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Original Research Paper | Management

"SUSTAINABLE LEADERSHIP PRACTICES IN HOSPITALS"

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ABSTRACT In today's fast-changing healthcare environment, it has become more vital to put Environmental, Social and Governance (ESG) practices into place in Hospitals. In addition to improving their reputation and satisfying regulatory obligations, these practices also support the health of patients, workers and the larger population. Hospitals may boost their operational efficiency, lower costs, and ensure long-term sustainability by implementing ESG standards.

KEYWORDS :

INTRODUCTION:

Hospitals are crucial public service establishments. The integration of Environmental, Social, and Governance (ESG) factors into investment decisions is becoming increasingly important for investors seeking to generate long term financial returns and contribute to sustainable development. Investors can assess a company's commitment to sustainability by considering its environmental impact, social responsibility, and governance practices. Integrating Environmental, social and governance (ESG) standards into hospital management are essential for maintaining patient confidence and accountability as well as institutional resilience. Sustainability accounting has become an important tool for incorporating ESG principles in its acceptance within organisational decision-making process. Hospitals as public service organisations are responsible for offering medical care as well as operations in a way that is not inly profitable but also socially responsible in a transparent, responsible and sustainable way. Thus the expanding public expectations are reflected in accountability concerning the quality of healthcare and ethical management of an organisation. A sustainable accounting system integrates information regarding ESG considerations and functions as a tactic to establish the organisations legitimacy.

OBJECTIVES:

- To Evaluate the Implementation of Sustainable Leadership Practices
- To Analyse the contribution of practices and activities for the enhancement of the institution

LITERATURE REVIEW:

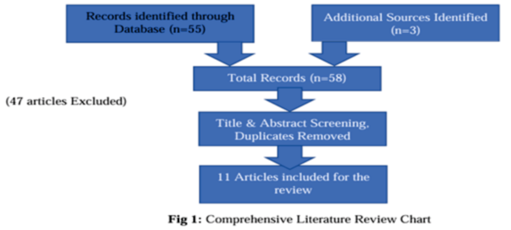


Fig 1: Comprehensive Literature Review Chart

Conceptual Framework of the Research:

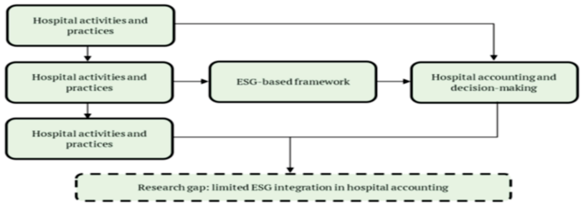


Figure 1. Conceptual framework of the research (Source: Authors' own elaboration)

ESG BASED FRAMEWORK

Environmental Benefits

Applying ESG standards in Hospitals may result in

1. Energy Effectiveness: Operational Expenses can be decreased and the Hospitals Carbon Footprints can be reduced through HVAC upgrades and LED illumination.
2. Good trash reduction: Hospitals may reduce their environmental effect and follow legal standards by implementing programs like recycling and the appropriate disposal of the hazardous substances.
3. Reliable Supply: Purchasing sustainable goods and services, like locally produced food, may help the local economy and lower the Hospitals environmental effect.
4. By utilizing water-saving strategies and technology, water can be conserved.
5. Green building standards: Developing new facilities that abide by LEED (Leadership in Energy and Environmental Design) requirements can improve energy efficiency, raise in-door air quality and establish a better environment for both patients and staff.

SOCIAL BENEFITS

ESG practices prioritize the health of the community, patients, and Hospital staff.

Focus should be placed by leaders on:

- Engaging in the community
- Inclusion & Diversity
- Staff well-being

This will improve public health, promote good relationships between the Hospital and the community, ensure fair treatment for all the patients and personnel, thereby improving reputation and enhance job happiness, reduce employee turnover, and foster a supportive workplace.

Governance Benefits

In order to ensure transparency, accountability and ethical decision making in hospitals, strong governance practices are necessary. Maintaining ethical practices, accreditation, credibility, reputation and financial stability requires compliance, risk management and stakeholder confidence.

To implement effective ESG practices, hospitals need to:

1.Conduct a ESG Evaluation:

Evaluating the social, governance and environmental activities will reveal the fundamental strengths and places where we may get better. Leaders will be able to establish goals and monitor .

2.Establish Well-Defined Objectives and Targets

With the specific requirements and priorities of patients, staff, and the community in mind, these quantifiable goals should be in line with the Hospital's purpose and values.

3.Create an ESG Strategy

The ESG Plan should specify the measures and programs that will be implemented in order to achieve the goals and objectives. To evaluate progress and assess success, this plan should have headlines, roles and essential performance indicators (KPIs).

4.Get Stakeholders involved

In order to effectively adopt ESG principles, it is essential to include patients, staff, community members, and regulatory agencies. It is essential to communicate ESG goals and activities clearly. It's also essential to communicate ESG goals and activities clearly. It's also essential to seek input and feedback from stakeholders to make sure their needs and concerns are addressed.

5.Carry out ESG Programs

It is crucial that staff members are adequately trained on how to implement these programmes and that hospitals integrate them into their regular operations.

Examples of initiatives include:

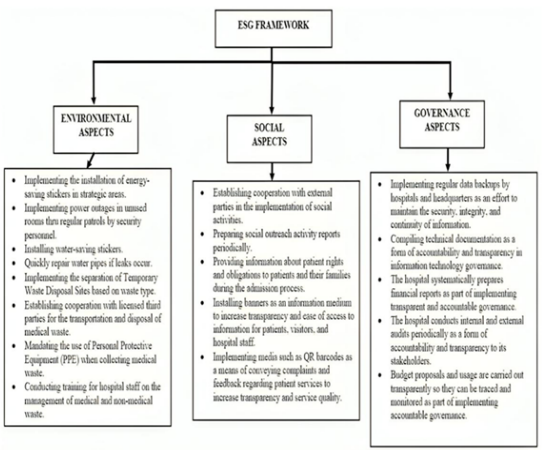
- Improving Equipment and facilities
- Developing new services and programs
- New policies and procedures are being implemented.

6.Track and report Progress

To guarantee responsibility and openness, ESG performance must be frequently monitored and reported. It facilitates the establishment of trust and commitment to ESG. This is accomplished by tracking progress towards objectives and key performance indicators, identifying any challenges or obstacles, and adapting their tactics as necessary.

7.Improve constantly.

Implementing ESG standards in Hospitals is a continuous process of improvement. Hospitals should always be looking for ways to get better. Keeping with new trends and practices, and changing their plans to fit new demands and goals.



Environmental Components:

- Placing energy-saving stickers in key locations
- Power outages in unoccupied rooms are enforced by frequent inspections.
- Putting up stickers that save water.
- If there are leaks in water pipes, they should be fixed right away.
- Segregating Temporary waste disposal locations according to the kind of Garbage.
- Partnering with authorised third parties for the transport and disposal of medical waste.
- Implementing the required usage of Personal Protective Equipment (PPE) while collecting medical waste.
- Training Hospital staff in the management of medical and non-medical trash.

Social Aspects

- Developing collaborative social activities with outside parties.
- Preparing occasional reports on social outreach initiatives.
- Providing information on patient rights and responsibilities to patients and families during the admissions process.
- Increasing openness and convenience of access to information for patients, visitors, and Hospital personnel through the installation of banners as an information medium.
- Increasing transparency and quality of service by implementing medias like QR Barcodes as a way to express complaints and give feedback regarding patient services.

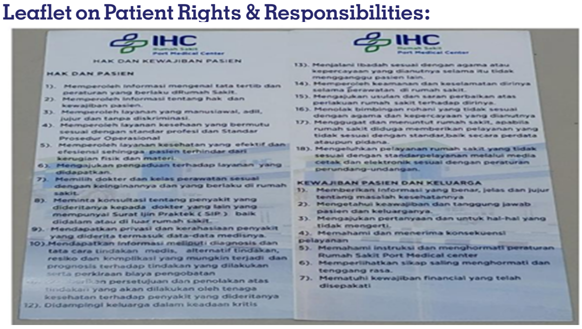
Governance Aspects:

- In an effort to preserve the security, integrity, and continuity of data, hospitals and headquarters should regularly back up their information.
- Producing accountability and transparency reports on technical documentation within the field of information technology governance.
- As part of the execution of open and accountable government, the hospital methodically creates financial reports.
- As a means of accountability and transparency to its stakeholders, the hospital regularly conducts both internal and external audits.

Non-Infectious Waste Disposal Site

Infectious Waste Disposal Site

Leaflet on Patient Rights & Responsibilities:



IHC
Rumah Sakit
Port Medical Center

HAK DAN KEWAJIBAN PASIEN

HAK DAN PASIEN

1). Memperoleh informasi mengenai tata tertib dan peraturan yang berlaku dRumah Sakit.
2). Memperoleh informasi tentang hak dan kewajiban pasien.
3). Memperoleh layanan yang manusiawi, adil, jujur dan tanpa diskriminasi.
4). Memperoleh layanan kesehaan yang bermutu sesuai dengan standar profesi dan Standar Prosedur Operasional
5). Memperoleh layanan kesehatan yang efektif dan efesiensi sehingga pasien terhindar dari kerugian fisik dan materi.
6). Mengajukan pengaduan terhadap layanan yang didapatkan.
7). Memilih dokter dan kelas perawatan sesuai dengan keinginannya dan yang berlaku di rumah sakit.
8). Meminta konsultasi tentang penyakit yang dideritanya kepada dokter yang lain yang mempunyai Surat Ijin Praktek (SIP) baik didalam atau di luar rumah sakit.
9). Mendapatkan privasi dan kerahasiaan penyakit yang diderita termasuk data-data medisnya.
10).Mendapatkan informasi meliputi diagnosis dan tata cara tindakan medis, alternatif tindakan, resiko dan komplikasi yang mungkin terjadi dan prognosis terhadap tindakan yang dilakukan serta perkiraan biaya pengobatan
[illegible] persetujuan dan penolakan atas tindakan yang akan dilakukan oleh tenaga kesehatan terhadap penyakit yang dideritanya
12). Didampingi keluarga dalam keadaan kritis
13). Menjalani ibadah sesuai dengan agama atau kepercayaan yang dianutnya selama itu tidak mengganggu pasien lain.
14). Memperoleh keamanan dan keselamatan dirinya selama perawatan di rumah sakit.
15). Mengajukan usulan dan saran perbaikan atas perlakuan rumah sakit terhadap dirinya.
16). Menolak bimbingan rohani yang tidak sesuai dengan agama dan kepercayaan yang dianutnya
17). Menggugat dan menuntut rumah sakit, apabila rumah sakit diduga memberikan pelayanan yang tidak sesuai dengan standar,baik secara perdata ataupun pidana.
18). Mengeluhkan pelayanan rumah sakit yang tidak sesuai dengan standarpelayanan melalui media cetak dan elektronik sesuai dengan peraturan perundang-undangan.

KEWAJIBAN PASIEN DAN KELUARGA

1). Memberikan informasi yang benar, jelas dan jujur tentang masalah kesehatannya
2). Mengetahui keawajiban dan tanggung jawab pasien dan keluarganya.
3). Mengajukan pertanyaan dan untuk hal-hal yang tidak mengerti.
4). Memahami dan menerima konsekuensi pelayanan
5). Memahami instruksi dan menghormati peraturan Rumah Sakit Port Medical center
6). Memperlihatkan sikap saling menghormati dan tenggang rasa.
7). Mematuhi kewajiban financial yang telah disepakati

CONCLUSION

Hospitals benefit from environmental, social, and governance (ESG) methods in terms of improved overall performance and long-term viability, in addition to helping the environment, society and governance. Hospitals may ensure their long-term viability, enhance patient outcomes and have beneficial effect on their communities by adhering to ESG values. ESG activities will be more crucial in influencing the direction of hospitals and the health of our valued patients as the healthcare sector changes.

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