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## A Critical Review of The Role of Clinical Governance in Health Care and Its Potential Application in Indonesia

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### **Abstract :**

*In modern society, people's behaviour towards any service tends to be concerned about the quality of goods or services as consumers. The NHS has developed programs to support the implementation of clinical governance based on five strategies: system awareness, teamwork, communication, ownership, and leadership. All are built on seven pillars: clinical effectiveness, risk management effectiveness, patient experience, communication effectiveness, resources effectiveness, strategic effectiveness and learning effectiveness. This system can bridge the gap between professional aspects and management aspects, while other quality system tend to focus on management aspects. Clinical governance is applicable to health care organizations around the world including Indonesia since clinical governance is a framework for clinicians and management to collaborate to provide better quality of health care.. In Indonesia, clinical governance is a new concept, even though some health care organizations have implemented quality management through ISO 9000 accreditation and patients safety standard based on Joint Commission International(JCI), the International standard for Hospital accreditation. Therefore, the Indonesia Ministry of Health may want to learn from the UK about the implementation of the pillars and strategies of clinical governance, although Indonesia may have some limited resources (financial and human) to implement clinical governance.*

**Key Word :** Clinical governance, health care, Indonesia

### **1. Introduction**

In modern society, people's behaviour towards any service tends to be concerned about the quality of goods or services as consumers. In the health care has had to pay attention as patients and families have become more familiar with health services quality (Graham 1990; Schmele 1996).

In response to this situation, health organizations have attempted to implement quality management strategies such as total quality management, quality assurance, and continuous quality management. These strategies tend to focus on management aspects while in health care organizations, professional aspects play an important role in determining the quality of health care. For this reason, the National Health Service (NHS) established. The system has been named clinical governance.

Clinical governance is applicable to health care organizations since clinical governance is a framework for clinicians and management to collaborate to provide better quality of health care. Clinical governance principles attempt to build patient-professional relationships.

Clinical governance has application possibilities to health care organizations around the world, including Indonesia. The following sections will review its definition, implementation and the outcomes of clinical governance, and its potential implications in Indonesia.

### **2. Literature Review**

#### **2.1 The Definitions of Clinical Governance**

Clinical governance is a strategy for improving health care performance (Nicholls, Cullen & Halligan 2000; Scally & Donaldson 1998). For the purposes of this paper, the definition used by the British National Health Service (NHS) have been very proactive in Clinical governance development globally for the past decade. Scally and Donaldson (1998,p61) defined clinical governance as "a system through which NHS organizations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish". Following on Scally and Donaldson' perspective, Wright and Hill's (2003) stated that clinical governance is a cultural process to provide



- 4.8 *Providing infrastructure and establishing policy which support the implementation of evidence-based practice medicine to achieve clinical effectiveness, such as establishing resources, encouraging staff, and providing opportunities to improve skills and knowledge.*
- 4.9 *Improving leadership skills in the health care organization can lead organizations to implement the strategies and pillars of clinical governance.*

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