

ANALYSIS OF PATIENT AND FAMILY EDUCATION AS HEALTH PROMOTION IN JEMURSARI SURABAYA ISLAMIC HOSPITAL

Salsabila Diar Kinanthi ¹, Oedojo Soedirham ²

¹Student of Health Promotion and Behaviour Science Department, Faculty of Public Health, Airlangga University

² Faculty of Public Health, Airlangga University

*Corresponding author: Salsabila Diar Kinanthi. Surabaya-Indonesia
salsabiladiark@gmail.com. +6285697033468

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ABSTRACT

Background: Hospital as part of health promotion is an institution that has a strong position in the health care system to support health promotion activities that organizes a full range of personal health services include promotive, preventive, curative, and rehabilitative. The standard of community needs assessment as one of the standards of Hospital Health Promotion is reinforced by Hospital Accreditation Instrument of 2012. Indicator of hospital accreditation assessment on Patient Focused Service Standard Group. Providing effective health education is important in the health care provided to patients to reduce the number of clients to the hospital and minimize the spread of preventable diseases and also patient can get information for making their decision about their care (HAC, 2012.).

Materials and Methods: This study was a descriptive observational method with qualitative approach of case study type. The Instruments in this research are in depth interview guide and HPH observation form. The respondents determined by using purposive sampling technique with inclusion criterion is the person that in charge and related to Patient and Family Education at Islamic Hospital of Jemursari Surabaya

Result: Jemursari Islamic Hospital does not have a unit or department that responsible for patient and family education. No specific instrument to assess the need for hospital education needs to identify the resources of education. The hospital does not have supporting SPOs related to 6 patient service materials and has not conducted the supporting education regularly and planned. Jemursari Islamic Hospital provides various media in the form of leaflets and electronic visual media as well as various print media such as magazines, banners, posters and ensures patient service providers collaborate is a professional health professional provided to patients and families should prioritize the validity of information

Conclusion: Islamic Hospital have fulfilled most of the indicators as stated in HAC in 2012 based on 6 standards of patient and family education but in regulatory the absence of HPH working units at Jemursari Islamic Hospital caused the non-optimization implementation of health promotion especially in patient and family education.

Keywords: Health Promotion Hospital (HPH) , Patient and Family Education, HAC

1.0 Introduction

Hospital Health Promotion (HPH) is a hospital effort to improve the ability of patients, clients, and community groups, so that patients can be self-reliant in accelerating their recovery and rehabilitation, and independently in improving health, preventing health problems, -based health efforts, by learning, by, socio-culture, and supported by sound public policy (Department of Health Republic Indonesia, 2012).

The Indicators of Hospital Accreditation Assessment on Patient Focused Service Standards Group. Hospitals educate patients and their families, so they gain the knowledge and skills to participate in the process and decision-making of the patient's care. Each hospital develops education into the mission-based care process, the type of service provided and the patient population. Education is planned to be provided. The organization determines how to organize educational resources effectively and efficiently (HAC, 2012).

The non-optimization of Hospital Health Promotion implementation influences lifestyle risk factors to patient knowledge. It takes the effectiveness of intervention in the hospital environment in a change in healthy lifestyle behaviour is necessary. Intensive intervention, direct contact with patients and families, and support for the health sector itself (Rodaspus, 2015).

The achievement of Jemursari Islamic Hospital in various health service awards of various aspects is enhanced and optimized for its function. Until the achievement of the predicate on HAC (Hospital Accreditation Commission) in 2012. It is not separated from various factors that support health services in Jemursari Islamic Hospital with the achievement of Service Excellent award for several years and the latest is in 2016. Apart from the quality of doctors and health facilities provided, hospitals should be able to provide satisfaction for the patient's treatment. The Urgency is listed on the 2012 Hospital Accreditation Instrument by the Hospital Accreditation Commission (HAC, 2012).

2.0 Materials and Methods

This study was a descriptive observational method with qualitative approach of case study type. Determine the subject study using purposive sampling. The inclusion criteria of this research are as follows: a person in charge in Jemursari Islamic Hospital Surabaya related to Patient and Family Education for about 6 months and willing to be involved as informant.

The subjects of this study were selected 6 informants in accordance with these requirements which include the deputy director general and finance, marketing unit manager and cooperation, head of marketing and cooperation unit, customer care coordinator, Infection Prevention Control Nurse Infection Prevention Control Committee, and installation coordinator outpatient.

Instrument of data collection used in this research is guidance of interview and observation of health promotion of hospital which exist in Jemursari Surabaya Islamic Hospital. The variables studied refers to the 6 standards for achieving the patient and family education

aspects set by the Hospital Accreditation Commission in the 2012 hospital accreditation standard.

3.0 Result

3.1 Health Promotion Islamic Hospital Jemursari Surabaya

Based on the organizational structure of Islamic Hospital Jemursari Surabaya, Hospital Health Promotion (HPH) is not a stand-alone unit in the hospital. From the results of observations and in-depth interviews obtained the result that the Islamic Hospital Jemursari does not have a special unit HPH (Hospital Health Promotion). Based on the organizational structure of Jemursari Islamic Hospital Surabaya. HPH is implemented by a marketing and cooperation unit under the auspices of hospital's deputy general and financial director. Health Promotion at Jemursari Islamic Hospital is still under the auspices of Marketing and Cooperation Unit. HPH Jemursari Islamic Hospital guideline with the number of director's decision No. JS.A.SKR.361.02.15 about health care team service guidance in Jemursari Islamic Hospital it is still limited to written guidelines only to meet the completeness of the file for the purposes of accreditation in 2015 but in terms of implementation of the function the HPH team is operational and management is not running and there is no follow up on the HPH team. This is reinforced by statements from the informants associated with health promotion activities at Jemursari Islamic Hospital:

" We have not formed it yet. Still limited to guidelines only "(RK, 59 years)

"yes that's for the completeness of accreditation that time based on the guidelines" (WS, 35 years)

"Its members are a collection of nurses as well as non-medical and marketing sections. But it is limited to administrative only for the completeness of the file accreditation ... "(DDP, 33 years)

".. it is only for accreditation required, actually I agree there should be HPH team to be more focused as well. "(AM, 35 years)

In 2018 Jemursari Islamic Hospital will begin to develop its organization to ideally follow the appropriate rules and policies and to customize its needs in Jemursari Islamic Hospital. The cooperation was conducted in May 2018 with a third party of organization consultants to develop the organization, one of which is the establishment of HPH units. This is evidenced by the statement of the deputy director general and finance:

".. So, we already have a consultant which will begin this May 15th, I will consider to form HPH unit. The marketing unit and cooperation is still general promotion has not been separated health promotion "(RK, 59 years)

The Jemursari Islamic Hospital of the unit of marketing and cooperation has established work programs by PDCA (Plan, Do, Check, Action) method. The health promotion program that will be made will be socialized to all levels of Jemursari Islamic Hospital during the working

meeting. Forms of health promotion activities ever undertaken include the seminar of diabetes, pregnancy exercise, and gymnastics. In addition, Jemursari Islamic Hospital also has the tools and equipment for the implementation of HPH. Form of health promotion facilities / infrastructure that exist in this such as brochures, banners, facilitators / team exercises, and others.

3.2 Provision of Education that Supports Patient and Family Participation

Results from provision of education that support patient and family participation in the Outpatient Installation of Jemursari Islamic Hospital Surabaya refer to Group 1 indicators of Patient-Family Service-Focused Standard-Element of Patient And Family Education Working Group Assessment 1 page 167 (HAC 2012). The Islamic Hospital of Jemursari Surabaya does not yet have a consistent mechanism or structure of education. The absence of HPH units or the ineffectiveness of the HPH team so that the education has not been planned consistently. The Patient and Family Education Working Group and the HPH Team established in 2016 are one of the complementary aspects of accreditation that have not been sustainably processed to date and there is no monitoring or evaluation of performance related to it.

Due to the non-functioning of Patient And Family Education Working Group and HPH teams after accreditation in 2016 the process of planning and implementation of patient and family education activities is conducted by Marketing and Cooperation Unit. This is in line with the statement of the deputy director general and finance, manager and head of the marketing and cooperation unit, as well as the outpatient installation coordinator.

"We have not formed it yet. Still limited to guidelines "(RK, 59 years)

"Yes it is only for the completeness of accreditation require only that time the guidelines. ... So after accreditation it is not dissolved its working group and the sustainability is not yet clear "(WS, 35 years)

"There is nothing such as HPH in hospital. HPH not yet organized neatly so it is not maximum the activities" (RP, 37 years)

The Education and Training Unit is responsible for training related activities for employees. This is reinforced by the statement of marketing and cooperation manager

"There is an effective online media creation and leadership marketing as well. But it is also the training from outside (third party) and we delegate the corresponding representatives to go there"(DDP, 33 years)

The absence of special policies that regulate the mechanism of education has leads to a feeling of inadequacy in the delivery of patient and family education and is considered less effective, as stated by the Coordinator of Infectious Disease Control and Outpatient Coordinator.

"... If there is a HPH team, it will be a wider scope, not just focus on handling infectious disease only. It was because HPH is not maximum, I hope there is HPH team that we can coordinated with them. "(AM, 35 years)

3.3 Assessment of Educational Needs, Willing, and Patient and Family Study Ability

The results obtained from the assessment of needs, willingness and educational ability of the patient and family in the Outpatient Installation of Jemursari Islamic Hospital Surabaya refers to the indicator Group 1 Service Standard Focused on Patients-Chapter 7 Patient and Family Education- Assessment Element 2 page 168 (HAC 2012). For outpatients there is no specific assessment of the patient's and family's education needs. Assessment of patient and family beliefs and values, reading ability, educational level and language used, emotional and motivational barriers, physical and cognitive limitations, patient's willingness to receive information, the assessment is present only in hospitalized patients.

No specific instrument or method has been undertaken to assess the educational needs, needs, and learning abilities of patients and families in outpatient settings. This was reinforced by interviews with deputy director general and finance, outpatient coordinator and head of marketing and cooperation unit

"Yes there is no assessment of education, not yet.. I confirm that " (RK, 59 years)

"We place some of suggestion box, but if the patient's assessment questionnaire only on the performance of nurses, pharmacists, administration. Nothing specific to educational information" (RP, 37 years)

"There is no special survey assessing the information needs. Well maybe if later from management will be made another committee such as Patient and Family Education Working Group it means that the marketing task will be reduced again so for education that is already in the same handle HPH."(WS, 35 years)

Section of customer care contributes in the process of education activities of patients and families, in the form of acceptance of complaints or complaints of visitors. it is reinforced by the customer care coordinator

"In outpatient there is a handling like customer care in the verification section. But yes if there were any complaints about the doctor's services, the parking attendants, nurse, or the security was also handled here we recap and we convey to the related unit about the problem. "(NA, 47 years)

3.4 Meeting the Patient and Family's Continuous Health Needs

Results from the fulfilment of the patient's and family's ongoing health needs. In Jemursari Islamic Hospital Surabaya refer to Group 1 indicators of Patient and Family-Focused Service Standards-Patient and Family Education Working Group Assessment Elements 3 pages 169 (HAC 2012). Jemursari Islamic Hospital has conducted patient and family education and training to meet its sustainable health needs or achieve its health goals. Various service facilities are available not only limited to information about the service but also background why patients need it. It is not only delivered to the patient but also to the patient's family. This is evidenced by the statement of the head of marketing and cooperation units.

"For example there is a new service Cath lab we do not immediately say 'come to us' but we explain also why people need a Cath lab, what causes heart disease. So what we trying to say is that people do not only know our service but also more concerned with their health. "(WS, 35 years)

Jemursari Islamic Hospital cooperates with various agencies, both in health and non-health sectors. In the health sector, Jemursari Islamic Hospital cooperates with city health clinics to provinces, as well as working with BPJS Health and Employment, to Jasaraharja for government-controlled institutions. As for the non-health sector, the agencies that cooperate with Jemursari Islamic Hospital as well as Telkom, and other state-owned enterprises, and cooperate with Banking.

The existing community in Jemursari Islamic Hospital as one of the supporting forms of health services that is engaged in health promotion efforts to help patients and families both physically and mentally. There are several communities in Jemursari Islamic Hospital for example haemodialysis community and osteoporosis community, as well as cooperation with Persadia (Indonesian Diabetes Association). This is reinforced by the statement of marketing unit manager and vice director general and finance.

"The same communities also have the diabetic community, the hemodialiasis community, and the osteoporosis community." (DDP, 35 years)

"There are also activities that build a sense of kinship in the community such as community haemodialysis in this hospital. Last time, we had set up cooking class recipe for haemodialysis patients. "(RK, 59 years)

3.5 Provision of Patient and Family Education includes 6 Patient Service materials

The results obtained from the provision of patient and family education covering 6 patient services at the Outpatient Installation of Jemursari Islamic Hospital Surabaya refers to Group 1 indicators of Patient-Family Service-Elements Standard Elements of Patient and Family Education Working Group 4 pages 170 (HAC 2012). In the process of health care in the outpatient installation of education about drugs not only delivered by pharmacists but also by nurses and doctors who served in poly. There are also printed media in the form of leaflets on medicines from the start of proper use, drug storage, to drug interactions with food. In accordance with what was said by the deputy director general and finance and coordinator of outpatient installation.

"Doctors and nurses in the room to tell, for example her husband was sick, his wife was told or his son was told that this father pain narrowing of blood vessels. Please remind him do not forget to take his medicine. The effects of the medicine may be nausea, constipation or a little tightness. But if it is not crowded please proceed directly to the doctor again "(RK, 59 years)

"The patient to the doctor, usually there is also a leaflet here at the nurse's desk and the verification section." (RP, 37 years)

There is also home care service from hospitals that will come to the patient's home to educate the use of medical equipment which is one of the services included in the home

care facility of Jemursari Islamic Hospital Surabaya as a form of extra service outside hospital service hours. Various activities are held to provide education about diet and nutrition adequate both in general and for certain diseases. Various kinds of leaflets containing information about diets needed for certain diseases such as diabetes diet, diet for patients with kidney failure, and various other diseases. In addition there are also activities related to diet and nutrition such as procurement seminars and workshops. This has been confirmed by the vice president and finance as well as the head of the marketing and cooperation unit.

"Yesterday we held event to commemorate national nutrition day. The haemodialysis community has a cooking class demo for haemodialysis patients."

(WS, 35 years)

"Several weeks ago we held pregnant mothers seminars about the nutrition of pregnant women. This event cooperate with third party as the sponsorship." (RK, 59 years)

3.6 Methods of Implementing Patient and Family Education

Results from the fulfilment of the patient's ongoing health needs and family in Jemursari Islamic Hospital Surabaya refer to Group 1 indicators of Patient-Family Service-Focused Standard-Element of Patient and Family Education Working Group Assessment 5 page 171 (HAC 2012). Jemursari Islamic Hospital's efforts to verify that the patient and family receive and understand the education provided through verbal with direct question and answer during the activity or express the message impression as well as direct advice criticism in the information section or to further the customer care section. But also can be submitted in the column 'live chat' on the website, email, fax or form criticism and suggestions that exist in the area Jemursari Islamic Hospital Surabaya. This is reinforced by a statement from the head of marketing and cooperation unit and customer care coordinator.

"Usually talk shows or seminars we give them questionnaires about the event and the content. There are also facilities on the live chat website that entry into our email marketing about anything including the activities we have done." (WS, 37 years)

" There is no specific box in each room but we have the form so if for example there are patients who want to give a complaint or response so be conveyed about anything including about services, activities or facilities "(NA, 47 years)

Based on the results of observations conducted by researchers in the hospital environment in support of verbal information submitted to patients and families, Jemursari Islamic Hospital create leaflets and electronic visual media as well as various print media such as banners, banners, and various posters and other informative displays. Jemursari Islamic Hospital has a magazine entitled "Caring for Your Health" is one print media published every 3 months. The marketing and cooperation units are the units responsible for the magazine's quarterly publication. This is reinforced by the statement of the head of the marketing and cooperation unit and coordinator of the infection control committee.

"The magazine is free and the information there is also diverse, we use our doctors as resource persons and also give confidence to the reader about the contents of the article. So the reader also believes the info is valid "(WS, 37 years)

"For information we are already routinely provide health articles from Infectious Disease Committee for one rubic in bulletin hospital "(AM, 35 years)

3.7 Collaboration of Health Workers in Providing Patient and Family Education

The results of meeting the patient's and families' ongoing health needs at Jemursari Islamic Hospital Surabaya refer to Group 1 indicators of Service Standards Focusing on Patients-Chapter 7 Patient and Family Education-Element of Patient and Family Education Working Group Assessment 6 page 172 (HAC 2012). Jemursari Islamic Hospital ensures patient service providers in collaboration is a professional and appropriate health professional. Various units contribute to the education process of patients and families including spiritual and religious moving units for patients and families in accordance with Islamic hospital titles. This is reinforced by the statement of managers and heads of marketing and cooperation units.

"There is also Infectious Disease Committee. So like an Infectious Disease Committee there is training as well but it does not involve marketing" (WS, 37 years)

"Spiritual cultivation plays an important role as the Islamic soul that is the title of this Islamic hospital" (DDP, 35 years)

Submission of information in mass at the time by seminar or workshop cooperation with valid informant and the content of event delivered by adjusting the situation target. This evidenced by the statement submitted by the head of marketing and cooperation units:

"We have a lot of leaflets with various information, and it's the same thing as poster as well. There is also a health talk in the agency just like mini seminar placed in institutions. The doctor was brought there as the speaker "(WS, 37 years)

But in the waiting room area of the outpatient installation is constrained by limited human resources so that the procurement PKMRS (Public Health Promotion Hospital) cannot be done optimally. A large number of patients and limited human resources are unable to provide consistent informative counselling. Short Counselling in waiting room is only given when there are students apprentices in the outpatient installation. This is reinforced by the statement of the outpatient installation coordinator.

"If there is student apprenticeship in Public Health Promotion Hospital we do simple short counselling in front of patients and family in waiting room. If there is no student apprentice then we do not walk. Because our human resources are limited and there is no unit that in charge of those kinds of activities that related to education for patient and family."(RP, 37 years)

Head of marketing and cooperation unit Jemursari Islamic Hospital said in providing education staff and employees must have good communication skills. This is done to improve the quality of service and also become an added value for the hospital and can improve the

positive image of the hospital this is reinforced by a statement from the manager of marketing and marketing units.

"Yes, there has been an effective communication as well because of the need for accreditation in 2016. In Patient and family education Working Group, the assessment of number 6 must have effective communication training." (DDP, 35 years)

4.0 Discussion

The Jemursari Islamic Hospital does not have a special unit of HPH (Hospital Health Promotion). Based on the organizational structure of Jemursari Islamic Hospital Surabaya. HPH is implemented by a marketing and cooperation unit under the responsibility of the deputy director and finance of Jemursari Islamic Hospital. So that can be said HPH in Jemursari Islamic Hospital not yet been formed operationally in the form of team and special unit. For some units and committees related to HPH feel the urgency of the existence of HPH unit as a form of responsibility for all PRKS activities that have been done and arranging the form of monitoring and evaluation routinely and also fulfill various requirement of patient and family specially related to patient and family education.

The urgency of the needs associated with the HPH unit at Jemursari Islamic Hospital has made the vice president and finance director of organizational development plan by 2018. Jemursari Islamic Hospital plans to start developing their organization to ideally follow the appropriate rules and policies and customize their needs in Jemursari Islamic Hospital. The cooperation was conducted in May 2018 with a third party organizational consultant to develop the organization, one of which is the establishment of a HPH unit at Jemursari Islamic Hospital.

The Islamic Hospital of Jemursari Surabaya does not yet have a consistent mechanism or structure of education. The absence of HPH units or the ineffectiveness of the HPH team so that the education has not been planned consistently. The education mechanism at Jemursari Islamic Hospital Surabaya does not have any SOP or special rules. Due to the absence of special units or teams related to the education of patients and families so that each related unit is entitled to submit it with their respective methods deemed necessary. There is absence of special policies that regulate the mechanism of education and also there is no specific unit or team responsible for patient and family education. It still creates a feeling of non-optimization in the delivery of patient and family education and is considered less effective by some related units, especially in outpatient installations. HPH guidelines that have been made in 2015 only become the completeness of the accreditation file without any sustainability from the HPH team.

The relevance of patient and family education planning to the type of service and patient population in the hospital according to what the patient needs. This is evidenced by the availability of several units that support medical services. Some of these units are covered by medical services department, including inpatient unit, nutrition unit, emergency unit, radiology unit, pharmacy unit, medical record unit, outpatient unit. There are also supporting units such as customer care, information and cooperation to telephone operators as a first

touch indirect form to customers in delivering health and non-health information related to Jemursari Islamic Hospital Surabaya.

No specific instrument or method has been undertaken to assess the educational needs, needs, and learning abilities of patients and families in outpatient settings. Assessment is considered necessary and should be implemented because it can provide an assessment of the effectiveness of educational activities that have been implemented and able to provide an overview of information required patients and families.

Jemursari Islamic Hospital has conducted patient and family education and training to meet its sustainable health needs or achieve its health goals. Various service facilities are available not only limited to information about the service but also background why patients need it. Nurses and doctors provide education to patients and families to achieve the patient's health goals in the form of counseling within the poly sphere of the patient's illness. Home care services that allow patients to be more intensive to get health services.

The existing community in Jemursari Islamic Hospital as one of the supporting forms of health services that is engaged in health promotion efforts to help patients and families both physically and mentally. If a new patient indicates one of the diseases in which the patient needs more attention and needs long-term health services then the hospital will recommend patients and families join the existing community. There are several communities in Jemursari Islamic Hospital for example haemodialysis community and osteoporosis community, as well as cooperation with Persadia (Indonesian Diabetes Association) to support patients physically and mentally and can provide training to meet sustainable health needs for patients and families. As a hospital with a kidney centre, community haemodialysis becomes an important community for mutual support between patients and families so as to establish family ties that can improve patient health and mental support to patient and patient families themselves.

6 materials of patient care include education of pain management, education of diet and nutrition, education of drug use, education of using medical equipment, education of rehabilitation technique. Jemursari Islamic Hospital Surabaya does not have any supporting SPOs related to 6 patient service materials and has not conducted the supporting education regularly and planned. However, various media have been provided and happy activities have been conducted related to these 6 materials.

In the process of health care in the outpatient installation of education about drugs not only delivered by pharmacists but also by nurses and doctors who served in poly. Examples of activities held related to diet and nutrition such as the procurement of seminars and workshops. Latest on National Nutrition Day 2018 Jemursari Islamic Hospital held a workshop and cooking class recipe for hemodialysis patients and there was a workshop about ASI organized by Jemursari Islamic Hospital cooperation with third parties. Jemursari Islamic Hospital has medical rehabilitation installations there are also rehabilitation specialists who have nebulizer services, speech therapy, infant massage, pregnancy gymnastics, and gymnastics osteoporosis. The hospital has provided gymnastics facilities and instructors, as well as group management exercises in the rehabilitation poly section.

Based on the results of research obtained from the fulfilment of the patient's ongoing health needs and family; the Outpatient Installation Jemursari Islamic Hospital. Jemursari Islamic Hospital's efforts to verify that patients and families receive and understand the education

provided through direct question and answer at the time of the activity or express the impression of the message as well as direct advice criticism in the information section or to further the customer care section. But it can also be written in the 'live chat' column on the website which will be responded via email replies, criticism form and suggestions in the corner of the room in Jemursari Islamic Hospital Surabaya area, or by contacting any marketing and cooperation contact unit including email, fax and social media managed by marketing and cooperation units. Active participation by the participants becomes a matter of great concern by Jemursari Islamic Hospital in the process of implementing educational activities.

Jemursari Islamic Hospital supports verbal information materials with various media in the form of leaflets and electronic visual media as well as various print media such as banners, banners, and various posters and other informative displays. Jemursari Islamic Hospital has a magazine entitled "Caring for Your Health" is one print media published every 3 months (quarter). The magazine is provided free of charge in various rooms and several locations scattered throughout Jemursari Islamic Hospital neighbourhood.

Jemursari Islamic Hospital ensures patient service providers in collaboration is a professional and appropriate health professional. In this case the unit of marketing and cooperation and various units contribute in the process of education of patients and families both in in-house training and training from outside parties. This includes spiritual and spiritual moving units for patients and families in accordance with Islamic hospital titles.

Workers who provide education to patients and families should have more knowledge of the goals to be educated. Various educational methods given to patients and families should prioritize the validity of information and also appropriate on the target according to the patient and family circumstances. Proven with the contents of leaflets that the information directly from the relevant poly in accordance with the theme, the contents of the article in quarterly magazines also use the doctor in accordance with the specialist on his health article. Mass submission of information at the time of the seminar or workshop of resource persons who convey the material is a person who deepens the material and delivered by adjusting the situation of the target.

Jemursari Islamic Hospital has conducted effective communication training with third party speakers and excellent service training. This is done to improve the quality of service and also become an added value for the hospital and can improve the positive image of the hospital.

5.0 Conclusion and recommendation

Referring to standard point 1 Jemursari Islamic Hospital Surabaya is not optimal because structurally there is no unit that responsible for patient and family education. No specific instrument or method has been undertaken to assess the educational needs. This is not in accordance with point 2 standards. In accordance with the intent and purpose of KDP points 3 Hospital has conducted education and training of patients and families to meet their ongoing health needs or achieve their health goals. The standard point 4 is still not optimal because hospital doesn't have any SOPs related to 6 minimum topics in HAC indicators. Based on point 5 standard purpose Jemursari Islamic Hospital Surabaya has conducted various methods in patient and family education and encouraging patients and families to participate in the

service. According to point 6 standards, Jemursari Islamic Hospital ensures patient service providers collaborate is a professional and appropriate health professional and supported by educational methods given to patients and families should prioritize the validity of the information.

As a recommendation of Jemursari Islamic Hospital should do the establishment of work unit of HPH in Jemursari Islamic Hospital Surabaya as a form of fulfilment effort in the completion of accreditation based in patient and family education chapter in HAC year 2012 Jemursari Islamic Hospital is expected to conduct assessment and assessment of Health Promotion needs based on what information is needed by patient's visitors and patient's family at Jemursari Islamic Hospital.

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