

Alumni Conference 'Good practices' presentation



UNIVERSITAS GADJAH MADA

EMPOWERING HOSPITAL TRAINING UNIT FOR STAFF DEVELOPMENT

SANGLAH CENTRAL HOSPITAL

BALI – INDONESIA

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Background and Objectives

Background

- ❑ Sanglah Central Hospital as teaching hospital is central referral of healthcare service from 9 district hospital in Bali
- ❑ All staff in this hospital must be have high quality of performance in every level or area of work.
- ❑ Training activities for staff development was not organized well.
- ❑ Training agenda or master training plan was not found

Objectives

- ❑ Improving Quality of Training Performance from Training Department Sanglah Hospital
- ❑ Develop quality training team, document and facility.
- ❑ Develop Master Training Official of Sanglah Hospital

Project Description

- ❑ Transfer Project preparation to Sanglah Hospital
 1. Approval letter from GIZ
 2. Approval letter from Head of BPHS

- ❑ Field Orientation to Sanglah Hospital
 1. Build project support team
 2. Exposure Project to Management
 3. Develop MoU

- ❑ Strategic Plan in improving the quality of Training Activities as a tools of Human Capacity Development, which were 5 major activities:
 1. Build training team at Sanglah Hospital
 2. Training Need Assessment
 3. Training supervisor: Coaching for staff Dev.
 4. QM team Training: JCI A preparation
 5. Develop Master Training Plan



Results and Lessons Learned

Results

- Build Training Team: TOT, TOC, MOT
- Training Need Assessment:
 1. Survey training need
 2. Workshop
 3. Selected training agenda :
 - a. Basic life support,
 - b. Safety & Security system,
 - c. Patient Safety,
 - d. Control Hygiene and Infection Prevention.



No	Training Subject	Participants	Certificate
1	Basic Life Support	1563	Accreditation
2	Safety & Security System	2838	Accreditation
3	Patient Safety	2497	Accreditation
4	Control Hygiene & Infection Prevention	3158	Accreditation
5	Student	1135	certificate

Results and Lessons Learned

- ❑ Training Coaching for Staff
Development: implementing PDCA to build good culture of work in improving performance sustainable.
- ❑ Quality Management Team Training:
improving the role of QM staff as local surveyor and understood all parameter of JCI A: Award in 24 April 2013.
- ❑ Master Plan of Training



Results and Lessons Learned

Lesson Learned

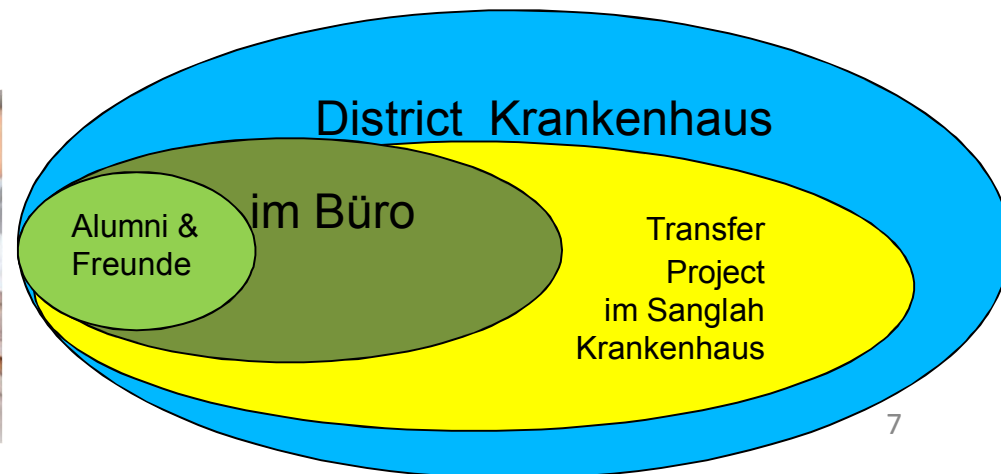
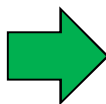
Individual : training can develop skill and competency of Hospital staff.

Organization: Training for manager become a coach can support structure/culture of change organization

System: High Quality of training system can keep growing the individual and organization sustainable development

Human Capacity Development: Model of training quality improving made the Individual – Organization – System reach the optimum performance.

Transfer Project from ILT Hospital Management Alumni (GIZ) mean: a single person can make difference, he or she as agent of change can helping organization to change become more benefit and support structure and culture of change through training system.



Team and Stakeholders

Team

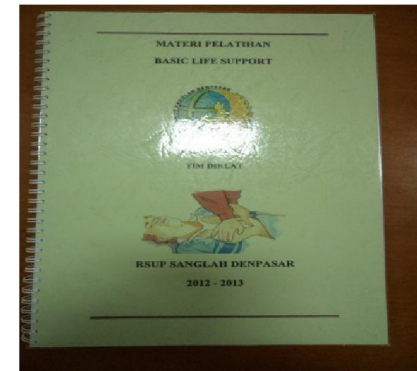
The team involved were the professional staff of Hospital:

- ❑ TOT Alumni at Sanglah Hospital
- ❑ Team Training Department
- ❑ Director, Quality manager, Department Heads, Doctors, Nurses, etc.



Stakeholders

- ❑ Professional Trainer
- ❑ Professional Surveyor Siloam
- ❑ Accreditation advisory MOH
- ❑ Professional Team: KARS



Promoting and Hindering factors

Promoting factors

- ❑ Regulation of MOH: World class Hospital → JCI, Hospital Accreditation
- ❑ Approval letter from Head of BPHS
- ❑ Approval letter from Senior Project GIZ
- ❑ Strong commitment of Director to accept ILT Alumni to address JCI
- ❑ Management and Official need high competency can be produced through training.

Hindering factors

- ❑ Transfer Project was parallel with JCI A: a bit late to start my run down to Sanglah
- ❑ Target JCI award in 2012 was fail.
- ❑ Difficulty environmental of work from employee and management and them all have high pressure from JCI preparation.

Sustainability and Transferability

Sustainability

- ❑ *Master Training Plan of Official Sanglah Hospital* is always up dating through training need assessment activity each year to keep improving quality of service from all employee, and also increasing level of satisfaction of employee.
- ❑ Training quality is improved through develop skill of trainer, method, module and facility.

Transferability

- ❑ Now days this “Model” has been following by other hospital at district level, and our teaching team at Sanglah Hospital have support some Government and Private Hospital likes: Wangaya Hospital in Denpasar, Badung Hospital, Tabanan Hospital, Sanjiwani Hospital, Wisma Prasanti, Surya Husada, BMC, etc. I have been also part of the supervisor team in empowering Hospital Training Unit in every district Hospital.

Transfer Project GIZ’s “Model” now is applied by MOH



Ich danke Ihnen für Ihre
Aufmerksamkeit



We are spiritual beings on a human journey, shine your heartlight & care about one another