ABSTRACT

Nursing Service Quality Indicators at Aji Muhammad Salehuddin II Regional General Hospital

Ade Maria Ulfah, Ratno Adrianto, Akhmad Azmiardi

Correspondence E-mail : ademariaulfah9@gmail.com

Background : Healthcare service quality is an important aspect of hospital service delivery. Nursing care requires regular monitoring of quality indicators to ensure patient safety and support continuous quality improvement

Objective : This study aimed to analyze the achievement of quality indicators at Aji Muhammad Salehuddin II Regional General Hospital during January–December 2025 and identify indicators that achieved targets and those requiring improvement

Research Methods/ Implementation Methods : A quantitative descriptive design was used with secondary data on hospital quality indicators. Data included numerators, denominators, and achievement percentages for each indicator. Achievements were compared with the established targets and analyzed descriptively using percentages and narrative descriptions

Results : Patient identification compliance, outpatient waiting time, clinical pathway compliance, fall-risk prevention, and critical laboratory result reporting achieved 100% during periods with available data. Physician visit-time compliance reached 96.56%, while National Formulary/Hospital Formulary compliance reached 98.24%. Hand hygiene compliance achieved 73.79%, below the target of ≥85%, while personal protective equipment compliance reached 83.04%, below the 100% target. Several indicators had zero denominators in certain months, indicating no assessable cases during those periods.

Conclusion/Lesson Learned : Most quality indicators showed good achievement and several consistently met their targets. However, hand hygiene and personal protective equipment compliance require improvement. Routine monitoring, education, supervision, and reinforcement of service standards are needed to support healthcare quality and patient safety

Keyword : quality indicators; nursing care; healthcare service quality; patient safety; hospital.