

DATA FROM A PRIVATE HOSPITAL YOGYAKARTA

Question : What skill leadership in a private hospital Yogyakarta? the first question.

Answer : leadership skills employed a private hospital Yogyakarta leadership always taking decision together. transformational leadership very important in improving the health service and theories of leadership are always adopted. policy focusing on the improvement of services. continuing improvement. evaluate ,what weakness and if it already good, what innovation is needed health service can always be improved. The competence needed for nursing care specially, and health care generally skill competence, knowledge competence, attitude or behavioral competence. At least, those three competences psychometric, knowledge, attitude, added with spiritual religious feeling.

Question : how are Leadership in RS a private hospital Yogyakarta to improve quality of health services of a private hospital Yogyakarta by Individualized Consideration , Inspirational Motivation ,Intellectual Stimulation , Idealized Influence ?

Answer : private hospitals committed to becoming reliable Islamic hospitals in Yogyakarta and special territories central Java one of RS PKU Muhammadiyah is quite advanced by rapidly located in Jalan Wates Km 5.5 Gamping, Sleman. a private hospital Yogyakarta the development of a private hospital Yogyakarta Jl. Ahmad Dahlan 20 Yogyakarta. On June 16, 2010 the Hospital obtained a permit operational while the number 503 / 0299a / DKS / 2010. In competitive and more competitive healthcare services accompanied by changes in business environment of hospitals which very dynamic, requires every a private hospital Yogyakarta has a reliable resource capability in behaving leadership hospital must basic criteria of competence in accordance with that behavior expected. But some managers still do not fully understand the job desk and its authority as a leader. Then, how the manager can perform competence as a manager when things do not understand. As a hospital time transition, leadership change towards an organizational structure independent of the leadership of a private hospital Yogyakarta requires that the organizational structure be set up for evaluate deficiencies in leadership There are some units that have not

been formed, or still being one with another unit leads to increased load work of employees and managers. From result of calculation analysis employee needs based on workload, some units complained about lack of human resources and there are few employees who do not fit the qualifications in unit. Health services must be able to operate the service system efficiently and effectively.

Question : what style leadership a private hospital Yogyakarta?

Answer : yes, because the main actors are the clinical leaders, clinical leaders should be able to plan what services can be developed in the future, Clinical transformation leadership in a private hospital Yogyakarta to improve health services hospital is an institution mainly provides clinical services, the quality of clinical services is an important indicator for good or bad or good hospital and bad process clinical services are influenced by job performance doctors and nurses other clinicians.

Clinical leadership is not a new concept in the world of health services. It evens a necessity to optimize the potential

of all professions in the field of health services. The goal is to provide perfect health care and improve patient outcomes.

Question : How is the provision of human resources, challenges and issues affecting leadership in the hospital?

Answer : The challenge now globalizing, there no limitation anymore. Take examples, Philippine nurses can enter Indonesia, and Chinese nurses can enter Indonesia. If we cannot develop the quality of human resources, we cannot compete with foreign nurses who have been able to enter Indonesia. There have been many nurses who come from abroad in Jakarta.

Then challenges and problems affecting the leadership of the health care industry can be overcome, what does this mean transformational leadership?

Director: Yes, the transformational right, we manage the development in leadership. Is it? It's, influential. by always transforming, we hope to follow every step of the challenges that will be faced in the future. Is it like this? The services may be like this. The nurses were trained both in-house training and ex-house training like in the eye poly. In the eye poly, the nurses attend the seminars associated with

eye poly, and then the other poly is different such as attending seminars of the wound care.

Then, for transformational leadership, does it implemented?

Inspirational managers do not focus their energy solely on motivating the staff. A good transformational leader has broad visions for the company's future and those visions can become instrumental in company planning. Whether it is refining the overall business plan or affecting individual marketing programs, the transformational manager has ideas and visions for the future of the company that he wants to share with the management team and work to turn those plans into reality. Yes, it must be, because in the eye polyclinic the nurses should be able to do eye biometry, eye pressure to know the lens of the eyes because at present we are getting more advanced. There more patients with cataract disease, thus, if the nurses can perform biometry to his patients, it will make the process easier. Then in the different poly, if he nurses know the process of wound care with the latest techniques, they will know and perform it to the patient so the patient will recover more quickly using the latest

version of the technique compared with the old version of the technique.

The leadership in a private hospital Yogyakarta depends on the units. The polyclinic, there nurses, while services under the leadership of service managers of the medical. There is the first director who will lead some directors. The first director will lead directors of medical service team. Team will have the supervisors; one of them is polyclinic which is supervised by a nurse.

Most of them are from UMY Yes I mean, what skill of nurse should supervisors know? Yes I know, everything like injection, communication, yes I know.

Question : How health care organizations through improvement continuous service quality?

Answer : creating supportive environment and ensure the implementation of service standards optimum in clinical services application of the rules clinical settings follow some basic rules, clinical governance setting should be mainstream in the service, process of change which evolutionary rather than revolutionary develop teamwork and leadership develop

the principles of cooperation and partnership, progress routinely monitored through clear indicators, optimization utilization of available resources, and guarantee the implementation of the basic rules of improvement clinical care system. Clinical services need to be based on relationships harmonious between patient and clinical practitioner, adjustments need to be made to meet the needs and values of the patient become the source of care control.

The attitude in question employees feel reluctant and respectful of their leaders, thus then the leader can have a positive influence within work environment, can establish a harmonious relationship with employees, so that will be achieved job satisfaction for employees concerned. Furthermore, aspects of leadership style transformational that the motivation of inspiration that is where the leader is able motivate employees by achieving work, so that employees feel inspired and have high motivation to achieve high quality work performance for employee career development. Job performance is related to promotion which is also one determining the level of employee job satisfaction, with the achievement of work high and quality.

According to the law of the republic of indonesia number 44 year 2009 about hospitals, health service institution which organizes individual health services in a plenary which provides inpatient, outpatient, and emergency care services. by therefore in an effort to improve hospital services require a good leadership system, starting from planning process, organizing and supervision as to produce optimal service quality.

Question : What are the leader roles in managing the development of health and nursing industry?

Answer : a private hospital Yogyakarta is run objectively based on its visions, so the targeted visions are described in making every policy and plan every year. For nursing leadership, to take advantage of a larger role in the future the most important role in the service co-business because it service of hospital the most important role is the doctor, then there are other health workers, one of them nurses. The most important here is how the competence of the doctors, nurses and other healthcare workers being upgraded because it is very important in the future. Therefore, human resource

development in these cases the doctors, nurses and other health should become a larger portion. Including leadership and management aspects of the health care system - on a team-wide scale department hospital or government in the health sector-is not an option, but an obligation for all clinicians in the aspect of clinical and medical education as well as clinical education sustainable. Quality of service depends not only on clinical services that meet professional standards, but also customer-focused services. Therefore, the involvement of the patient as a service user as well as the decision maker needs to be given attention in the application of clinical governance setting. Service providers need to develop mechanisms to identify needs and expectations of patients as well as mechanisms for receiving complaints to be considered in the preparation of service design, service standards, and clinical decision making.

The effective solution offered by hospitals to improve health care based on predefined standards. When there are service-related problems, then it should follow the standard. The problem is the medical service and the medical service is in the doctor, then it should return to the clinical service

guide. Nursing problem should follow nursing home standards, so it should follow the standards that have been set. One effort to improve performance of each service facility such as hospital is to improve quality of service in all service units, either medical service unit medical support service or in the service unit of administration and management through quality assurance program implemented with various approaches or quality activities such as by developing quality control integrated quality control preparation implementation of service standards or provision of excellent service in hospital. As known quality hospital service degree of perfection of hospital services to meet the needs society consumers of health services in accordance with professional standards professional service standards using potential resources available in hospitals fairly efficiently and effectively and provided safely and satisfactorily in accordance with norms ethics law and socio-cultural, with due regard to the limitations and the ability of the government and society as consumers.

Question : How can leadership improve health services Individualized Consideration , Inspirational Motivation ,Intellectual Stimulation , Idealized Influence?

Answer : The policy in this hospital is to improve the service of polyclinics by conducting some training, such as training to keep hygiene by washing hands regularly during treatment, training for work safety for nurses and patients, and training for nurses who need skill improvement and this can be done through individual training.

which competence is importance for a director of nursing industry

I think managerial competence because a director should manage the employees or nurses and management of time of services?

Moreover, because polyclinic, time management is important. Besides, skills are necessary too as well as effective communication, but the most important is time management.

Question : What transformational leadership skill in Muhammadiyah hospital by Individualized Consideration, Inspirational Motivation ,Intellectual Stimulation , Idealized Influence ?

Answer : The leadership skills employed at Muhammadiyah hospital by always taking decision together. Then, transformational leadership is very important in improving the health service and theories of leadership are always adopted. The policy is focusing on the improvement of services. We do continuing improvement. We evaluate what we have done, what the weakness is and if it is already good, what innovation is needed so that the health service can always be improved. The competence needed for nursing care specially, and health care generally is skill competence, knowledge competence, attitude or behavioral competence. At least, those three competences are psychometric, knowledge, and attitude, added with spiritual religious feeling.

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The effective solution offered by hospitals to improve health care is based on predefined standards. When there are service-related problems, then it should follow the standard. If the problem is in the medical service and the medical service is in the doctor, then it should return to the clinical service guide. If it is the nursing problem, it should follow the nursing home standards, so it should follow the standards that have been set.

Question : How can leadership improve health services by Individualized Consideration , Inspirational Motivation ,Intellectual Stimulation , Idealized Influence ?

Answer : **Is** the role of clinical leadership of Muhammadiyah hospital in improving the servicevery important? Yes, because the main actors are the clinical leaders, so that the clinical leaders should be able to plan what services can be developed in the future.

How is the provision of human resources, challenges and issues affecting leadership in the hospital?

The challenge is now globalizing. There is no limitation anymore. Take examples, Philippine nurses can enter Indonesia, Chinese nurses can enter Indonesia.If we cannot develop the quality of human resources; we cannot compete with foreign nurses who have been able to enter Indonesia. There have been many nurses who come from abroad in Jakarta.

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in the different poly, if the nurses know the process of wound care with the latest techniques, they will know and perform it to the patient so the patient will recover more quickly using the latest version of the technique compared with the old version of the technique.

What the leadership skill a private hospital Yogyakarta?

The leadership in BKU depends on the units. In the polyclinic, there are nurses, while the services are under the leadership of service managers of the medical. There is the first director who will lead some directors. The first director will lead the directors of medical service team. This team will have the supervisors; one of them is polyclinic which is supervised by a nurse.

What is leadership skill used in a private hospital Yogyakarta?

So we at Muhammadiyah Hospital use a situational leadership model, where leaders are able to see the potential and challenges that are in the lead. If the employees are able and willing to carry out their task, then the leaders in the hospital only delegate his authority to them. However, if the employees do not want and cannot afford to do the task, then the leader of the hospital must provide a very strong support and motivation to the employees, including giving details of the employee tasks. If the employees are willing but not able then we only provide guidance and direction. However, if the employees cannot do and don't want to do, the leader will only give motivation to the employees.