

OPINION

ESTABLISHING THE SOETOMO AS A TEACHING HOSPITAL

SOETOMO HOSPITAL has long been stated as an A class, top referral, teaching hospital, associated to the Airlangga University School of Medicine (AUSM). To maintain the status, great effort should be pursued. The aim of the health development is to increase the degree of community health to an optimal level, to improve the human resource and the community quality of life as a whole. To reach the goals, a certain quantity and quality of human resource is needed. Education in this context is most important.

Factors influencing the health provider education, especially that for medical doctors, include : 1. Hard wares, i.e. educational facilities of this hospital are the most important, 2. Soft wares, i.e. the curriculum, guidelines and rules of education, 3. Brain wares that include teachers and clinical instructors, and 4. Information wares and technology.

As a teaching, top referral hospital, The SOETOMO has a high responsibility to produce health providers of high quality. It plays great role as the hands on practicing field of various institutions, either academic or professional / vocational and either private or public. Related to the AUSM it becomes the main field of practice for the medical students and the residents of the existing specialties.

Further, it formulates its 3 main functions, i.e. 1. To provide best services to all customers. This is consistent to that of the East Java Government policy, 2. To provide excellent service which become the responsibility of all medical professionals, and 3. To manage the hospital efficiently by empowering the available human resource to produce the optimal outcome. This is relevant to the responsibility of the hospital management.

The hospital philosophy formulated in its motto: *“The health of my patients has always been my prime concern”* means that in whatever condition, service and education, patients should become the priority. Above all, the hospital vision is formulated as the best teaching hospital in the region, leading in service, leading in education and leading in research towards the healthy Indonesia 2010.

There are, however, discrepancies between the SOETOMO Hospital and the AUSM, due to the different institution to which each of them is subordinated. Of these, structural relationship becomes the uppermost concern. As for the functional relationship, both institutions bear almost the same functions i.e. service, education, and research. It needs therefore, efforts to synchronize the pace.

How to synchronize the process to achieve excellent service

First of all it is most important to understand the basic philosophy of services and education in the hospital. Providing excellent service to the patients is the main function of the hospital. Health education to medical providers, should produce medical doctors of high quality that will fulfill the hard task to provide professional service to patients. Education and service are closely related. Both will be successfully reached by the qualified research.

To realize the basic philosophy, the SOETOMO Hospital and the AUSM have already established the vision together consisting of values, missions, the organization goals and guidelines to achieve them.

It is supposed that establishing vision together will improve productivity, service and education, communication, human resource empowerment, creative problem solving, and decision making.

How to synchronize the pace between SOETOMO Hospital and the AUSM

1. Commitment building between the hospital and the AUSM through manager's meeting which is held once a week to share the information and problem solving on services and education,
2. Dissemination of commitment and activities information to the middle level manager once a week meeting,
3. Establishing the standard operating procedures together for service and education,
4. Total Quality Control by Plan, Do, Check, Action cycle, and
5. Monitoring and evaluation.

The efforts of SOETOMO Hospital to improve the quality of service is by applying hospital accreditation, Quality Control Circles for all kinds of activities, that include medical services, supportive services, administration, and management. As a teaching hospital it should also be specifically accredited. This is part of the quality improvement and its evaluation. The process of both, service and education, are best, I believe, be executed simultaneously. The SOETOMO Hospital as the working partner of AUSM will take the responsibility in giving the excellent service and qualified health providers and participating in health and education development. Manpower is the main factor that will lead the hospital to a better service and education. Continuing learning process, studying, implementing and improving the organization will produce optimal services and education performance.

Slamet Riyadi Yuwono
Director of SOETOMO Hospital