

# INDONESIA

## IMPROVEMENT OF DR. MOHAMMAD HOESIN HOSPITAL, PALEMBANG

<b>Location</b>	Palembang, South Sumatra
<b>Client</b>	Ministry of Health, Jakarta
<b>Financing</b>	German Financial Cooperation / KfW
<b>Period</b>	2003 – 2009
<b>Value of Services</b>	2.909 million US\$



### Project Description

The Dr. Mohammad Hoesin Hospital (RSMH) is a public general hospital in the centre of Palembang serving, with some 800 beds, as the major referral hospital for a region with about 10 million inhabitants and as teaching hospital for the medical school of Sriwijaya University. The conditions of technical services and equipment at RSMH are rather poor and outdated and, moreover, customer orientation is low.

Based on a Feasibility Study carried out in 2001 and a Hospital Corporate Plan established in 2002, the project foresees substantial improvements at the hospital through interventions in four key areas:

- Hospital infrastructure: re-zoning, construction/rehabilitation and extension of buildings and services
- Hospital equipment: equipment purchase, user training, maintenance system
- Hospital management: improvement of structures, streamlining of operations efficiency
- Management support systems: management information, hospital finance and accounting, facility maintenance and waste management, human resources management

### Scope of Services

Hospital Infrastructure:

- Re-zoning, master planning, and design of physical improvement measures
- Cost planning, tendering of physical works, contract award
- Construction supervision, contract management, financial control, acceptance of works

Hospital Equipment:

- Identification of needs, specifications
- Procurement planning and implementation
- Installation and commissioning
- Ownership building and user training

Hospital Management:

- Restructuring of hospital management
- Organisational re-engineering
- Human resources development planning
- Training needs assessment, training

Hospital Management Support Systems:

- Introduction of IT management, including design and application of Hospital Management Information System
- Introduction of appropriate hospital finance and accounting system
- Facility management, maintenance planning
- Introduction of a marketing and brand strategy for hospital services