

# Model of Employee Healthy Lifestyle Behavior Regulation at AMC Hospital

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**Abstract**— Most hospitals have not implemented preventive and promotive programs, including hospital employees. Implementation of preventive and promotive programs regarding healthy living behavior for employees is important to improve employee performance when providing services to patients. The purpose of this community service is to develop a regulatory model for the healthy living behavior of employees at the AMC Muhammadiyah Yogyakarta Hospital. Community service is carried out using a qualitative case study method. Selection of informants using a purposive technique. The results of interviews with directors, doctors, nurses, midwives, nutritionists, pharmacists, and heads of hospital promotion programs are used to design a regulatory model for healthy living behavior in hospitals. The validity test was carried out by method triangulation, namely the FGD technique. Pre and post-test questionnaires are used to determine differences in employee knowledge before and after community service. There are four important aspects that need to be considered in designing a regulatory model for the implementation of healthy living behaviors in hospitals, namely: 1) regulations are prepared jointly (all employees are involved); 2) Language is easy to understand and can be implemented; 3) socialized periodically; and 4) there is regular monitoring and evaluation. This encourages every employee to improve healthy living behavior in the hospital environment. Examples of healthy living behaviors and appreciation from leaders are also important to increase employee motivation in implementing healthy living behaviors. One example of a healthy lifestyle that is liked by employees is using the stairs every time they change floors, exercising before a work shift, and eating more fruits and vegetables. Most hospital employees agree that regulations regarding the implementation of employee healthy behavior must be followed. In addition to improving the performance of each employee, it can also directly educate patients and families about the importance of living a healthy life.

**Keywords**— Employees, Healthy life behavior, Hospital, Regulation.

## I. INTRODUCTION

Non-communicable diseases (PTM) are one of the highest causes of death worldwide. The World Health Organization (WHO) reports that as many as 41 million of the 55 million deaths in the world are caused by PTM [1]. One of the reasons for the increasing number of NCDs in Indonesia is an unhealthy lifestyle. The 2018 Riset Kesehatan Dasar (Riskesdas) data shows that 95.5% of Indonesian people consume fewes vegetables and fruit, 33.5% lack physical activity, 29.3% of productive age smoke daily, and 31% are centrally obese (21.8 % obesity in adults) [2]. Lifestyle changes must be made as early as possible as an investment in the future health, including controlling risk factors. At the hospital, every employee is also required to always be healthy so that they are more optimal in providing services to patients. Most hospitals only focus on curative and rehabilitative efforts, not on preventive and promotive efforts. On the other hand, the hospital health promotion program (PKRS) is still focused on hospital marketing, not yet leading to achieving optimal health status for

visitors and hospital employees. The challenge that arises for every health worker is that there are no rules on how to implement healthy living behaviors in hospitals. This condition has the potential to reduce employee performance when providing services to patients. The long-term impact is decreased patient satisfaction with the services provided by the hospital.

The World Health Organization (WHO) designed a health promoting hospital or PKRS model as a follow-up step to prevent disease or its complications. This model explains that health promotion programs are not only carried out for patients but also for employees at the hospital [3]. The Indonesian Ministry of Health recommends that every hospital implement the PKRS program. Hospitals that organize PKRS are required to carry out management and procedures for fulfilling PKRS standards. Management procedures include reviewing, planning, implementing and monitoring, and evaluating the PKRS program. Meanwhile, in meeting PKRS standards, hospitals are required to have PKRS regulations [4].

Previous studies have explained that hospital employees are an important asset to improve the quality of health services. Employees who have a high degree of health can improve service quality. The better the quality of health services, the higher patient satisfaction.

AMC Muhammadiyah Hospital is a business entity in the field of health services for non-profit groups or Community Social Service Institutions (IPSM). The hospital is one of UMY's business units in the fields of service, education, and research. Yogyakarta AMC Muhammadiyah Hospital is one of the hospitals that does not yet have regulations regarding the PKRS Program for employees to improve healthy living behavior. There is a need for a PKRS regulation that regulates the health status of hospital employees to increase satisfaction with health services in hospitals.

**Table 1: Hospital Service Quality Indicators According to the Ministry of Health**

| No. | Indicators  | Standard         |
|-----|---|------------------|
| 1   | Patient Identification Compliance                             | 100%             |
| 2   | Emergency Response Time (Emergency response time ≤ 5 minutes) | 100% (≤ 5 menit) |
| 3   | Outpatient waiting time                                       | ≤ 60 menit       |
| 4   | Postponement of elective surgery                              | < 5%             |
| 5   | Compliance with specialist doctor visit hours                 | ≥ 80%            |
| 6   | Time to report laboratory critical test results               | 100% (≤30 menit) |
| 7   | Compliance with the use of the national formulary             | ≥ 80%            |
| 8   | Compliance with hand hygiene                                  | ≥ 85%            |
| 9   | Compliance with clinical pathways                             | ≥ 80%            |
| 10  | Compliance with patient fall risk prevention efforts          | 100%             |
| 11  | Patient and family satisfaction                               | ≥ 80%            |
| 12  | Complaint response time                                       | >70%             |

The Indonesian government sets 12 (twelve) quality indicators that must be achieved by every hospital. This condition is one of the challenges for AMC Hospital to continue to supervise employees in achieving these indicators. One of the strategies undertaken is to improve the health status of hospital employees. The first step taken is to design policies that focus on implementing healthy living behaviors for hospital

employees. The regulations are jointly drafted by the PKRS program that has been agreed upon. Regulations are structured to encourage every AMC Hospital employee to obey in implementing all policies that focus on life behavior contained in the PKRS program.

**II. METHOD**

Community service was carried out at the AMC Muhammadiyah Hospital from January to May 2022. A qualitative method with a case study design was chosen to design regulations on employee healthy behavior according to needs. The techniques used for data collection were observation, interviews and focused group discussions (FGD). The first step taken was to conduct a preliminary study to find out the description of the implementation of the PKRS program that had been carried out at AMC Hospital. Preliminary studies are carried out by analyzing hospital profiles, scientific articles, print media, and hospital performance reports. The second step is an interview with the directors to explore the various efforts made by the hospital in implementing the PKRS program.



**Figure 1: PKRS Program**

The selection of informants was carried out using a purposive technique. The measuring instrument used to evaluate community service activities is a questionnaire. The questionnaire contains challenges and constraints in implementing the PKRS program. Questionnaires were distributed to employees before and after the implementation of the PKRS program.

Processing data using the analysis model of Miles and Huberman. When designing a regulation model for healthy living behavior, employees involved in every part of the AMC Muhammadiyah Yogyakarta Hospital.

### III. RESULT AND DISCUSSION

#### **RESULT**

PKRS implementation is carried out to increase the knowledge, attitudes and behavior of patients, patient families, employees, visitors and the community around the hospital, to prevent disease and improve health status. PKRS program implementation regulations are needed to increase awareness and compliance in implementing healthy living behaviors. Various attempts have been made but to no avail. The results of the qualitative analysis concluded that advocacy and community empowerment are important in improving employee healthy behavior.

#### **Advocacy**

Advocacy is an attempt to influence other people to get support from related parties. This advocacy was carried out to decision and policymakers at the hospital level. The forms of activities are lobbying, seminars, outreach and workshops. Lobbying and seminars are mostly carried out in advocacy activities by presenting health problems supported by interesting data and illustrations. At the advocacy stage, the community service team conveyed various problems regarding the increasing non-communicable diseases (PTM) in Indonesia. The steps carried out by the team to guide this advocacy were: 1) understanding the issues raised, 2) being interested in playing a role in the issues raised, 3) considering some possible options in playing a role, 4) agreeing on a possible choice in playing a role, and 5) provide follow-up steps.

#### **Community Empowerment**

Community empowerment is carried out through health counseling activities, group discussions and training to improve employee skills. Health education is carried out to increase the knowledge of hospital employees about the importance of healthy living behavior. The results of this community service concluded that counseling about health problems that threaten performance is needed. Most of the hospital employees.

In addition to knowledge, a positive response is needed to the policies that have been implemented, in general, employees only know the knowledge, but do not want to apply this knowledge in everyday life. The formation of attitudes can be influenced by personal experience, the influence of other people, the influence of culture and the mass media. Efforts were made to increase the positive attitude of hospital employees through group discussions. The service team conducted group

discussions aiming to find out the habits of implementing health behavior in everyday life, especially when doing activities in the hospital. This group discussion identified many risk factors, signs, symptoms and efforts to control the disease. The hope is that when employees know and are willing to implement existing policies, good health behavior will emerge.

The service team also conducts training activities on how to implement healthy living behaviors through physical activity and dietary control. The results of this community service can increase knowledge, attitudes, and healthy living behavior. One form of success from this community service activity is the implementation of routine gymnastics every 2 (two) weeks. In addition, education which is held routinely every week encourages every employee to adopt a healthy lifestyle.

#### **DISCUSSION**

Hospital is a health facility that provides various health services. Every hospital must implement health promotion efforts to increase the level of public health [5]. Hospitals have a strategic position in promoting health, especially in preventing disease and its complications [6]. The problem that arises is that preventive and promotive services have not been implemented consistently. On the other hand, WHO and the Ministry of Health of the Republic of Indonesia recommend that all hospitals must implement the PKRS program. Most hospitals are still focused on curative and rehabilitative services and as a hospital marketing unit [7].

Previous studies have explained that employees are an important asset in improving the quality of health services in hospitals. Employees who have a maximum health degree can improve the quality of services provided to patients. The better the quality of health services, the higher patient satisfaction. The results of previous research explain that unhealthy employees have the potential to reduce work productivity [8]. Agencies must make efforts to support healthy lifestyle changes to improve employee health status [9].

This community service provides solutions to AMC Hospital in designing healthy living behavior regulations for employees. This regulation refers to strategies for community empowerment, advocacy and partnerships with optimal methods and media. The concept of community empowerment that can be carried out by AMC Hospital is by changing employee behavior

according to the needs of each employee regarding healthy living behaviors. This behavior change is carried out through health promotion to all employees. The health promotion program is based on efforts to empower the community through various activities to encourage the active role of every employee. This active role is expected to improve healthy living behavior to achieve an optimal health status [10].

The World Health Organization (WHO) explains that health promotion can be carried out in various communities and organizations, one of which is in a hospital. The Health Promoting Hospital (HPK) or PKRS program is the development of a health promotion model that aims to maintain and improve the health of patients, staff and the community around the hospital independently (Kusumo, 2020). This program covers community and population-based health, community health, primary health care, advocacy, health policy, social justice and health education [12]. There are 4 (four) aspects of the PKRS movement carried out at AMC Hospital, namely: 1) promoting patient health, 2) staff health, 3) community health and 4) changing organizational culture through health promotion.

Health promotion efforts carried out in hospitals can address, maintain, improve and protect their health, including creating a healthy work environment. The PKRS program has a positive impact on the work environment in hospitals. The positive impacts are: 1) being able to implement clean and healthy living behaviors in the workplace, 2) being able to reduce employee absenteeism, 3) reducing disease rates both inside and outside the work environment, and 4) creating a healthy work environment [9].

The form of employee health promotion by fulfilling their nutritional needs can be met through the canteen facilities provided by the hospital which are also beneficial for increasing healthy living behavior. The canteen can apply a diet with a balanced menu. A balanced menu is an arrangement of dishes that contain a variety of nutrients in an amount and quality that meets the calorie needs of each individual (Kusumo et al., 2019). A balanced menu can be served morning, afternoon and evening, including side dishes with the formula for dividing the meal schedule, namely: 20% breakfast, 15% morning snack, 25% lunch, 15% afternoon snack and 25% evening meal (Kusumo, 2020). The food menu served in the canteen can be

arranged based on the provisions that have been made to meet the nutritional needs of employees. Each menu should consist of carbohydrates, vegetable and animal protein, vegetables and fruits, desserts and additions. Vegetables and fruits must be provided to meet the fiber and vitamin needs of employees [14]. Hospitals can participate in health promotion programs in the form of sustainable food management systems that lead to access to healthy food, for example: providing healthy food and drinks at meetings and/or events [15].

Forms of employee health promotion to increase physical activity include using signs to promote the use of stairs, providing pedestrian paths, and bicycle racks, and scheduling regular sports. Scheduling aerobic exercise can encourage employees or users of hospital facilities to make healthy lifestyle changes. The aerobic exercise program is one of the recommended physical activity models. Physical activity that is fun and can be done in everyday life makes someone consistently practice it (Kusumo, 2021)

Moderate-intensity physical activity for 30 minutes per day helps prevent hypertension, diabetes mellitus, heart disease, overweight and can improve the mental health, quality of life and well-being of each individual. Different from physical exercise which is part of planned physical activity is continuous, repetitive and has the aim of increasing physical fitness [17].

Physical activity behavior is influenced by many factors. Starting from the individual, social, and the environment. In terms of environmental factors, policies can be opportunities and arrangements for various forms of physical activity [18].

This activity is expected to be able to improve the health status of all employees of the AMC Muhammadiyah Yogyakarta Hospital by minimizing the level of employee absenteeism thereby increasing productivity which has an impact on the quality of patient health services [11][15]. The existence of a healthy lifestyle policy in the workplace is a form of effort to empower employees. This policy expected employees to know, want, and be able to carry out healthy living behaviors to create a healthy work environment. The existence of a policy that regulates the health of all hospital employees or human resources can improve the quality of health services in hospitals. The results of previous research explained that the implementation of the PKRS program provided benefits in improving the quality of

health services [19]. Harappanya, seiring dengan meningkatnya kepuasan pasien, dapat diikuti dengan peningkatan pendapatan RS AMC Muhammadiyah Yogyakarta.

## VI. CONCLUSION

This community service succeeded in designing healthy living behavior regulations for AMC Muhammadiyah Yogyakarta Hospital employees through the PKRS program. There are four important aspects of the regulation model used to implement healthy behavior for employees in hospitals, namely: 1) regulations are prepared jointly (all employees are involved); 2) Language is easy to understand and can be implemented; 3) socialized periodically; and 4) there is regular monitoring and evaluation. This encourages every employee to improve healthy living behavior in the hospital environment. Examples of healthy living behaviors and appreciation from leaders are also important to increase employee motivation in implementing healthy living behaviors. One example of a healthy lifestyle that is liked by employees is using the stairs every time they change floors, exercising before a work shift, and eating more fruits and vegetables. The result of this community service is the creation of healthy living behaviors for AMC Muhammadiyah Yogyakarta Hospital employees.

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