

Evaluation of the Implementation of Law Number 17 of 2023 Concerning Health and Its Impact on Public Health Services (Case Study of Sultan Syarif Mohammad Alkadri Hospital)

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Abstract— This study aims to evaluate the implementation of Law Number 17 of 2023 concerning Health and its impact on public health services, focusing on Sultan Syarif Mohammad Alkadri Regional Hospital. The method used is a normative legal approach, complemented by qualitative analysis through interviews and document studies. The results of the study indicate that the implementation of this law has taken place with some progress, such as increasing access and quality of health services. However, there are still obstacles in terms of human resources, infrastructure, and public legal awareness. The expected positive impacts, such as strengthening patient rights and providing better services, have not been fully achieved. This study recommends the need for increased training for health workers and socialization programs to improve public understanding of their rights and obligations. These findings are expected to contribute to the development of more effective and sustainable health policies.

Keywords— Law Number 17 of 2023; Public Health Services; Health Law Introduction.

I. INTRODUCTION

A. Background

Health is a fundamental human right and is very important for the welfare of society [1], [2], [3], [4]. To ensure the fulfillment of this right, the Indonesian government has issued Law Number 17 of 2023 concerning Health. This law aims to improve access, quality, and sustainability of health services throughout Indonesia [1], [5], [6]. However, the implementation of this law in the field is often faced with a number of challenges that need to be analyzed in depth [4], [7], [8], [9].

RSUD Sultan Syarif Mohammad Alkadri as one of the regional general hospitals in Pontianak City has a strategic role in providing health services to the community [10], [11]. Evaluation of the implementation of the Health Law in this hospital is important to understand the extent to which the policy is implemented and its impact on public health services [12], [13], [14], [15].

Several issues that are of concern in this study include the availability of human resources, health infrastructure, and public awareness of rights and obligations in health services. By understanding these factors, it is hoped that effective solutions can be found to improve the quality of health services and meet the objectives of the law [16], [17].

Through this research, the author hopes to contribute to the development of better health policies, as well as strengthen the legal basis for the implementation of health services in Indonesia.

B. Research Urgency

This research has a high urgency considering that health is a fundamental aspect that affects the quality of life of the community. With the enactment of Law Number 17 of 2023 concerning Health, it is important to evaluate the implementation of the policy so that the goal of increasing access and quality of health services can be achieved effectively.

Some of the reasons underlying the urgency of this research include:

1. Public Interest: The community has the right to receive quality health services. This evaluation will help identify the obstacles faced by Sultan Syarif Mohammad Alkadri Hospital in providing optimal health services.
2. Legal Compliance: Ensuring that hospitals and health workers comply with the regulations set out in the law. This research will provide an overview of the extent to which this compliance is implemented.
3. Policy Improvement: The results of the study can provide useful recommendations for policy makers for the improvement and development of health services in the future.
4. Public Legal Awareness: Increasing public understanding of their rights and obligations in health services, which is an important part of implementing the law.
5. Scientific Contribution: This research will add to the treasury of legal science, especially in the field of health law, and become a reference for further studies.

Thus, this research is not only relevant for academic purposes, but also to improve the effectiveness of public health services in Indonesia.

II. METHODS

A. Research Methods

This study uses a normative legal approach with qualitative analysis to evaluate the implementation of Law Number 17 of 2023 concerning Health and its impact on public health services at Sultan Syarif Mohammad Alkadri



Hospital. The following are the steps that will be taken in this study:

B. Type of Research:

1. Normative Legal: Reviewing laws and policies related to health and applicable legal norms.
2. Qualitative: Exploring in-depth information through interviews and observations.

C. Research Location:

Sultan Syarif Mohammad Alkadri Hospital, Pontianak City.

D. Population and Sample:

1. Population: Health workers, hospital management, and patients.
2. Sample: Using purposive sampling techniques to select relevant informants, such as hospital heads, doctors, nurses, and patient representatives.

E. Data Collection:

1. Interviews: Conducting in-depth interviews with informants to obtain data on the implementation of the law and its impacts.
2. Document Study: Analyze related documents, such as hospital annual reports, internal policies, and applicable health regulations.
3. Observation: Directly observe health service practices at the regional hospital.

F. Data Analysis:

The collected data will be analyzed qualitatively using the content analysis method, by identifying the main themes related to the implementation of the law and its impacts.

G. Data Validation:

Conduct triangulation by comparing data from various sources to ensure the accuracy and reliability of the information.

Through this method, the study is expected to provide a comprehensive picture of the effectiveness of the implementation of the Health Law and its impact on public health services.

III. RESEARCH RESULTS AND DISCUSSION

A. Result

The results of this study show several key findings related to the evaluation of the implementation of Law Number 17 of 2023 concerning Health and its impact on health services at Sultan Syarif Mohammad Alkadri Hospital. These findings can be detailed as follows:

1. Level of Understanding and Socialization:
Most health workers at the hospital showed a good understanding of the Health Law. However, the lack of socialization to the general public has resulted in minimal awareness of their rights and obligations in health services.
2. Access and Quality of Services:
The implementation of the law has had a positive impact on increasing access to health services. There has been an increase in the number of patients using hospital services.

However, the quality of service is still hampered by limited facilities and human resources.

3. Human Resources:

The study found that there is still a shortage of medical personnel, especially in specialist fields. This affects the speed and quality of services provided to patients.

4. Health Infrastructure:

Although several infrastructure improvements have been made, there are still facilities that need to be improved, such as treatment rooms and medical equipment. This has an impact on patient comfort and safety.

5. Legal and Administrative Constraints:

There were obstacles in terms of administration and bureaucracy that affected the efficiency of services. The long and complex process caused delays in patient care.

6. Impact on Patients:

Patients acknowledged improvements in services, but there were still complaints about long waiting times and lack of communication from medical personnel regarding procedures and patient rights.

Recommendations for Improvement:

The study recommends the need for increased training for health workers, better outreach to the community, and improved infrastructure and reduced bureaucracy in the health service process.

The results of this study are expected to provide insight for policy makers to make improvements in the implementation of the Health Law, so that the main goal of improving public health services can be achieved.

B. Discussion

The discussion of the results of this study examines in depth the findings obtained from the evaluation of the implementation of Law Number 17 of 2023 concerning Health at Sultan Syarif Mohammad Alkadri Hospital. Each finding will be linked to the legal framework, health policies, and their implications for public health services.

1. Level of Understanding and Socialization

Findings: Most health workers understand the contents and objectives of the Health Law, but socialization to the community is still lacking.

Discussion: Good understanding among health workers indicates that the education and training provided has been effective. However, the lack of socialization to the community is an obstacle to implementation. People who do not understand their rights and obligations tend not to use health services optimally. Therefore, a comprehensive socialization program is needed, such as health campaigns through social media, seminars, and collaboration with local communities to increase public awareness of the importance of this law.

2. Access and Quality of Services

Findings: Increased access to health services is reflected in the increasing number of patients, but the quality of services is still hampered by limited facilities.

Discussion: The increasing number of patients shows that the Health Law has succeeded in attracting people to use health services. However, if the quality of services is not commensurate with the increase in access, then the main objective of this law will not be achieved. Limited facilities, such as inadequate treatment rooms and inadequate medical equipment, have a negative impact on

patient experience and health outcomes. There needs to be greater investment in health infrastructure and strategic planning to meet existing needs.

3. Human Resources

Findings: The shortage of medical personnel, especially specialists, remains a significant problem in regional hospitals.

Discussion: Sufficient and qualified human resources are key to providing effective health services. The shortage of medical personnel can lead to long waiting times and lack of adequate attention to patients. It also has the potential to increase the level of patient complaints. More aggressive recruitment policies and incentive programs to attract medical personnel to underserved areas need to be considered. In addition, ongoing training for existing health workers must be improved to improve their competence.

4. Health Infrastructure

Findings: There is an urgent need to improve infrastructure, including medical facilities and equipment.

Discussion: Good infrastructure is essential to provide quality services. Despite some improvements, existing facilities are still inadequate to meet the demand for health services. This suggests that the allocation of funds for the health sector should be increased, with a focus on improving facilities that are most needed by the community. Infrastructure development should also consider aspects of patient comfort and safety.

5. Legal and Administrative Barriers

Findings: Long bureaucratic processes hinder the efficiency of health services.

Discussion: Complicated bureaucracy can create obstacles in decision-making and patient services. Long and complex processes often frustrate patients and reduce their satisfaction with the services provided. Therefore, an evaluation of the existing administrative system is needed, with the aim of simplifying procedures and reducing unnecessary steps. Reforms in administration should be carried out to improve the efficiency and responsiveness of services.

6. Impact on Patients

Findings: Despite improvements in services, patients still complain about long waiting times and lack of communication from medical personnel.

Discussion: Patient experience is very important in assessing the quality of health services. Despite improvements in access, long waiting times can affect patient satisfaction and health outcomes. Lack of communication can lead to confusion and dissatisfaction. Therefore, communication training for health workers should be prioritized to ensure that patients receive clear and accurate information about procedures and their rights.

7. Recommendations for Improvement

Findings: This study recommends the need for improvements in several aspects to achieve the objectives of the Health Law.

Discussion: Recommendations include improving training for health workers, community outreach, improving infrastructure, and simplifying administrative procedures.

These steps are not only aimed at meeting the standards set by the law, but also at improving the patient experience and overall health outcomes. Community involvement in planning

CONCLUSION

1. Health workers at Sultan Syarif Mohammad Alkadri Hospital showed a good level of understanding of Law Number 17 of 2023. This knowledge is vital to ensure that they can implement policies effectively in daily services. However, socialization to the community is still minimal, resulting in a lack of public awareness of their rights and obligations in the health system.
2. The implementation of this law has increased public access to health services, as seen from the increasing number of patients visiting. However, the quality of services is still hampered by various factors, including limited infrastructure and adequate human resources. This indicates the need for a more comprehensive strategy to ensure that increased access is balanced with improved quality of services.
3. The study identified a shortage of medical personnel, especially specialists, which has a direct impact on the efficiency and effectiveness of services. This illustrates the urgent need for better policies in the recruitment and training of health workers, as well as incentives to attract medical personnel to underserved areas.
4. Despite some improvements in infrastructure, many facilities still need to be improved to meet growing needs. Limited physical facilities can disrupt the patient experience and affect health outcomes. Therefore, a larger budget allocation and careful planning in infrastructure development are essential.
5. The long bureaucratic process is a significant obstacle in health services. This indicates the need for evaluation and reform of the administrative system to simplify procedures, thereby increasing efficiency and accelerating services to patients.
6. Despite progress in access to services, patients still complain of long waiting times and lack of adequate communication from health workers. Patient experience should be a primary focus in health service evaluations, and communication training for health workers needs to be improved to improve interactions with patients.
7. The study recommends several steps for improvement, including improving training for health workers, better outreach to the community, improving infrastructure, and simplifying administrative procedures. Community involvement in the planning and implementation of health programs should also be strengthened to ensure that policies taken are in accordance with local needs.

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