



## Strategic Steps for Health Care Service Innovation at Hospitals

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### Abstract

The purpose of this study includes: (1) to describe strategic steps for health care service innovation at hospitals and (2) identify the essential role of social worker in health care service. This study uses a qualitative research design and method of data collection, i.e. in-depth interview, observation, and document study. Meanwhile, data analysis, i.e. data reduction, data display, and conclusion drawing and verification.

The steps to innovate health care services are carried out, i.e. (1) investment in health facilities in the regions; (2) the provision and development of health human resources; (3) improving the health care service mechanism; (4) the functioning of private clinics; (5) quality and cost control; (6) oriented towards rehabilitative-curative and preventive-promotive health care services.

The social workers can be most valuable at the time the patient has been admitted or discharged from a hospital or during follow-up care once leaving the hospital. One purpose of social work is to support and strengthen family life. The social worker makes use of existing services through referrals or assists in mobilizing the untapped potential of the community to prevent illness or to restore the sick and disabled to health and usefulness.

**Keywords:** innovation, health care service, social work