ABSTRACT

Efforts to improve quality or Continuous Quality Improvement (CQI) are a necessity to fulfill customer need on health care services. There was inconsistency in the implementation of Championship Program as a long-term quality improvement program in Surabaya Oncology Hospital (RSOS).

This study was designed as a descriptive evaluation research with quantitative approach. Questionnaires were deployed to 13 Championship Program compilers and 29 participants to obtain information.

In the implementation of Championship Program, the majority of program compilers and program participants were committed, also they perceived that the implementation of the Program as a form of CQI was necessary. The result of Rank Spearman bivariate test showed that there was no significant correlation between commitment and perception of the program compilers ($p > 0.05$). On the contrary, there was a significant correlation between perceptions and commitment of program participants ($p < 0.05$, $p = 0.015$). It meant that the more important program participants' perception of the program, the more committed they were. In program planning there were no indicators to measure program achievement and there was no specific time for the participants to implement Championship Program.

It was concluded that the success of CQI depended on how important was the perception of program participants and how committed they were in the implementation of the program. The results of barriers identification and participants and compilers feedback on the planning and implementation were taken as evaluation program materials. These results were the recommendation for improving the quality of the future program i.e. Preparation for Accreditation with a New Format.

Keywords: Championship Program, Continuous Quality Improvement, Kaizen, Total Quality Management,