

عنوان مقاله:

Correlation Between Hospital Stakeholder Collaboration and Outpatient Department Performance: A Case Study of One Indonesian Hospital

محل انتشار:

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خلاصه مقاله:

Introduction: The emerging concept of stakeholder collaboration in healthcare settings enhance evidence-based practice, patient centered, decision-making, and ultimately, patient outcomes. However, the phenomenon evidence is scarce. Purpose: The aim is to examine the correlation between hospital stakeholder collaboration (HSC) and the hospital performance factor (HPF) of Outpatient Department (OPD). Method: The study employs quantitative cross sectional correlative design using structural equation modeling. The population was ۲,۳۳۸ stakeholders of hospital OPD, i.e. patients, families, internal and external physicians, and insurance staff. The study sample was ۲۴۰ stakeholders result of random, and then convenience sampling. The variable investigated was HSC in correlation to the HPF of OPD. It analyzed the path correlation; the significance of path coefficients that construct each variable was analyzed to highlight the dominant factor using SEM PLS. A significance level of $\alpha=5\%$ was used, and the number of

bootstrap samples set to 5000. Result: The HSC components (X_1 , X_2 , X_3 , and X_4) significantly influence HPF (Y) of OPD. Stakeholder Identification (X_1) directly and indirectly affects Building Shared Goals (X_4) through Interactive Dialogue (X_2) and Building Commitment (X_3) with coefficients of 0.356 and 0.476, respectively. In addition, Building Commitment (X_3) directly impacts Building Shared Goals (X_4) with a coefficient of 0.428. Discussion: The study findings highlight the crucial role of stakeholder collaboration in enhancing OPD performance and provide valuable insights for hospital administrators to improve service quality.

کلمات کلیدی:

Hospital, Stakeholder Collaboration, performance, Service Improvement, Patient Centered Care

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