

## COMMUNITY SERVICE DATA

**Title (PkM)** :Health Service Quality Training for Home Employees

**Marta Friska Hospital Medan 2023-2024**

**Chairman of PkM** :**Dr.Hanry Anta Lesmana**

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**Afiliasi** : Sekolah Tinggi Ilmu Kesehatan Arta Kabanjahe

**Activity Category** : Based on assignments from higher education institutions

**PkM Proposed Year** : 2024

**Year of Activity** : 2024

**Activity Location** : Marta Friska Hospital, Medan

**Source of PkM Funds** : Sekolah Tinggi Ilmu Kesehatan Arta Kabanjahe

## ENDORSEMENT PAGE

1. Activity Title : Training on the Quality of Health Services for Employees at Home Marta Friska Hospital Medan 2023-2024

2. Year of Implementation : 2024

3. Implementation Costs : Rp. 10,500,000,-

4. Place of Implementation : Lau Cimba Village, Kabanjahe District, Karo Regency

5. Implementation Team

Chairman : Dr.Hanry Anta Lesmana

Member : 1. Mariana Sinaga, SST., MKM  
2. Jismer Panjaitan, S.Kep., Ners., M.Kep,  
3. Natalina Lasma Beria Rumapea, S.Kep., Ners., M.Kep,  
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**Output Produced:** - PkM Report  
- Publication

Know

Kabanjahe, June 15 2024

Head of STIKes Arta Kabanjahe

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Dr.Hanry Anta Lesmana

Approve

LPM Chairman Arta Kabanjahe

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## A. Introduction

### 1. Background

The quality of health services is a key aspect in improving health outcomes and patient satisfaction. At Marta Friska Hospital Medan, it is important to ensure employees have sufficient skills and knowledge to provide high quality services. This training is designed to improve the quality of health services by focusing on employees' technical and non-technical skills.

### 2. Goals

- Increase employee knowledge and skills in providing quality health services.
- Identifying and overcoming problems in health services.
- Increasing patient satisfaction through improving service quality.

### 3. Benefits

- Improving the quality of health services and patient satisfaction.
- Developing employee competency in medical and administrative services.
- Reducing the level of patient complaints and increasing hospital operational efficiency.

## B. Theory and Literature Review

### 1. Quality of Health Services

#### a. Definition of Health Service Quality

Quality of health care refers to the degree to which health services increase the likelihood of desired health outcomes and reduce the likelihood of undesirable outcomes. According to Donabedian (1988), the quality of health services can be evaluated through three main dimensions:

- **Structure:** Factors that influence the health system's ability to provide services, such as infrastructure, facilities, and human resources.
- **Process:** The way health services are provided, including diagnostic methods, treatment, and interactions with patients.
- **Results:** The impact of services on patient health, including recovery, satisfaction, and quality of life.

## b. Quality Improvement Model

- **Donabedian Models:**Emphasizes the importance of structure, process, and results. This model is useful in identifying areas that need improvement and measuring the effectiveness of improvements.
- **Total Quality Improvement Model (TQM):**An approach that integrates the principles of continuous improvement, focus on customers (in this case, patients), and participation of all members of the organization. TQM emphasizes the importance of a culture of continuous improvement and the involvement of all staff in quality improvement efforts.

## 2. Patient Satisfaction

### a. Definition of Patient Satisfaction

Patient satisfaction is the degree to which a patient's experience meets or exceeds their expectations. This satisfaction includes aspects such as speed of service, quality of interaction with staff, and treatment results. Parasuraman et al. (1988) stated that patient satisfaction is influenced by the difference between patient expectations and actual service experience.

### b. Factors Affecting Patient Satisfaction

- **Service Quality:**Covers aspects such as timeliness, medical staff capabilities, and hospital facilities.
- **Communication:**The way staff interact with patients, including communication skills and empathy.
- **Treatment Results:**How effective the treatment is in overcoming the patient's health problems.

## 3. Communication Techniques in Health Services

### a. Effective Communication

Effective communication involves conveying information clearly and listening carefully to the patient. According to Stewart et al. (2003), good communication can increase patient satisfaction and influence health outcomes. Good communication techniques include:

- **Active Listening:**Provides full attention to patients and responds with empathy.

- **Provide Information Clearly:** Use easy-to-understand language and avoid confusing medical jargon.
- **Building Relationships:** Demonstrates empathy and understands patient needs and concerns.

## b. Stress Management

Stress management is important for employees to maintain service quality. According to Lazarus and Folkman (1984), stress can be managed through effective coping strategies, such as:

- **Relaxation Techniques:** Breathing exercises and meditation to reduce stress.
- **Social Support:** Talk to a coworker or supervisor to get emotional support.
- **Time Management:** Manage working time efficiently to reduce excessive workload.

## C. Implementation Method

### 1. Time and Place

Training will be held from 19 April 2024 to 20 April 2024, in the Marta Friska Hospital Hall, Medan, with training sessions from 09.00 to 12.00 WIB.

### 2. Participants

This training was attended by 50 Marta Friska Hospital employees, including doctors, nurses and administrative staff involved in patient care.

### 3. Implementation Method

- **Theory:** Delivery of material regarding the principles of quality health services, effective communication techniques, and stress management.
- **Practice:** Case simulation, role-play, and communication skills training.
- **Discussion:** Question and answer session and group discussion to discuss challenges and solutions in health services.
- **Evaluation:** Assessment of participant understanding through quizzes and feedback after training sessions.

## D. Tools and Materials

### 1. Tools

- **Projector and Screen:**For presentation of material.
- **Computer/Laptop:**To create and present training materials.
- **Flipchart Paper and Markers:**For notes and group discussions.
- **Audio Device:**To ensure sound quality during training sessions.
- **Simulation Models and Tools:**For role-play and case simulation.

### 2. Material

- **Training Module:**Contains material regarding the quality of health services, communication techniques, and stress management.
- **Brochures and Handouts:**Additional information regarding training topics.
- **Evaluation Questionnaire:**To assess the effectiveness of training and participant satisfaction.

## E. Activity Costs

### 1. Equipment

- Projector and Screen :-
- Computer/Laptop :-
- Flipchart Paper and Markers : IDR 200,000,-
- Audio Devices : IDR 500,000,-
- Simulation Models and Tools : IDR 500,000,-

**Total Equipment Cost** :IDR 1,200,000,-

### 2. Material

- Training Module : IDR 1,000,000,-
- Brochures and Handouts : IDR 500,000,-
- Evaluation Questionnaire : IDR 300,000,-

**Total Material Cost** :IDR 1,800,000,-

### 3. Honorarium

- Speakers and Instructors (2 people) : IDR 1,000,000,-

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• Transportation	: IDR 1,500,000,-
<b>Total Honorarium</b>	:IDR 2,500,000,-
<b>4. Others</b>	
• Consumption (2 Days)	: IDR 3,000,000,-
• Committee Accommodation	: IDR 2,000,000,-
<b>Total Others</b>	:IDR 5,000,000,-
<b>Grand Total Cost</b>	:IDR 10,500,000,-

## F. Results and Evaluation

This training succeeded in increasing employee knowledge and skills in providing quality health services. Evaluations show that participants feel more confident in carrying out their duties and feel better prepared to face challenges in service. In addition, improvements in patient satisfaction also began to be seen from the feedback received after the training.

## G. Conclusion

This health service quality training has had a positive impact on the employees of Marta Friska Hospital, Medan. With the new skills and knowledge acquired, it is hoped that health services at this hospital can improve significantly, providing benefits for patients and the institution.

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