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#ISQua2024

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# A HOSPITAL LIKE NO OTHER, A CO PRODUCTION IN INDONESIA, WHEN CLINICAL CARE MEETS OUTSTANDING PATIENT AND FAMILY EXPERIENCE, A PLANETREE QUALITY IMPROVEMENT MODEL IN MANDAYA ROYAL HOSPITAL PURI.

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## INTRODUCTION

DISCOVER

Indonesia has made significant progress in healthcare services over the past few decades. However, there is still a demand for international standard healthcare services in Indonesia which is often evident from the large number of patients traveling abroad for medical treatment. Mandaya, as a new hospital operating since July 2021, is designed to meet patients' growing needs and demands for high quality care.

However, capacity still lags behind demand.

**Hospital Beds**
- 1.18 : 1000 people
- Asia 3.3 : 1000 people
- OECD Countries 4.8 : 1000 people

**Physicians**
- 0.465 : 1000 people
- 2.294 : 1000 people
- OECD Countries 3.794 : 1000 people

**Demand for Healthcare in Indonesia Expected to Rise**

2010 x 240 million
+ 28%
2035 x 300 million

## AIM

DEVELOP

To provide advanced medical care tailored to the individual needs and priorities of each patient with a focus not only on patient satisfaction, but more importantly, on the patient and family experience. Achieve the vision of patient and family experience by implementing the Planetree quality improvement model.

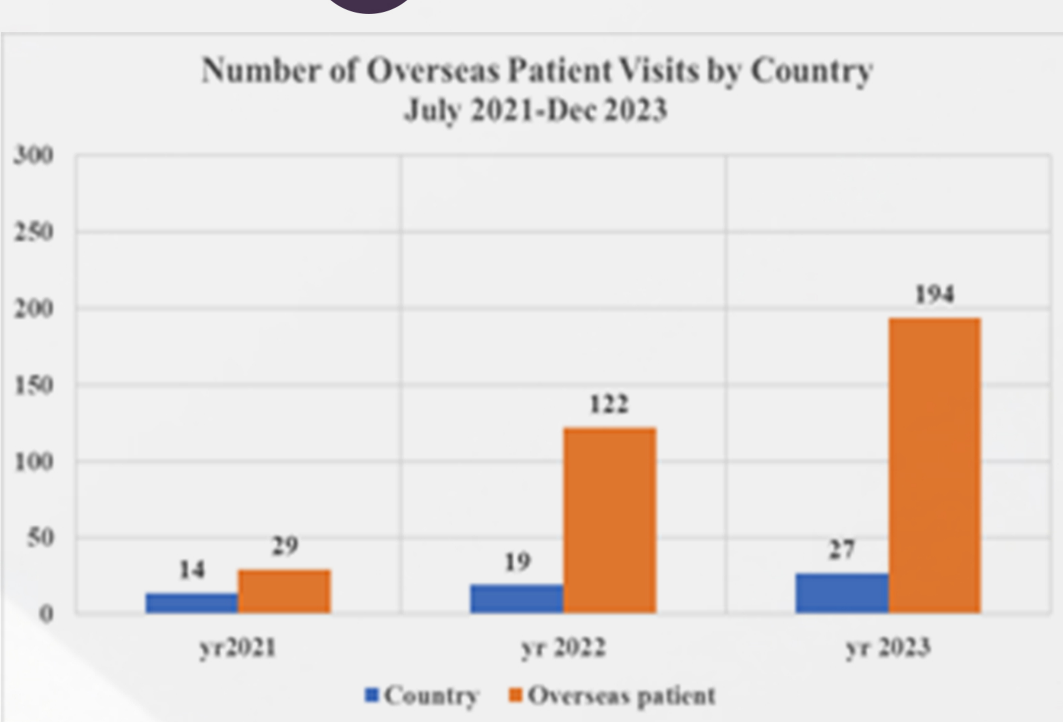
## METHOD

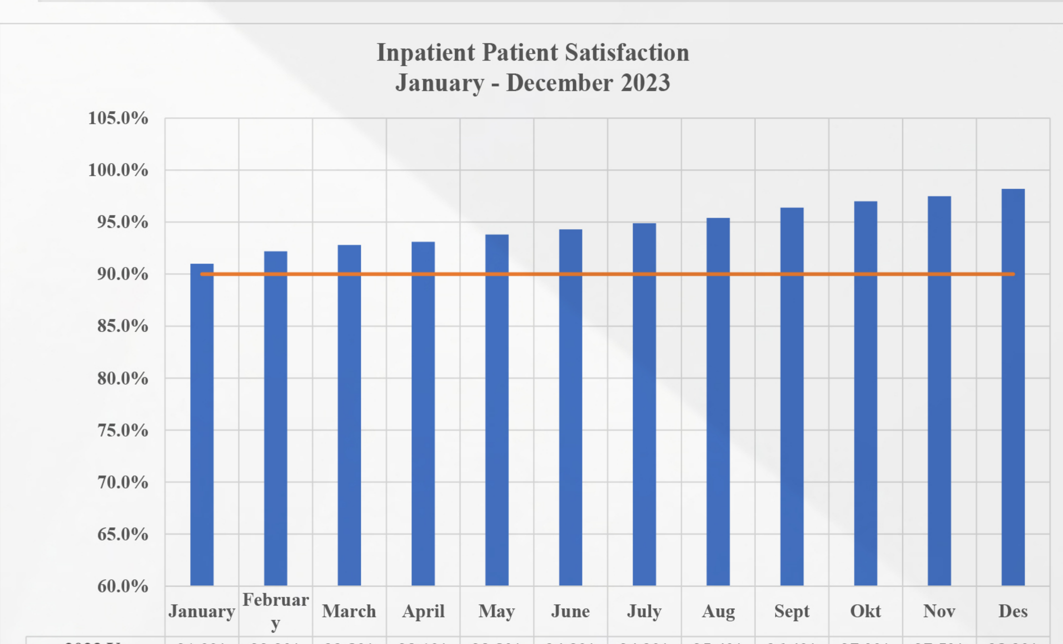
GROW THRIVE


1. Access to Information
VIP SERVICE
Medical Coordinator Doctor
WELCOME CENTER
Advanced Laboratorium
Laboratory
PATIENT PREPARATION BEFORE RADIOTHERAPY
Medical Preparation Form
2. Human InteractiOnS, People-Family Support & Human InTeractions
Play Coordinator
Medical Assistant Officer
Patient Experience Officer
Digital Consultation Room
MANDAYA ADVANCED CANCER CENTER
Mandaya Advanced Cancer Center
4. NutritiOn
CARE·MEAL
Doctor Supervised
HEALTHY CATERING
Soup
Carbohydrate
Fruit
24/7 Meals
Patient Entertaining
Patient Grooming
Prayer Room
EMERGENCY 1 Bed 1 Room
Communal Space
VIP Room
Sleep Hub
HCAHPS
Survey
Patient Survey
Community Based
#A Hospital Like No Other
SCAN US TO FEEL OUR PLANETREE EXPERIENCE
3. ArchitecturaL Design, Healing- Home LIKE- Environment
5. Human TOuch, Health Communities & Complementary THerapy, Entertainment & SpiRituality
LIVED EXPERIENCE
EFFECTIVE STORYTELLING
POWER OF COMBINED STORIES
STRATEGIC CO-PRODUCTION
EVALUATION
CO-PRODUCED OUTPUTS & OUTCOMES

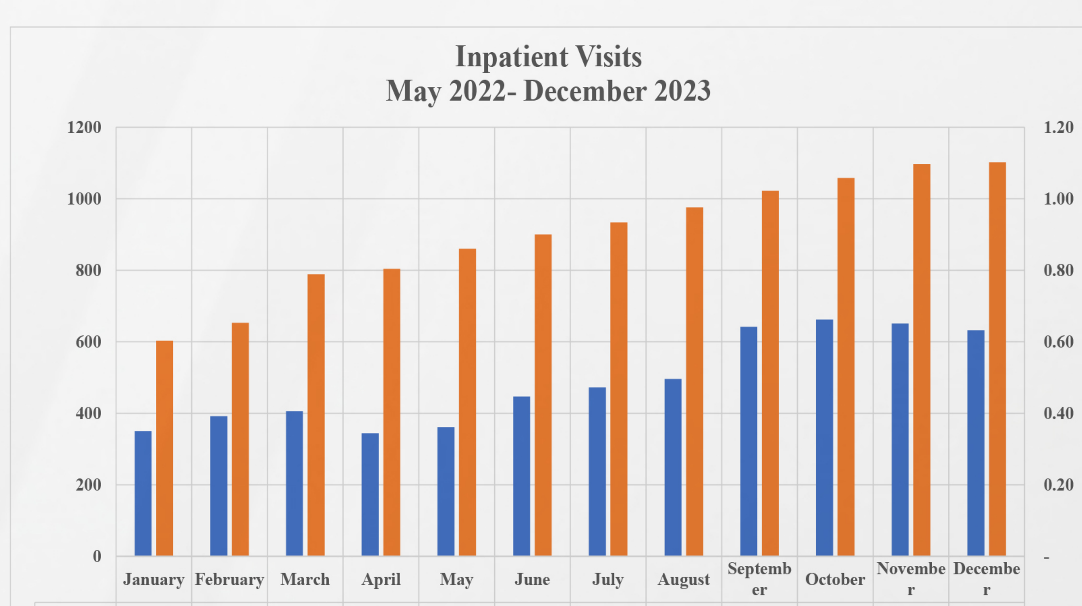
## RESULT

VALIDATE

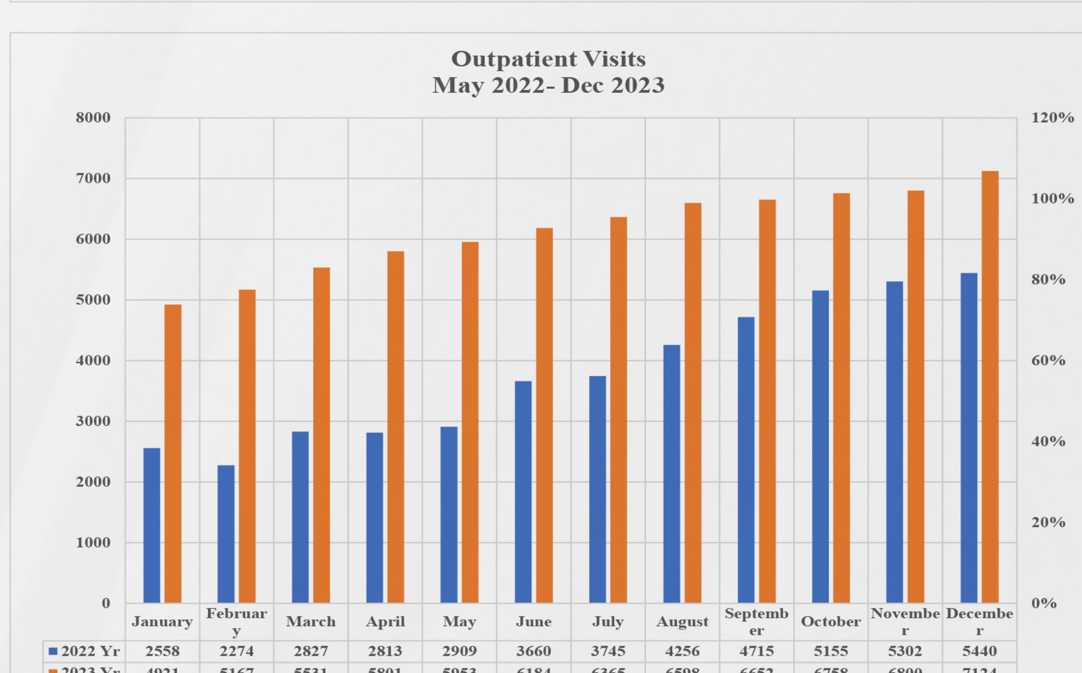

Number of Overseas Patient Visits by Country
July 2021-Dec 2023
300
250
200
150
100
50
0
14
29
19
122
27
194
yr2021
yr 2022
yr 2023
Country
Overseas patient


Inpatient Patient Satisfaction
January - December 2023
105.0%
100.0%
95.0%
90.0%
85.0%
80.0%
75.0%
70.0%
65.0%
60.0%

| | January | Februar y | March | April | May | June | July | Aug | Sept | Okt | Nov | Des |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2023 Yr | 91.0% | 92.2% | 92.8% | 93.1% | 93.8% | 94.3% | 94.9% | 95.4% | 96.4% | 97.0% | 97.5% | 98.2% |
| 2023 Target | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% |


Inpatient Visits
May 2022- December 2023
1200
1000
800
600
400
200
0
1.20
1.00
0.80
0.60
0.40
0.20
-

| | January | February | March | April | May | June | July | August | Septemb er | October | Novembe r | Decembe r |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Th.2022 | 350 | 392 | 406 | 344 | 361 | 447 | 472 | 496 | 642 | 662 | 651 | 632 |
| Th.2023 | 603 | 653 | 789 | 804 | 860 | 900 | 934 | 976 | 1022 | 1058 | 1097 | 1102 |


Outpatient Visits
May 2022- Dec 2023
8000
7000
6000
5000
4000
3000
2000
1000
0
120%
100%
80%
60%
40%
20%
0%

| | January | Februar y | March | April | May | June | July | August | Septemb er | October | Novembe r | Decembe r |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2022 Yr | 2558 | 2274 | 2827 | 2813 | 2909 | 3660 | 3745 | 4256 | 4715 | 5155 | 5302 | 5440 |
| 2023 Yr | 4921 | 5167 | 5531 | 5801 | 5953 | 6184 | 6365 | 6598 | 6652 | 6758 | 6800 | 7124 |

## OUR ACHIEVEMENT


Most Comprehensive Thyroid Service Hospital
CNBC AWARDS 2022
Very Good in Healthcare Services
SWA SATISFACTION CHAMPION 2023
Most Comprehensive Breast & Cancer Center Hospital
CNBC AWARDS 2023
Hospital OF THE YEAR INDONESIA
HEALTHCARE ASIA AWARDS 2023
Hospital Destination of the year
INDONESIA WELLNESS & HEALTH TOURISM

**Mandaya Royal Hospital Puri**
4.8 ★★★★★ 5,358 Google reviews
General hospital in Tangerang, Banten

General Information



## CONCLUSIONS

1) The patient's experience of the health care system and caring while being treated at the Mandaya Royal Hospital is generally positive.
2) Patient-family and community-centered care models is an important step that causes healthcare workers to look beyond the physical condition of the person being treated; allows the patient as a person to be brought to the forefront and allows for their individual needs to be met and for care to be enhanced.
3) The Planetree patient-centered model of care positively affected patient satisfaction, length of stay, and cost per case.

## REFERENCES

1) Planetree International. Person-Centered care certification program manual. Planetree International, 2017
2) Doyle C, Lennox L, Bell D. A systematic review of evidence on the links between patient experience and clinical safety and effectiveness. BMJ Open 2013;3:e001570.
3) World Health Organization. People-centred health care: a policy framework. World Health Organization, 2007.

## ACKNOWLEDGE

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## CONTACT INFORMATION

HEART & VASCULAR CENTER | Brave | ADVANCED CANCER CENTER | Orthopedic & Robotic Center | Mandaya Neuromuscular Center | Cognitive & Sleep Clinic | BRAIN-SPINE-PAIN CENTER | ADVANCED CANCER & RADIOTHERAPY CENTER | Pusat Tiroid Indonesia by Mandaya Royal Hospital



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