy and effective implementation of a regulation within an institution or organization (Widodo and Pratama, 2022). This also applies to the Internal Regulations of RSUD Rupit.

After completing the Preparation and Drafting Stages, which include the collection of references and relevant regulations, the Internal Discussion Stage follows. During this stage, the internal regulations/Hospital by Laws are discussed and reviewed by the team and the hospital representatives.

Subsequently, the draft is refined based on external feedback (Consultation and External Review) involving the North Muli Rawas District Health Office, representatives of the Indonesian Hospital Association (PERSI), and local stakeholders, aligned with current regulations.

Once the final draft is complete, the Hospital by Laws document is submitted to the director or leadership of RSUD Rupit for review and approval. The hospital leadership ensures that the regulations align with the hospital's vision, mission, and values, and that all operational aspects are covered. In some regional hospitals, the Supervisory Board must also provide its approval. The Supervisory Board ensures the regulations comply with the standards and regulations of regional hospitals. After approval from the board, the regulations proceed to the final ratification stage.

In some regions, internal hospital regulations require ratification by regional authorities, such as the Regent or the local Health Office—in this case, the Regent of North Muli Rawas and the North Muli Rawas District Health Office. This ratification provides legal recognition and legitimacy to the Hospital by Laws, ensuring the regulations are officially acknowledged.

After ratification, the hospital disseminates the regulations to all medical staff, non-medical staff, and other relevant parties. This dissemination ensures that each department understands and is prepared to implement the regulations in accordance with the approved provisions. Implementation then begins, and the application of the Hospital by Laws is monitored and evaluated periodically to ensure compliance and effectiveness. Hospital By Laws is typically evaluated and revised regularly to remain relevant and aligned with the evolving healthcare standards and regulations.

Conclusion

The development of Hospital By Laws at RSUD Rupit is a strategic step toward improving the quality of services and hospital governance. With structured and clear regulations, RSUD Rupit is expected to deliver healthcare services more professionally to the community and establish itself as a reliable and high-quality hospital. This drafting process also demonstrates RSUD Rupit's commitment to maintaining transparency, efficiency, and quality, ultimately benefiting all stakeholders, especially patients and their families.

Based on the review of the internal regulations (Hospital By Laws) at RSUD Rupit, several aspects were identified that require improvement to enhance the efficiency and quality of hospital services. The proposed

improvements include the drafting and organization of the content within the regulations.

Once the final draft of the Hospital By Laws is completed, the document is submitted to the director of RSUD Rupit for review and approval, ensuring alignment with the hospital's vision, mission, and operations. If applicable, the Hospital Supervisory Board also provides its approval to ensure compliance with regional standards. Subsequently, ratification by the Regent or Head of the Region provides formal legitimacy.

After ratification, the regulations are disseminated to the staff, implemented, and evaluated periodically to ensure effectiveness and compliance. Revisions are made as needed to maintain relevance with current healthcare standards and regulations.

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