

# Topik 3: Mengelola Lembaga Akreditasi

**“Mutu Program Akreditasi Sangat Tergantung dari Mutu Pengelolaan Lembaga Akreditasi”**

## Lesson Learnt

Kunjungan ke kantor pusat ACHS di Sydney memiliki tujuan utama untuk mempelajari bagaimana cara mengelola lembaga akreditasi yang efektif dan efisien. Kunjungan tersebut memperlihatkan bahwa ACHS telah memiliki mekanisme untuk mengelola surviornya mulai dari rekrutmen, kredensial, penugasan dan feedback kinerja masing-masing survivor. Sistem pengelolaan survivor tersebut dikembangkan oleh ACHS karena survivor memiliki peran penting yang menentukan baik atau tidaknya program akreditasi.

Menjawab tuntutan perkembangan teknologi informasi, maka ACHS juga telah menggunakan IT secara maksimal untuk setiap tahap program akreditasi, mulai dari: Sosialisasi program dan standar; Sumber belajar (resources) yang berisi pedoman, tools dan case studies; Proses survey termasuk untuk input hasil penilaian; Mengelola survivor termasuk untuk penugasan; Benchmark indikator klinis; Memberikan penghargaan kepada RS yang memiliki pencapaian yang baik; dan untuk meningkatkan akuntabilitas melalui laporan-laporan program akreditasi yang rutin diupdate (lampiran 3).

Berikut adalah contoh tampilan website ACSQHC yang menyediakan tidak saja standar akreditasi tetapi juga pedoman penerapan, sumber-sumber pembelajaran, berbagai pertanyaan dan jawaban yang sering diajukan, skema/framework akreditasi, dan berita-berita seputar akreditasi (gambar 6)

The screenshot shows the website of the Australian Commission on Safety and Quality in Health Care (ACSQHC). The top navigation bar includes links for HOME, OUR WORK, PUBLICATIONS, MEDIA & EVENTS, ABOUT US, NSQHS STANDARDS, and a search function. The 'OUR WORK' menu is expanded, showing sub-links for Clinical Communications, Credentialling for Health Professionals, Falls Prevention, and Health Service Standards and Accreditation. The 'Health Service Standards and Accreditation' page displays several boxes containing information about the standards, implementation, learning resources, frequently asked questions, accreditation frameworks, and news. A sidebar on the right provides additional details about the standards and their implementation.

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

HOME OUR WORK PUBLICATIONS MEDIA & EVENTS ABOUT US NSQHS STANDARDS Search

Clinical Communications >

Credentialling for Health Professionals

Falls Prevention >

Health Service Standards and Accreditation >

- > National Safety and Quality Health Service Standards
- > Implementing the National Safety and Quality Health Service Standards
- > Resources to implement the National Safety and Quality Health Service Standards
- > NSQHS Standards and Accreditation Frequently Asked Questions
- > Australian Health Service Safety and Quality Accreditation Scheme
- > Accreditation Newsroom

Home > Our Work > Health Service Standards and Accreditation

### Health Service Standards and Accreditation

**Standar akreditasi**

Australian Health Ministers endorsed the NSQHS Standards in 2006. The Standards define the level of care consumers can expect from health services. Under the new arrangements, health ministers will be responsible for accrediting health services. This will focus their quality improvement programs on the delivery of safe, effective, timely, efficient, compassionate and respectful care.

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Accreditation is a process that can provide a framework for continuous quality improvement. It involves assessing the effectiveness and outcomes of health services against the NSQHS Standards. The process identifies areas for improvement and provides guidance on how to address them.

State and Territory health departments will be responsible for accrediting health services implemented in their jurisdictions. It will involve assessing the effectiveness and outcomes of health services against the NSQHS Standards. The process identifies areas for improvement and provides guidance on how to address them.

To support the successful implementation of the NSQHS Standards, the Commission has identified the need to canvass the issues likely to be faced by individual health services to develop a range of resources. These include the Qualityworks Project, undertaken on behalf of the Commission, and the Final report on small rural hospitals.

**Pedoman penerapan**

An Australian Government initiative, the National Safety and Quality Health Service Standards and Accreditation Framework, aims to improve the safety and quality of health care in Australia. The framework is based on the NSQHS Standards and is designed to help health services implement the standards effectively.

**Sumber pembelajaran**

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**Pertanyaan dan jawaban**

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**Skema akreditasi**

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**Berita seputar akreditasi**

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Submissions for approval of accrediting agencies

The Commission now invites submissions from interested accrediting agencies for approval to assess health services against the National Safety and Quality Health Service (NSQHS) Standards. For the first time, this process will also consider applications from private and not-for-profit health services.

*Gambar 6: Tampilan website ACSQHS (<http://www.safetyandquality.gov.au/our-work/accreditation/>)*

Australia juga memiliki banyak sumber-sumber pembelajaran terkait mutu dan keselamatan bagi para profesional, pengelola sarana pelayanan kesehatan dan pengambil keputusan serta juga masyarakat dalam berbagai bentuk program, publikasi dan studi kasus yang mudah diperoleh melalui website dari Komisi Nasional (ACSQHC) maupun dari masing-masing lembaga akreditasi seperti ACHS

Berbagai sumber pembelajaran tersebut disusun oleh berbagai pihak, tidak hanya oleh Komisi Nasional dan ACHS dari level nasional tetapi juga bisa disusun oleh orang-perorangan, RS, departemen kesehatan negara bagian (Dinkes provinsi) dsb. Terdapat sistem insentif bagi institusi daerah (misalnya RS) yang menyusun sumber pembelajaran yang kemudian dijadikan acuan nasional oleh Komisi Nasional atau ACHS.

Berikut ini adalah contoh sumber pembelajaran yang disediakan oleh ACSQHC (Komisi Nasional) untuk semua stakeholder dalam mewujudkan NSQHS (Standar Nasional) yang terdiri dari 10 standar dimana setiap standar telah disusun pedoman pencapaiannya sebagai berikut (link ke website ACSQHC):

1. [Safety and Quality Improvement Guide for Standard 1: Governance for Safety and Quality in Health Service Organisations \(PDF 488.95KB\)](#)
2. [Safety and Quality Improvement Guide for Standard 2: Partnering with Consumers \(PDF 379.49\)](#)
3. [Safety and Quality Improvement Guide for Standard 3: Preventing and controlling Health Care Associated Infections \(PDF 379.49\)](#)
4. [Safety and Quality Improvement Guide for Standard 4: Medication Safety \(PDF 638.77KB\)](#)
5. [Safety and Quality Improvement Guide for Standard 5: Patient Identification and Procedure Matching \(PDF 480.27KB\)](#)
6. [Safety and Quality Improvement Guide for Standard 6: Clinical Handover \(PDF 254.12KB\)](#)
7. [Safety and Quality Improvement Guide for Standard 7: Blood and Blood Products \(PDF 243.87KB\)](#)
8. [Safety and Quality Improvement Guide for Standard 8: Preventing and Managing Pressure Injuries \(PDF 248.02KB\)](#)
9. [Safety and Quality Improvement Guide for Standard 9: Recognising and Responding to Clinical Deterioration in Acute Health Care \(PDF 647.09KB\)](#)
10. [Safety and Quality Improvement Guide for Standard 10: Preventing Falls and Harm from Falls \(PDF 264.79KB\)](#)

### **Isu-isu di Indonesia**

KARS telah mengembangkan sistem kredensial bagi survivor, sistem penilaian bagi survivor dan sistem penugasan. Dengan jumlah survivor yang cukup banyak perlu ada tools yang efektif untuk mengelola survivor termasuk dengan menggunakan teknologi informasi. Pada saat ini penggunaan IT pada KARS masih terbatas dalam bentuk website. Website KARS sudah mulai dikembangkan terutama untuk standar, pedoman dan instrumen penilaian secara on-line namun demikian tampilan, kelengkapan dan user friendly belum maksimal (gambar 7).

Terkait dengan sumber pembelajaran, Indonesia sebenarnya telah memiliki berbagai pedoman peningkatan mutu dan keselamatan pasien yang diterbitkan oleh berbagai institusi, namun secara umum pedoman tersebut belum up-date dan dikelola menjadi satu kesatuan. Disisi lain PERSI juga sudah secara rutin sudah mengadakan PERSI Award setiap tahun dimana telah terkumpul ratusan artikel dari banyak RS yang dapat dipilih untuk menjadi sumber pembelajaran bagi RS lain ditingkat nasional, meski dilain pihak belum ada sistem insentif untuk mendorong berbagai institusi menerbitkan pedoman tersebut.

The screenshot shows the KARS website interface. At the top is a red header with the KARS logo and the text "Komisi Akreditasi Rumah Sakit". Below the header is a navigation menu with items: Home, 1-APK, 2-HPK, 3-AP, 4-PP, 5-PAB, 6-MPO, 7-PPK, 8-PPK, 9-PP, 10-TKP, 11-MAK, 12-SDS, 13-ARI, 14-NIP, 15-SDGs, Laporan, Profil, and a search icon. A sub-menu for "Standar Pelayanan Berfokus Pada Pasien" is open, showing "BAB 1. (APK)" with a list of sub-items: Standar APK.1, Standar APK.1.1, Standar APK.1.1.1, Standar APK.1.1.2, Standar APK.1.1.3, Standar APK.1.2, Standar APK.1.3, Standar APK.1.4, Standar APIC2, Standar APIC1, Standar APIC3, and Standar APIC3.1. The main content area displays the "Standar APK.1" section, which includes a description of the standard, a "Maksud dan Tujuan" box, and a "Sanatan Teknis" box listing roles like "Pimpinan Rumah Sakit", "Staf Keperawatan", "Staf Laboratorium dan Pemeriksaan Penunjang", and "Tim Dokter dan Dokter Gigi".

Gambar 7: Tampilan instrumen akreditasi online dari KARS yang dapat dikembangkan lebih lanjut

### Action Plan

Untuk memastikan konsistensi dari para surviornya maka KARS akan melakukan upaya pengembangan program kredensial bagi survivor dan pedoman tatakelola survivor serta menyusun dan membakukan modul-moudl pelatihan survivor. Disamping itu juga akan dilakukan perbaikan sistem IT untuk website KARS dan instrumen on line serta pengelolaan surveior.

KARS dan PERSI sebagai institusi utama dalam peningkatan mutu dan keselamatan pasien di RS perlu menyusun daftar pedoman/petunjuk/tools/studi kasus yang dapat membantu pengelola RS dan para profesional memenuhi standar akreditasi kemudian mengidentifikasi dan merevisi pedoman yang sudah ada. Untuk mendorong keterlibatan RS dan Dinkes Provinsi serta institusi pendidikan maka KARS juga perlu mengembangkan sistem insentif untuk mendorong berbagai institusi tersebut mengembangkan sumber-sumber pembelajaran.

**Action Plan #5:** Pengembangan Program Kredensial dan Tatakelola Survivor (PIC: KARS)

**Action Plan #6:** Mengembangkan Penggunaan sistem IT di KARS (PIC: KARS)

**Action Plan #7:** Menyusun Pedoman, Petunjuk, Tools dan Studi Kasus untuk Penerapan

Standar Akreditasi RS termasuk Mengembangkan Sistem Insetif untuk Penyusunan  
Sumber-Sumber Pembelajaran tersebut (PIC: KARS dan PERSI)

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