

Implementation of Healthcare Quality in Private Dental Practices in North Morowali Regency, Central Sulawesi, Based on the National Quality Indicators outlined in Ministry of Health Regulation No. 30 of 2022

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The author(s) declare that the research was conducted in the absence of any commercial or financial relationships that could be construed as a potential conflict of interest.

ABSTRACT

Purpose: This study aims to analyze the implementation of healthcare quality in private dental practices in North Morowali Regency based on national quality indicators as stipulated in the Ministry of Health Regulation No. 30 of 2022.

Research Method: This study employed a qualitative, descriptive phenomenological approach. Data were collected through in-depth interviews, observations, and documentation involving 29 informants, consisting of dentists, dental nurses, and patients at Dr. M. Syahrir's private practice in North Morowali Regency.

Results and Discussion: The study results indicate that the quality of health care, as measured by patient satisfaction indicators, is effective. Patients reported satisfaction with the speed of service, clear communication from doctors, and the comfort of the facilities. Compliance with the provision of hand hygiene supplies generally met health care standards, although improvements are still needed regarding the accessibility of these facilities. Meanwhile, while blood pressure checks prior to procedures are being conducted, they are not yet performed consistently for all patients. Healthcare workers' communication influences the implementation of healthcare quality, the availability of infrastructure and facilities, and adherence to service standards.

Implications: The results of this study are expected to serve as a basis for evaluating private dental practices in their efforts to improve the quality of health care, particularly in implementing patient safety standards and enhancing the consistency of health care procedures.

Originality: This study provides an overview of the implementation of national health care quality indicators in private dental practices in North Morowali Regency, based on Ministry of Health Regulation No. 30 of 2022, using a qualitative approach that directly describes service conditions in the field.

Keywords: implementation; quality of health care; private dental practice; patient satisfaction; Ministry of Health Regulation No. 30 of 2022.

1. Introduction

Health care is a public service that plays a vital role in improving the community's health status. The quality of health care is a key indicator for assessing the success of health care facilities in providing



services that are safe, effective, and tailored to patients' needs. High-quality healthcare does not focus solely on curing diseases but also encompasses comprehensive promotive, preventive, curative, and rehabilitative efforts (Ahmad, 2020). Therefore, every healthcare facility is required to provide quality care to enhance patient satisfaction and safety.

Advances in health science and technology have made the public increasingly critical in evaluating the quality of healthcare services they receive. Patients today expect not only prompt care but also services that are safe, comfortable, and in line with professional standards. Patient satisfaction is a key indicator in assessing the quality of healthcare services because it is directly linked to patients' perceptions of the care they receive. Research by Mutmainnah *et al.*, (2021) shows that the quality of healthcare services is related to patient satisfaction. The results of a study by Ningsih *et al.*, (2023) also indicate that the quality of healthcare services significantly affects patient satisfaction. In dental and oral health care, private dental practices play a vital role as primary-care facilities widely used by the public. High-quality dental care must prioritize patient safety, service effectiveness, and patient satisfaction. Good service quality enhances public trust and encourages patients to return to health care facilities (Tahir *et al.*, 2025).

The government, through the Ministry of Health of the Republic of Indonesia, has established national indicators for healthcare quality via Regulation of the Minister of Health of the Republic of Indonesia No. 30 of 2022 concerning National Indicators for Healthcare Quality in Private Practices of Physicians and Dentists. These indicators include patient satisfaction, compliance with hand hygiene protocols, and compliance with pre-procedural screenings for certain medical interventions—all aimed at improving service quality and patient safety (Ministry of Health of the Republic of Indonesia, 2022). Various studies indicate that the quality of healthcare services influences patient satisfaction, patient loyalty, and the likelihood of repeat visits. A study by Alrahmi *et al.*, (2023) found that service quality influences patient loyalty through patient satisfaction. Meanwhile, Olvin *et al.*, (2025) found that service quality influences patient satisfaction and the likelihood of repeat visits. Purwanto *et al.*, (2022) also explained that service quality is a key factor influencing the public's willingness to use health services.

Dr. M. Syahrir's private practice in North Morowali Regency is one of the dental healthcare facilities most frequently utilized by the community. However, preliminary observations indicate that several challenges remain in implementing quality healthcare services, including limitations in certain facilities, suboptimal access to hand hygiene facilities, and inconsistent blood pressure checks prior to medical procedures. Given these conditions, this study aims to analyze the implementation of healthcare quality at a private dental practice in North Morowali Regency based on national quality indicators as stipulated in the Ministry of Health Regulation No. 30 of 2022.

The remainder of this paper is organized as follows. Section 2 provides a literature review and hypothesis development. Section 3 presents the research method and design. Section 4 provides the results and discussion. Section 5 is Concluding Remarks and Recommendations.

2. Literature Review and Hypothesis Development

The implementation of quality in healthcare is a crucial component of the healthcare system, determining the success of healthcare facilities in providing safe, effective, and standards-compliant care. In the context of healthcare, quality implementation is not only related to the application of service regulations and procedures but also involves interactions among various factors, such as resources,

communication among healthcare workers, facilities, and infrastructure, and compliance with healthcare standards. The success of healthcare quality implementation is influenced by a healthcare facility's ability to consistently and sustainably meet quality indicators (Ahmad, 2020).

Patient satisfaction is one of the primary indicators of healthcare quality. According to Mutmainnah *et al.*, (2021), high-quality care can enhance patient satisfaction because the services provided align with patients' expectations and needs. Research by Ningsih *et al.*, (2023) also indicates that the quality of healthcare services has a significant impact on patient satisfaction. Previous studies have shown that interpersonal communication between healthcare providers and patients has a major influence on patient satisfaction levels because it helps build patients' trust and comfort during medical procedures (Nopiani, 2019). Therefore, effective communication is a crucial component of implementing healthcare service quality.

In addition to patient satisfaction, the implementation of healthcare quality is also related to patient safety through infection prevention and control efforts. In dental and oral healthcare, the risk of cross-infection is quite high because healthcare workers come into direct contact with patients' blood and bodily fluids. Therefore, the provision of hand hygiene facilities is a crucial component in adhering to healthcare service standards. The availability of facilities such as sinks, liquid soap, hand sanitizer, and tissues supports healthcare workers' adherence to hand hygiene procedures before and after medical procedures (Mathius, 2021). Adherence to hand hygiene procedures is a key indicator in ensuring the safety of both patients and healthcare workers.

In addition to infection prevention, assessing a patient's general condition before medical procedures is vital to ensuring the quality of healthcare services. One procedure that must be performed in dental care is blood pressure measurement before certain procedures, particularly for patients with a history of hypertension or other systemic diseases. Blood pressure checks aim to assess the patient's physiological condition and anticipate potential medical complications during the procedure. Non-compliance with these examination procedures can increase risks to patient safety and affect the quality of healthcare provided.

Through Regulation of the Minister of Health of the Republic of Indonesia No. 30 of 2022, the government has established national healthcare quality indicators as guidelines for improving the quality of healthcare services in primary healthcare facilities, including private practices of physicians and dentists (Ministry of Health of the Republic of Indonesia, 2022). These indicators include patient satisfaction, compliance with hand hygiene protocols, and adherence to pre-procedural examinations. The implementation of national quality indicators aims to improve service effectiveness, patient safety, and the overall quality of healthcare services.

Various previous studies have shown that the implementation of healthcare quality is influenced by several factors, such as the availability of facilities and infrastructure, healthcare workers' adherence to standard operating procedures, and the quality of communication in healthcare services (Arianti *et al.*, 2022). Furthermore, patient-centered healthcare services can also increase public trust in healthcare facilities (Nurmiati Muchlis, 2021). However, many previous studies have focused primarily on either patient satisfaction or patient safety in isolation, thus failing to provide a comprehensive picture of the implementation of national healthcare quality indicators in private dental practices.

Based on this theoretical review and prior research, this study focuses on the implementation of national healthcare quality indicators in private dental practices, specifically regarding patient satisfaction, compliance with hand hygiene protocols, and compliance with blood pressure checks prior to medical procedures. This study employs a qualitative approach and therefore does not test statistical

hypotheses; however, it is based on the assumption that national quality indicators have been implemented in private dental practices, although several challenges remain regarding the consistent application of healthcare service standards.

3. Research Method

This study employed a qualitative research method with a descriptive phenomenological approach to gain an in-depth understanding of the implementation of healthcare quality in a dentist's private practice (Sugiyono, 2021). The study was conducted at the private practice of Dr. M. Syahrir, located in North Morowali Regency, Central Sulawesi. The study informants comprised dentists, dental nurses, and patients, for a total of 29. Informants were selected using purposive sampling based on their involvement in and experience with the health services provided. Data collection was conducted through in-depth interviews, direct observation, and documentation.

Table 1. Characteristics of the Informants

Informant's Initials	Interview Date	Gender	Jobs	Types of Informants
An. AD	04 March 2025	Man	College Student	Key Informant
Ny.YS	04 March 2025	Woman	Officer	Key Informant
Ny. NR	05 March 2025	Woman	Housewife	Key Informant
Nn. GB	05 March 2025	Woman	Contract Employee	Key Informant
Nn. WW	25 February 2025	Woman	Dental Assistant	Supporting Informants
Tn. HP	07 March 2025	Man	GNI Employees	Key Informant
Ny. LD	07 March 2025	Woman	Teacher	Key Informant
Tn.ST	07 March 2025	Man	PLN Official	Key Informant
Tn. GI	07 March 2025	Man	Farmer	Key Informant
Tn.AK	10 March 2025	Man	NNI Employees	Key Informant
An.RZ	10 March 2025	Man	Students	Key Informant
Tn. AS	12 March 2025	Man	Government Employees with Employment Contracts (P3K)	Key Informant
Tn.MI	12 March 2025	Man	Merchant	Key Informant
An.AR	12 March 2025	Woman	Students	Key Informant
Nn. SM	14 March 2025	Woman	College Student	Key Informant
Ny.AT	20 March 2025	Woman	Civil Servant	Key Informant
Tn.AL	24 March 2025	Man	Bank Officer	Key Informant
Ny.SY	25 March 2025	Woman	IRT	Key Informant
An.VT	25 March 2025	Man	Students	Key Informant
Nn.MT	12 April 2025	Woman	Private Officer	Key Informant
Tn.AM	14 April 2025	Man	Merchant	Key Informant
Tn.IG	14 April 2025	Man	Farmer	Key Informant
Tn.HZ	14 April 2025	Man	GNI Employees	Key Informant
Tn.HD	22 April 2025	Man	Astra Employees	Key Informant
Tn.SP	22 April 2025	Man	Astra Employees	Key Informant
Tn.SH	26 April 2025	Man	Retiree	Key Informant
Nn.VC	30 April 2025	Woman	Government Employees with Employment Contracts (P3K)	Key Informant
Ny.HT	30 April 2025	Woman	Civil Servant	Key Informant
Drg.Syahrir	15 May 2025	Man	Dentist	Key Informant

The study focused on the implementation of national healthcare quality indicators as stipulated in Ministry of Health Regulation No. 30 of 2022, including patient satisfaction, compliance with hand hygiene protocols, and compliance with blood pressure checks prior to medical procedures. The data

obtained were then analyzed qualitatively to provide an overview of the implementation of healthcare quality standards and the factors influencing their implementation.

4. Results and Discussion

4.1 Analysis Results

4.1.1 Patient Satisfaction

The research findings indicate that the implementation of healthcare service quality at Drg. M. Syahrir's Private Practice, as measured by patient satisfaction indicators, has generally been successful. The majority of patients reported being satisfied with the services provided, particularly regarding the friendliness of the healthcare staff, the speed of service, and the doctors' communication in explaining patients' conditions and the medical procedures performed. Patient satisfaction is a key indicator in assessing the quality of healthcare services because it is directly related to patients' perceptions of the care they receive (Nopiani, 2019).

"Personally, I am very satisfied, because the service I have received during my several visits here has been excellent." (AL, March 24, 2025).

This indicates that patient satisfaction at Dr. M. Syahrir's Private Practice is influenced by prompt service, friendly healthcare staff, effective communication, comfortable facilities, and satisfactory treatment outcomes. Overall, the quality of care at this practice is rated as good because it meets patients' expectations.

4.1.2 Compliance with Hand Hygiene Facilities

The study results show that hand hygiene facilities at Dr. M. Syahrir's Private Practice are generally available and used in healthcare services. Facilities such as sinks, liquid soap, hand sanitizer, and tissues have been provided in the service area to implement patient safety standards. The provision of hand hygiene facilities is a crucial step in infection prevention and control in healthcare facilities (Mathius, 2021).

"Yes, there are places to wash hands." (HZ, April 14, 2025).

This indicates that practices have met hand hygiene service standards in accordance with infection prevention principles. However, some informants still suggested adding handwashing facilities in areas outside the examination rooms to make them more accessible to patients.

"There are handwashing stations inside, but as far as I can see, there are not any outside" (MT, April 12, 2025)

Although hand hygiene facilities are available, observations and interviews indicate that access to these facilities in some service areas remains suboptimal, particularly in outdoor areas of the practice that patients frequently use before entering the treatment rooms. This situation indicates that the mere availability of facilities is not enough; attention must also be paid to the ease of access and use for both patients and healthcare workers. Therefore, it is necessary to add and strategically arrange hand hygiene

facilities so that infection prevention and control measures can be implemented to the fullest extent in accordance with patient safety standards.

4.1.3 Compliance with Pre-Procedure Blood Pressure Checks

The study results show that healthcare workers have been checking blood pressure before certain medical procedures, particularly during tooth extractions and other procedures that carry specific risks. These checks are conducted to assess the patient's general condition before the procedure, as part of patient safety protocols (Indonesian Ministry of Health, 2022).

"Yes, blood pressure is checked first before proceeding with the next procedure." (AM, April 14, 2025).

However, blood pressure checks are not yet performed consistently for all patients. This situation is influenced by time constraints during patient care and the perception that certain patients do not pose specific risks. This indicates that the implementation of patient safety standards still requires improvement.

Overall, the implementation of healthcare quality at Dr. M. Syahrir's Private Practice in North Morowali Regency has been quite satisfactory based on national healthcare quality indicators. However, improvements are still needed in the consistency of service standards, the adequacy of healthcare facilities, and patient safety.

4.2 Discussion

4.2.1 Patient Satisfaction

The research results indicate that patient satisfaction at Dr. M. Syahrir's Private Practice is relatively high. Patients are satisfied with the services provided, particularly regarding the doctor's communication, the friendliness of the healthcare staff, and the speed of service. This indicates that the quality of interactions between healthcare staff and patients significantly affects patient satisfaction with healthcare services.

These findings are consistent with a study (Nopiani, 2019) stating that patient satisfaction is influenced by the quality of service, communication, and the comfort of healthcare facilities. Good communication between doctors and patients can enhance patients' trust and comfort during medical procedures. However, the continued existence of certain facility limitations indicates that improvements to healthcare infrastructure remain necessary to support optimal service quality.

4.2.2 Compliance with Hand Hygiene Facilities

Hand hygiene facilities in private dental practices are generally available in accordance with health care standards. The availability of sinks, liquid soap, hand sanitizer, and tissues indicates efforts to ensure patient safety and prevent infections in health care facilities. This finding aligns with a study (Mathius, 2021) stating that hand hygiene is a fundamental step in preventing cross-infection in healthcare settings. In dental and oral healthcare, the risk of infection transmission is quite high because healthcare workers come into direct contact with patients' blood and bodily fluids. Therefore, adherence to hand hygiene procedures is critical to ensuring the safety of both patients and healthcare workers. Nevertheless, the study results indicate that access to hand hygiene facilities in some service areas remains suboptimal. This situation suggests that the implementation of patient safety standards is

influenced not only by healthcare workers' behavior but also by the availability of healthcare facilities and infrastructure.

4.2.3 Compliance with Pre-Procedure Blood Pressure Checks

The study results show that blood pressure checks have been conducted prior to medical procedures, particularly for tooth extractions and certain other procedures. Blood pressure checks aim to assess the patient's general condition and anticipate potential complications during the procedure as part of patient safety (Indonesian Ministry of Health, 2022). However, blood pressure checks have not yet been performed consistently for all patients. This situation indicates that the implementation of patient safety standards still requires strengthening. These findings suggest that adherence to standard operating procedures in health care is critical to maintaining the quality of health care services. Therefore, the consistency of these checks must be improved to ensure that health care services are provided safely and in accordance with standards.

The results of this study align with research (Arianti *et al.*, 2022) stating that the implementation of healthcare service quality is influenced by the availability of healthcare facilities, healthcare workers' adherence to standard operating procedures, and the quality of care provided to patients. Patient-centered healthcare services can also enhance public trust in healthcare facilities (Nurmiati Muchlis, 2021). The implementation of national healthcare quality indicators at Dr. M. Syahrir's Private Practice in North Morowali Regency has been quite effective. However, improvements are still needed in the consistency of the application of service standards, the adequacy of healthcare facilities, and the strengthening of patient safety to ensure that the quality of healthcare services can continue to improve in accordance with applicable healthcare service standards.

5. Concluding Remarks and Recommendation

This study was motivated by the importance of implementing quality healthcare services in private dental practices in accordance with the national quality indicators stipulated in the Ministry of Health Regulation No. 30 of 2022. This study aims to analyze the implementation of healthcare quality at the private practice of Dr. M. Syahrir, M.Kes, in North Morowali Regency, Central Sulawesi, using a qualitative approach through in-depth interviews, observations, and document reviews. Based on the research findings, the implementation of healthcare quality has generally been carried out quite well and is in accordance with the established national quality indicators. This is evident from the level of patient satisfaction with the services provided, the dentist's good communication, the comfort of the service facilities, and the availability of hand hygiene facilities and infrastructure in accordance with healthcare service standards. In addition, blood pressure checks prior to procedures have also been implemented as part of efforts to ensure patient safety. Nevertheless, the implementation of healthcare quality still faces several challenges, including limitations in certain supporting facilities, inconsistent blood pressure checks for all patients prior to procedures, and the need to improve access to hand hygiene facilities in some service areas. Human resource factors, the workload of healthcare workers, and facility limitations in rural areas also pose challenges in maintaining optimal service quality. Nevertheless, the commitment of healthcare workers to providing safe, comfortable, and patient-satisfaction-oriented care has been a key factor supporting the successful implementation of healthcare service quality in these private dental practices.



This study contributes to the development of health administration and policy research, particularly regarding the implementation of national healthcare quality indicators in private dental practices. In practical terms, the results of this study can serve as evaluation material for private dental practices and local governments to improve the effectiveness of oral health services, particularly by strengthening service facilities, enhancing the consistency of service standard implementation, and ensuring continuous quality control of healthcare services.

This study also has several limitations, including a limited number of informants and a research location focused solely on a single private dental practice in North Morowali Regency; consequently, the study's findings cannot yet be broadly generalized. Furthermore, this study employed a qualitative approach that relied heavily on informants' subjectivity in their responses to the interview process. Therefore, future research is recommended to use a mixed-methods approach with a broader study location and to involve more private dental practices in order to obtain a more comprehensive picture of the implementation of healthcare service quality based on national healthcare service quality indicators.

Statement of Use of Generative AI

During the preparation of this work, the author used generative artificial intelligence tools to support the scientific writing process. Grammarly was used to check grammar, refine writing style, and improve clarity in scientific writing. All interpretations, analyses, and conclusions presented in this study are the sole responsibility of the author.

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