

ABSTRACT

The utilization of the hospital operating theatre is mostly influenced by the fulfillment of the surgeons' hope who are working at Port Health Service Hospital, especially about their medical service fees, equipment facilities and their own rights to do their operating procedures.

The limitation of the human resource ability has pushed the hospital management to make an agreement towards the hope of the surgeons, about their medical service fees, equipment facilities and their own rights to do their operating procedures.

The objective of this research is to identify the surgeons' hope about their medical service fees, equipment facilities and their own rights to do their operating procedures, to identify the ability of the hospital human resources and make an agreement between hospital management and the surgeons. It was opened with Focus Group Discussion process and followed with the arrangement of the negotiation results with the purpose to increase the utilization of the hospital operating theatre.

The results showed that the surgeons' demand about medical service fee, medical service fee for outpatient department, medical service fee for visiting the patient in the wards, equipment facilities and their own rights to do their operating procedures had not been fulfilled by the hospital management and it should be negotiated to fulfill the hope and a good negotiations' process will give two kind of results there are objective and psicologic result

The legitimation of the presents of the surgeons at Port Health Service Hospitals and make them involved in making the policy, will make easier for the hospital management in making decision which has any relation to the surgeons as users.

Keywords : Surgeons' demand – Medical service fee – Equipment facility - Negotiation
– Utilization - Human resource ability