



Patient Satisfaction of Health Services In The Hospital

1st Ita Riani
Nursing Departement
Stikes Muhammadiyah Palembang
Palembang, Indonesia
itariani123@gmail.com

2nd Mulyadi
Nursing Department
Poltekkes Kemenkes Palembang
Palembang, Indonesia
mulyadi@poltekkespalembang.ac.id

3rd Sri Yulia
Nursing Departement
Stikes Muhammadiyah Palembang
Palembang, Indonesia
sriyulia0310@gmail.com

Corresponding author: mulyadi@poltekkespalembang.ac.id

Abstract - Patient satisfaction is one indicator of service quality. This Study aims to the description of patient satisfaction for health care on Hospital Palembang. This research was a quantitative descriptive study with a descriptive survey design. The research sample was 154 respondents, selected through cluster sampling. Data collection was done through the HCAHPS questionnaire. Univariate analysis used in this study. The results showed that the average percentage of patient satisfaction from six aspects was 85.37 %, with the highest percentage of satisfaction in the aspect of doctor services 92.37% followed by Nursing services 90.22%, hospital services 86.20%, patient experience services at the Hospital 82.68%, and aspects of providing information 80.86% and the lowest percentage of satisfaction in the aspect of hospital rank 79.92%. **Conclusion** A number of satisfaction aspects have not met the minimum service standards and require improvement efforts

Keywords: Patient satisfaction, Hospital, HCAHPS

I. INTRODUCTION

Patient satisfaction is one aspect of quality service, which directly or indirectly affect the quality of hospital services. The satisfaction of patients describes judgment, perception of customers for the performance of health professionals in the service, which is connected with expectations or his expectations of the service [1]. Suitable hospital services patients will be satisfied and ask for the opposite of low-quality services that give rise to a dissatisfied response. Higher satisfaction Determines high customer loyalty. Patients who are satisfied with the Hospital will have a positive impact, including using the Hospital that is needed the next day, asking other people to use the Hospital, and helping the Hospital if other people need health services [2]. Generally, patients who felt dissatisfied will propose (complaint) in hospitals. Complained that is not immediately handled will result in decline in patients with a satisfactory quality of health services in the Hospital [3].

Survey HCAHPS (Hospital Consumers Assessment Healthcare Provision and Systems) explained that the aspect of satisfaction in health services relating to services nursing, medical doctors, environment the Hospital, experiences a patient in a hospital (administering medication and assistance officer), providing information, hospital rank. These aspects show nursing service is the aspect of that is essential for in survey in order to determine the extent to which satisfaction

patients toward the system health services. Nursing service is shown in friendliness when nurse treats patients, the ability of a nurse to overcome complaints patients, the ability of nurses to provide us with information to the patient, and preparedness nurses when patients need some help. Doctor services can be seen from physician friendliness, the ability of doctors to explain or provide information, and ability doctors to respond to patient complaints. Patient satisfaction influenced by the regulation of medical services and the attitudes and behaviour of doctors in communication [4]. The scope of the hospital condition of rooms that are neat, clean, not noisy and comfortable for patients is significant to increase patient comfort and satisfaction [5]. The experience of patients in hospitals (drug administration and assistance of officers) officers explain what drugs are given, the function and work of the drug and the side effects that will be caused and the attitude of the officer in helping patients when needed. Providing information discharge planning is based on a health worker explanation of what the patient is doing while in the Hospital until leaving the Hospital.

Patients who are satisfied with the hospital services where they are treats will provide recommendations, thus influencing the attitudes and beliefs of others to visit the Hospital. The survey results in the USA regarding patient satisfaction with hospital health services showed that 10% of patients expressed dissatisfaction and 90% of patients expressed satisfaction [6]. Proportional to patient satisfaction in Indonesia, based on research conducted by of 34.2 % of patients expressed satisfaction with the health services provided by public and private hospitals in Indonesia. Preliminary studies conducted by researchers on february 2019 using observation and interviews obtained information that *medical record* data, there were 5811 patients , 78% were satisfied with health service.

Patient satisfaction with health services is influenced by a number of aspects such as doctor, nurse, hospital environment, hospital experience, information provision, and hospital ranking. This study aims to obtain a description of patient satisfaction in hospital services

II. METHOD

The research is descriptive quantitative research with a design the survey descriptive the satisfaction of patients at the Hospital consists of nursing service, medical doctors, the hospital environment patient experiences at the Hospital (administering medication and support officer), providing information and hospital rank. This study used 154 respondents, through cluster sampling. Data collection in this study used a modified HPSHPA questionnaire with a reliability value of 0.85, and a validity value more than 0.40. This study data analysis with the statistics univariate which includes nursing service, medical doctors, the Hospital environment, experience hospital patient, providing information, and hospital rank. Analysis univariate used analytics central tendency by present its mean, median, standard deviation and maximum-minimum for every aspect of and cumulative all aspects.

III. RESULTS

A. Respondent characteristics

TABLE 1. Age of the Respondent

Katagiri	n	Mean Median	SD	Min- Max	95% CI
Umur	154	39.31 40.50	16.80 9	25 -78	36.64 – 41.99

Table 1. show that the Age of respondents is in the age mean of 39,31 years, with the range age of 25-78 years.

TABLE 2. Respondents based on gender, education, Work and source of financing

Characteristic	Frequency	Percentage
Gender		
Male	72	46.8
Female	82	53.2
Education		
Low education level	54	34.4
Higher education level	101	65.6
Work		
Does Not Work	84	54.6
Already working	70	45.5
Source of financing		
private	16	10.4
BPJS	138	89.6

Table 2 shows that most of the respondents are female, higher education, do not work and BPJS financing

B. Pasien Satisfaction with Health Service in the Hospital

TABLE 3. Patient Satisfaction with Health Service in the Hospital

Variabel Satisfaction	Mean	SD	Min- Max	95% CI
Satisfaction for six aspects	85.38	5.11	80-92	80.01-90.74
Nursing Service	90.22	14.56	31-100	87.90-92,54
Doctor services	92.37	11.07	42-100	90,61-94,13
The hospital environment	86.20	16.43	25-100	83,59-88,82
Experience at the Hospital	82.68	17.58	25-100	79.88-85.48
Providing Information	80.86	9.24	47-95	79,39-82,33
Hospital rankings	79.92	14.21	29-100	77,65-82,18

Table 3. Show, the average percentage of patient satisfaction for service in the Hospital are 85,38% , with the highest satisfaction in the aspect of doctor services is 92.37%, followed by Nursing Services is 90.22%, while the lowest in the aspect of hospital rankings is 79.92% and aspects of providing information is 80,86%.

IV. DISCUSSION

Based on the results of the study of 154 participants, it was found that the average percentage of patient satisfaction from six aspects is 85.38% . This result have not met the minimum service standards of patient satisfaction (90%) are the hospital environment, experience in the hospital, providing information and hospital ranking. The highest satisfaction on aspects of doctor services and nursing care

A. Satisfaction aspects of nursing service

Service to the aspects of nursing with a percentage of satisfaction of (90.21%) shows that patient satisfaction with nursing services has been maximal towards nursing care received. This nursing service is the most important factor for satisfaction received by patients. Nursing services are indicated by nurse friendliness when caring for these patients [7]. The results of this study get better results, patients had a variable experience of nursing care; 45 % patients were satisfied with care provided, while 55 % were partially dissatisfied [8]. The importance of nursing services for patients because nursing staff involved in health services always provide continuous and consistent service for 24 hours. Nursing service was given because there are several factors, namely: (a) inability (b) lack of unwillingness (c) The lack of knowledge in meeting the basic needs are being disturbed.

B. Satisfaction aspects of doctor Services

Services against aspects of the doctor with a percentage of satisfaction of (92.37%) showed patient satisfaction with the service of the doctor in good value by the patient. Doctor services are the elements that have the most significant influence in determining the services provided to patients. The

hospital doctor team that provides good service, is polite and does not speak high, and wants to spend time talking with patients and families is the most important factor in medical services [4]. Patient satisfaction influenced by the regulation of medical services and the attitudes and behavior of doctors in communication.

C. Satisfaction aspects of Hospital Environment

Patient satisfaction on aspects of the hospital environment (86,20%). This condition explains that there needs to be an improvement in the hospital environment. The standard of hospital environmental service based on the cleanliness of the care room and the calmness of the patient at night so that the patient can rest well. The condition of inpatient rooms is one of the support factors to improve patient satisfaction [9]. Hospital environment services also play a role in increasing patient satisfaction, because a clean, comfortable environment can make patients feel calm and comfortable while in Hospital.

D. Satisfaction aspects of experience in hospitals

Patient satisfaction aspects of experience in hospitals 82.68%, shows that service experience in hospitals is valued by patients. Someone choosing a particular hospital as a place to look for health services is influenced by two things, namely the experience of the patient before entering the Hospital and the patient view of the Hospital. Patient experience can be an effective way of offering health services to improve service quality improvement [7].

E. Satisfaction aspects of providing information

Patient satisfaction on aspects of providing Information (80.86%), this indicates that the providing information service has gone well. Providing information is part of the service to patients and families. The process of implementation started since the stage of assessment and is said to be effective if it includes a study of sustainable access to comprehensive information about the needs of patients who change, the statement nursing diagnosis, planning to ensure the needs of patients following what is done by health care providers, treatment planning until there is an evaluation of the patient's condition during treatment at the Hospital [10]. The successful implementation of discharge planning is not only influenced by three contributing factors, namely 1) The role and support of other health personnel, patients, families 2) communication between nurses and patients 3) the time owned by nurses to carry out discharge planning. Providing information is carried out to reduce recurrence, and exchange information between patients as recipients of service with nurses during hospitalization until discharge from Hospital [11].

F. Satisfaction aspects of the hospital ranking

Patient satisfaction on aspects of hospital rankings (79,91 %), indicates that the services received are not maximal. Hospital is one of the agencies authorized to provide health services to the broader community. This can increase the ranking of the Hospital. One guideline for patients satisfied with the services provided by hospitals is the willingness of patients to recommend hospitals where they are treated to others [6]. Patients who are satisfied with health services will be happy

to recommend the hospital to relatives and friends can increase the rank of the hospital itself and indirectly increase the hospital income.

V. CONCLUSION

A number of satisfaction aspects have not met the minimum service standards and require improvement efforts are the hospital environment, experience of the hospital, providing information and hospital ranking.

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