

ANALYSIS OF THE ROLE OF THE MEDICAL COMMITTEE ON DOCTOR PROFESSIONALITY AND PATIENT SAFETY: CASE STUDY AT PERTAMINA CIREBON HOSPITAL

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DOI: [10.5281/zenodo.12754433](https://doi.org/10.5281/zenodo.12754433)

Abstract

The medical committee is a hospital tool for implementing clinical governance (*clinical governance*) so that medical staff (doctors) in hospitals maintain their professionalism through the credentialing process, maintaining the quality of the medical profession, and maintaining ethics and professional discipline. This research aims to analyze the role of the medical committee in the professionalism of doctors and patient safety at Pertamina Cirebon Hospital. This research uses a qualitative method with a case study approach. The data analysis used is Nvivo 12 plus. Data was obtained from in-depth interviews with medical committee participants and their staff, specialist doctors providing patient services, FGDs with general practitioners providing patient services, and supported by observation and document review. The research results show that the percentage of the role of the medical committee in each subcommittee, namely the ethics subcommittee, is 38%, credentials 33%, and quality 27%. The role of the medical committee in the professionalism of doctors is 51%, which has results that are similar to patient safety, namely 49%. Doctors' professionalism seen from ethical Understanding has a percentage of 17%, authority and clinical competence is 43%, and good communication skills are 38%. The role of the medical committee in patient safety is seen from 7 steps towards patient safety with a percentage of 46%, 7 patient safety indicators with a percentage of 31% and 6 patient safety targets with a percentage of 22%. The Medical Committee emphasizes the importance of implementing specific measures to ensure patient safety is a top priority in every aspect of health services. Overall, the role of the medical committee at Pertamina Cirebon Hospital has been running. Activities have been carried out but the monitoring and evaluation process still needs to be improved.

Keywords: Medical Committee, Doctor Professionalism, Patient Safety.

INTRODUCTION

The medical committee is a hospital device whose function is to implement the professionalism of medical staff by implementing good clinical governance. In accordance with Minister of Health Regulation (PMK) No. 755/Menkes/Per/IV/2011 concerning the implementation of medical committees in hospitals, aims to regulate clinical governance so that the quality of medical services and patient safety in hospitals are more guaranteed and protected as well as regulating the implementation of medical committees in each hospital in order to increase the professionalism of medical staff (RI Minister of Health Regulation No. 755, 2011). Good clinical governance takes the form of implementing clinical management functions, including clinical leadership, clinical audit, clinical data, evidence-based clinical risk, performance improvement, management of service results, professional development, and hospital accreditation (Nasution, 2019). From this system, the public will be guaranteed to receive the best clinical services (Ayuningtyas, 2018). By maintaining professionalism, patient safety will also be improved. Together with the hospital director, the medical committee helps organize the Medical Staff by Law, develop

procedures and policies and evaluate monitoring the quality of medical services through the formation of sub-committees (Sihotang et al., 2020).

According to the Larasati et al (2021) literature study, patient safety is an important aspect where a hospital institution must provide safe and comfortable services (Larasati & Dhamanti, 2021). One of the aims of implementing patient safety is to minimize the occurrence of incidents and prevent and reduce risks to patients while providing services in hospitals (World Health Organization, 2004). To ensure the successful implementation of patient safety strategies, clear policies, a leadership role, effective patient involvement and the professionalism of medical staff are needed (World Health Organization, 2004).

RESEARCH METHODS

This research is qualitative research with a case study approach. The place and time research was carried out at the Pertamina Cirebon Hospital in August-December 2023. The location of the research was determined on the basis that research had yet to previously be carried out regarding the role of medical committees on the professionalism of doctors and patient safety in hospitals. By conducting this research, researchers hope that the medical committee implementation system in hospitals will run optimally. The population and sample in this study were the medical committee and its staff, as well as general practitioners and specialist doctors providing patient care at Pertamina Cirebon Hospital. The participant selection technique used in this research is purposive sampling, namely a selection technique that is based on the researcher's assessment of participants who are considered to be able to provide much information (Cropley, 2021). This research instrument uses interview guidelines and FGD guidelines (*Focus Group Discussion*), observation sheets and assessment or document review. The data collection technique in this research was carried out by means of deep interviews and FGD (*Focus Group discussion*) with participants who were guided by the interview guide and FGD. Analysis of research data using NVIVO 12 plus software.

RESULT AND DISCUSSION

The role of the Medical Committee at Pertamina Cirebon Hospital is divided into three main subcommittees with a percentage: Ethics and Discipline Subcommittee, 38.00%, showing a commitment to ensuring that medical practice at the hospital is in line with high standards of medical ethics. The existence of this subcommittee is important to maintain public trust in the professionalism and integrity of medical practices in hospitals. Furthermore, the role of the Credentials Subcommittee, with a percentage of 33.00%, emphasizes the importance of ensuring that every doctor who practices in a hospital has passed a strict credentialing process to ensure doctors have quality competencies for patients. As stated by the Secretary of the Medical Committee of Pertamina Cirebon Hospital: *"Newly accepted medical staff will apply for clinical authority and then carry out a credentialing process which is attended by the chairman of the credentials subcommittee, bestari partners, as well as the doctor collecting complete documents such as SIP, competency certificate and health certificate.."*. Meanwhile, the Professional Quality Subcommittee, which has a percentage of 27%, has an important role in maintaining and improving the quality of medical practice and the professionalism of doctors at Pertamina Cirebon Hospital. One of these activities is a clinical audit, as stated by the chairman of the ethics and professional discipline

subcommittee: "clinical audit, maternal audit (cases of maternal and infant deaths), case presentations, internal training/in-house workshops, but these are not routinely carried out ." With a clear focus on the ethics, credentials, and quality aspects of the profession, the Medical Committee can ensure that patients receive medical care that is quality, safe, and in accordance with the standards established in medical practice.

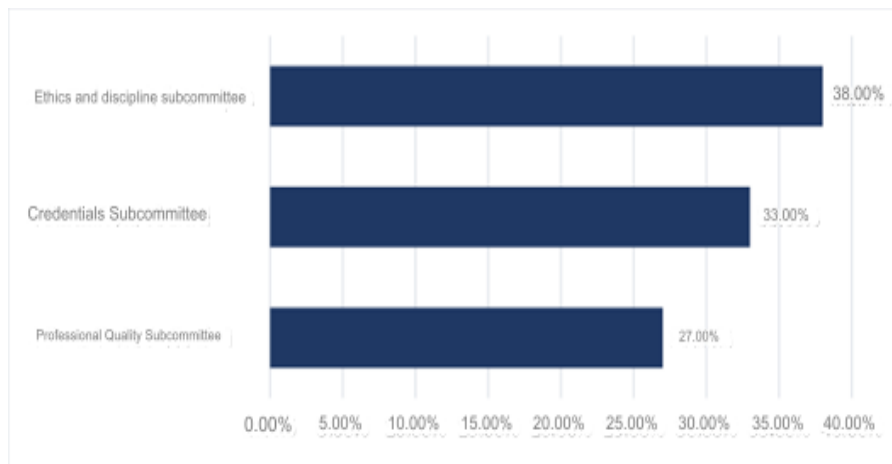


Figure 5.1: The Role of the Medical Committee at Pertamina Cirebon Hospital

Source: Author's data processing using Nvivo 12 Plus

The results of the author's data processing show that the Role of the Medical Committee in Doctor Professionalism and Patient Safety at Pertamina Cirebon Hospital depicts a balanced focus on these two aspects. With a percentage of 51.00% for doctor professionalism, the Medical Committee emphasizes the importance of maintaining high standards in medical practice, including a deep understanding of medical ethics, clinical authority and competence, and effective communication skills. This reflects the Medical Committee's efforts to ensure that doctors working at the hospital have the necessary qualifications and skills to provide quality medical care to patients. On the other hand, the 49.00% patient safety percentage highlights the Medical Committee's commitment to creating a safe and secure care environment for every patient. This includes implementing strategies and protocols to prevent medical errors, reduce the risk of nosocomial infections, ensure accurate patient identification, and involve patients and their families in the care process.

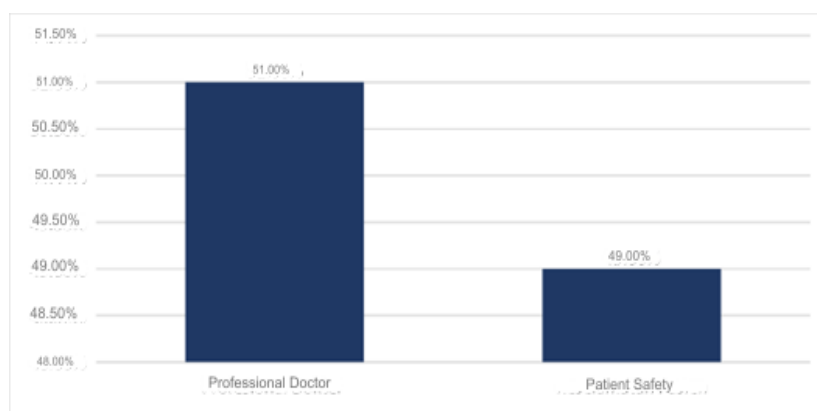


Figure 5.2: The Role of the Medical Committee on Doctor Professionalism and Patient Safety

Source: Author's data processing using Nvivo 12 Plus

The role of the Medical Committee in the Professionalism of Doctors at Pertamina Cirebon Hospital can be seen from ethical Understanding with a percentage of 17.00%, Authority and Clinical Competence with a percentage of 43% and the ability to communicate well with 38.00%. The ethical Understanding referred to here refers to the doctor's ability to understand, internalize, and apply the principles of law and medical ethics in daily clinical practice.

With a percentage of 17.00%, this highlights that there is potential for improvement in ensuring that doctors have adequate knowledge of their legal obligations, patient rights, lawful medical procedures, ethics in the use of medical information, and patient confidentiality. Thus, efforts to increase Ethicolegal Understanding among doctors will strengthen their professionalism in clinical practice and form a solid foundation for the quality and integrity of health services in hospitals.

Furthermore, Clinical Authority and Competence refer to the extent to which the doctor has the clinical capacity and knowledge necessary to handle various medical conditions and situations that arise in daily practice. With a percentage of 43%, this shows that doctors at the hospital have a strong foundation in the clinical aspects of their medical practice. However, it is important to remember that the medical world is constantly evolving with advances in technology and the latest research, which requires doctors to update their knowledge and skills continually.

Furthermore, the ability to communicate well means that it is important for doctors to have effective communication skills in interacting with patients, families, and other colleagues. With a percentage of 38.00%, this shows that the doctors at the hospital have fairly good communication skills, but there is still room for further improvement.

The role of the Medical Committee in the Professionalism of Doctors at Pertamina Cirebon Hospital highlights three main aspects: Ethical Understanding, Clinical Authority and Competence, and the ability to communicate well. Ethicolegal Understanding reflects the doctor's knowledge of the legal and ethical aspects of medicine, while Clinical Authority and Competency show the doctor's skills in carrying out effective medical practice.

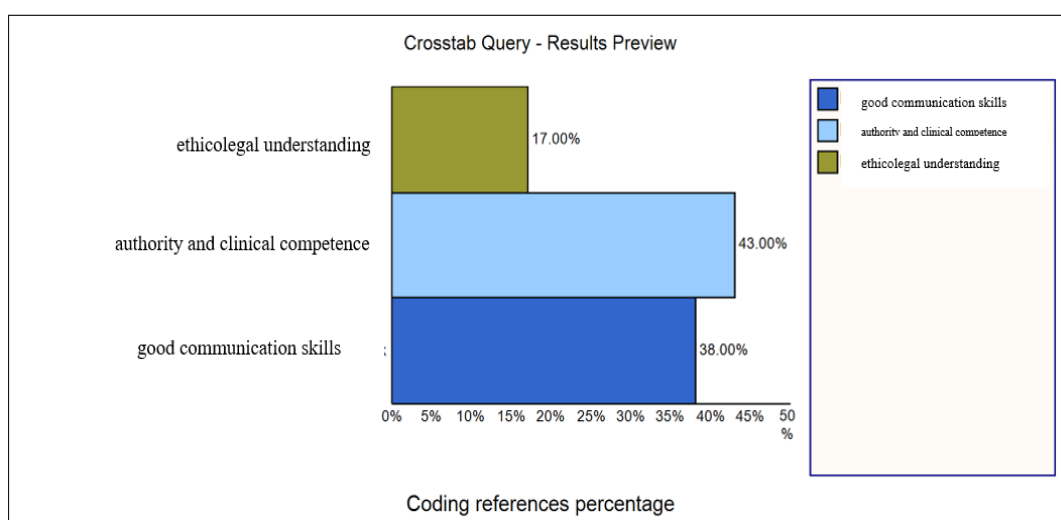


Figure 5.3: The Role of the Medical Committee on Doctor Professionalism

Source: Author's data processing using Nvivo 12 Plus

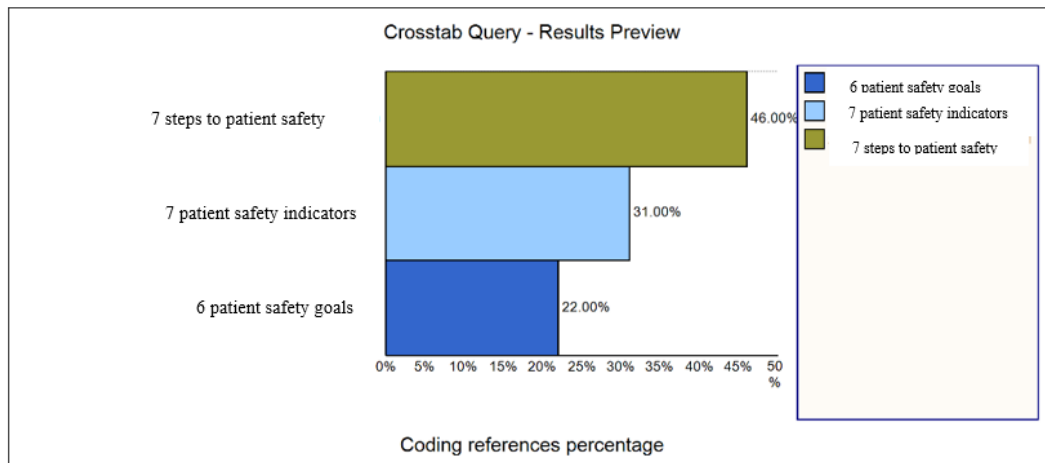


Figure 5.4: The Role of the Medical Committee in Patient Safety

Source: Author's data processing using Nvivo 12 Plus

The picture above shows that the role of the Medical Committee in patient safety at Pertamina Cirebon Hospital is seen from 7 steps towards patient safety with a percentage of 46.00%, 7 patient safety indicators with a percentage of 31.00% and 6 patient safety targets with a percentage of 22.00%. 7 steps towards patient safety at Pertamina Cirebon Hospital, the Medical Committee emphasizes the importance of implementing specific steps to ensure patient safety is a top priority in every aspect of health services.

Building awareness about the value of patient safety is a very important first step, with efforts to educate and increase Understanding of all relevant parties regarding the importance of patient safety in every medical procedure. Furthermore, leading and supporting medical personnel is a key step in creating a strong safety culture throughout the hospital, where open communication and mutual support between staff is a priority. Integrating risk management activities is also an essential step, with the recognition and proactive handling of potential risks that could threaten patient safety.

By implementing these steps thoroughly, the Medical Committee at Pertamina Cirebon Hospital aims to create a safe, responsive and high-quality care environment for every patient they serve. Furthermore, for the 7 patient safety indicators at Pertamina Cirebon Hospital, the Medical Committee shows a strong commitment to Understanding and improving patient safety through in-depth evaluation of key aspects that influence the quality of medical care.

CONCLUSION

The role of the medical committee in the professionalism of doctors at Pertamina Cirebon Hospital in the credentialing process has been carried out, but most of it is only as a basis for requirements or document formalities, it has yet to be carried out thoroughly and optimally. The role of the medical committee in the professionalism of doctors at Pertamina Cirebon Hospital has carried out activities to improve the quality of services, one of which is a clinical audit as activity aimed at evaluating the clinical quality of the hospital, but this activity has not been carried out as a routine activity or agenda at Pertamina Hospital. Cirebon. Likewise, monitoring and evaluation of activities at Pertamina Cirebon Hospital needs to be running optimally. The advice that can be given in this research is that the credential implementation system must be

optimal because it can guarantee the professionalism of doctors and patient safety. The medical committee and its subcommittees, as well as the hospital leadership, must carry out activities in accordance with the hospital's internal guidelines (Hospital By-Laws) and internal medical staff regulations (Medical Staff By Laws) as a form of legal obligation and responsibility to organize a professional and objective medical committee in accordance with Minister of Health Regulation No. 755 of 2011 concerning the Implementation of Medical Committees. To maintain the quality of medical services in accordance with professional standards, it is recommended that the Director of Pertamina Cirebon Hospital consider issuing clinical assignment letters to medical personnel who have fulfilled the elements of the credential system recommended by the credential subcommittee, namely based on the concept of professionalism. In this way, the implementation of medical personnel credentials is able to maintain the quality of medical services at Pertamina Cirebon Hospital as well as starting active activities within the scope of the Medical Committee which can evaluate services at Pertamina Cirebon Hospital.

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