

Analysis of BPJS Patient Satisfaction Indicators in Inpatients at the Waled Regional General Hospital

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ABSTRACT

Background: Patient satisfaction is a major problem that occurs in hospitals. Waled allegedly complained about the hospital concerning concern in providing services to BPJS patients, and there were differences in BPJS patient visits in inpatient services in 2014 to 2015 as many as 720 patients, then sought an increase Back in 2016 as many as 255 patients. However, this increase was not significant at the time of the decline in 2015.

Aims: This study aims to analyze the indicators of BPJS patient satisfaction in the inpatient services of Waled Hospital in 2018.

Methods: This type of research was quantitative with descriptive research methods. The research population was 178, obtained as many as 123 samples, sampling using a purposive sampling technique. Data analysis used univariate analysis.

Results: The results of the study were 84.85% of patients satisfied with the service, as many as 78.8% of patients are satisfied with the doctor's service, as much as 78.2% of patients were satisfied with the care of nurses, as many as 94.3% of patients were satisfied with the patient's meal service, as many as 86.0% of patients were satisfied with medical facilities, as many as 85.9% of patients were satisfied with medication services, as many as 60.6% of patients were satisfied with the condition of hospital facilities, as many as 47.0% of patients were satisfied with the condition of the treatment room facilities, as many as 97.0% of patients are satisfied with outgoing administration services.

Conclusion: Hospitals can find out indicators of patient satisfaction that are still low, it is recommended that the hospital should make SPO complaints about damaged facilities so that the hospital knows and immediately fixes it. So that patient satisfaction can continue to increase.

Keywords: Patient Satisfaction, BPJS, Hospital

INTRODUCTION

Quality health services are a health service needed by the community, the quality of health services is one of the community assessments when making choices in choosing health facilities. Good or bad service can be seen from the quality of health personnel who provide services and seen from the large or small costs incurred by patients. Besides, health facilities can be considered to have good quality seen also based on the achievement of minimum service standards⁽¹⁾.

Minimum Service Standards based on Minister of Health Decree Number 129/2008 are provisions concerning the type and quality of basic services which are obligatory regional

functions that are entitled to be obtained by each citizen minimally. Minimum Waiter Standards have 21 types of services with 80 indicators, one of the indicators contained in hospital Minimum Service Standards is patient satisfaction⁽²⁾.

Patient satisfaction is crucial in the era of competition in the field of health services when patients feel satisfied with the services provided, patients will be loyal to use these services. Patients with high loyalty will make the institution providing health care services survive so that it will have an impact on the quality of the hospital⁽³⁾.

The quality dimension of health services is an important factor for measuring patient satisfaction, while the quality dimensions of health services include: Tangibles (tangible or physical evidence), reliability (reliability), responsiveness, assurance (attention), and empathy (attention)⁽⁴⁾. Besides that, efforts to improve the quality of health services can be seen from the application of the Hospital Occupational Health and Safety management system (K3RS), it has been proved on the study before, that the application of K3RS can affect patient satisfaction⁽⁵⁾.

From the data, the number of inpatient visits at Waled Hospital in 2014-2016 decreased from 2015 to 2016 as many as 627 patients, and the decrease in BPJS patients from 2014 to 2015 was 720 patients. The criticism and suggestion recap show unresponsive, slow provided service and less friendly and smiling hospital staff leads to the decline in inpatient visits in Waled Hospital.

From the decrease in the number of patients visits it is feared to have an impact on the return of inpatients the following year which can also affect the quality of hospital services, and if the problem is not examined then the hospital will find it difficult to improve which indicators have the most influence the level of service provided by the hospital.

METHODS

Waled Regional General Hospital, which had received full accreditation, was a referral hospital for handling low birth weight babies in the Cirebon City area, Cirebon Regency, Indramayu Regency, Majalengka Regency, and Kuningan Regency. The population in this study were inpatients throughout the room at Waled Hospital⁽⁶⁾. The sample in this study used a solving formula obtained by 123 respondents⁽⁷⁾. The sampling technique uses Purposive Sampling techniques, which meet the inclusion criteria and exclusion criteria⁽⁶⁾. The inclusion criteria for inpatients who have BPJS cards, Patients have been verified more than once for exclusion criteria which include inpatients who do not need to be respondents, patients not understood, ICU, NICU, PICU patients, patients sent 17 years old. The variables in this study were taken through indicators of entry services, physician services, nurse services, patient dining services, medical services, medicines, Hospital Facility Conditions, Conditions of Treatment Room Facilities, and Hospital Exit Administration Services⁽⁸⁾. The instruments in this study were

structured questionnaires and general questionnaires given to respondents related to entry services, doctor services, nurse services, patient dining services, medical services, medicines, Hospital Facilities Conditions, Facilities Treatment Facilities, and Exit Administration Services Hospital. The questionnaire that will be used is done by validity and reliability test first using a sample of 30 people. Data analysis using SPSS with univariate data analysis techniques carried out to present and describe the data characteristics of each variable to be sent⁽⁹⁾.

RESULTS

Overview of Patient Satisfaction Based on Entrance Service Indicators

Based on the results of the study obtained an overview of patient satisfaction in the inpatient room of Waled Hospital based on the indicator of entry services. The results can be presented in table 1 as follows:

Table 1 Distribution of Respondents Based on Entrance Service Indicators in the Inpatient Room of Waled Hospital 2018

No.	Entrance Service Indicator	Satisfied		Not satisfied	
		F	(%)	F	(%)
1	Security services	119	96.7	4	3.3
2	Service administration enter	122	99.2	1	0.8
3	Time waiting in the sky registration	110	89.4	13	10.6
4	ED services	72	58.5	51	41.5
5	Incompleteness emergency equipment	96	78.0	27	22.0
6	The clerk not response to patient	97	78.9	26	21.1
7	Explanation officer administration	115	93.5	8	6.5
8	Service administration to room care	104	84.6	19	15.4
Total		835	678	149	121

The results of the study obtained based on the service indicators are known that as many as 84.8% of patients feel satisfied with the entrance service at Waled Hospital. The indicators of the entrance services that make patients feel satisfied as follows:

1. Security services
2. Administrative services entered
3. Time to wait for registration
4. Emergency Services
5. Explanation of the administration officer
6. Complete Emergency Installation Equipment
7. The officer responds well when the patient registers in the treatment room.
8. Administrative services to the treatment room do not make it difficult for patients

From the results of research on hospital admission, it was also found that 15.15% of patients felt dissatisfied with the entrance service.

Table 2 Distribution of Respondents Based on Doctor Service Indicators in the Inpatient Room of Waled Hospital 2018

No.	Doctor Service Indicator	Satisfied		Not satisfied	
		F	(%)	F	(%)
1	Service hours doctor	31	25.2	92	74.8
2	Appearance doctor	72	58.5	51	41.5
3	Accuracy doctor	95	77.2	28	22.8
4	Tool medical	94	76.4	29	23.6
5	Responsiveness doctor to complaint patient	100	81.3	23	18.7
6	Seriousness doctor in scold	122	99.2	1	0.8
7	Explanation doctor	123	100	0	0
8	Explanation about drug	90	73.2	33	26.8
9	Recommendation drugs given	121	98.4	2	1.6
10	Explanation foods to avoid	121	98.4	2	1.6
Total		97	78.8	26	21.2

Based on the doctor's service indicator, it was found that 78.8% of patients were satisfied with the services of doctors in Waled Hospital, while as many as 21.2% of patients were dissatisfied.

Overview of Patient Satisfaction Based on Nurse Service Indicators

Based on the results of the research, an overview of patient satisfaction in the inpatient room of Waled Hospital is based on nurse service indicators, while the results can be presented in table 3 as follows:

Table 3 Distribution of Respondents Based on Nurse Service Indicators in Inpatient Room Waled Hospital 2018

No.	Nurse Service Indicator	Satisfied		Not satisfied	
		F	(%)	F	(%)
1	Courtesy nurse	82	66.7	41	33.3
2	Appearance nurse	121	98.4	2	1.6
3	Regularity nurse	121	98.4	2	1.6
4	Attitude nurse	112	91.1	11	8.9
5	Accuracy examination nurse	122	99.2	1	0.8
6	Explanation gift drug	118	95.9	5	4.1
7	Attention nurse	91	74.0	31	25.2
8	Seriousness nurse	109	88.6	14	11.4
9	Responsiveness nurse	92	74.8	30	24.4
10	Nurse appreciate patient	88	71.5	34	27.6
11	Completeness amenities room care	39	31.7	84	68.3
12	Cleanliness room care	78	63.4	45	36.6
13	Room bath room care	86	69.9	37	30.1
14	Condition room care	89	72.4	34	27.6
Total		96	78.2	27	21.8

Based on nurse service indicators, it was found that 78.2% of patients felt satisfied with the services of nurses in Waled Hospital, while as many as 21.8% felt they were still not satisfied.

Overview of Patient Satisfaction Based on Patient Feeding Service Indicators

Based on the results of the research, an overview of patient satisfaction in the inpatient room of Waled Hospital based on the indicator of patient's food service, while the results can be presented in table 4 as follows:

Table 4 Distribution of Respondents Based on Patient Food Service Indicators

No.	Patient Feeding Service Indicator	Satisfied		Not satisfied	
		F	(%)	F	(%)
1	Mealtime patient	120	97.6	3	2.4
2	Responsiveness officer nutrition	119	96.7	4	3.3
3	Giving eat corresponding diagnosis	117	95,1	6	4.9
4	Courtesy officer nutrition	106	86.2	17	13.8
5	Presentation eat not creative	35	28.5	88	71.5
6	Circumstances the place eat	75	61.0	48	39.0
7	Cleanliness food	118	95.9	5	4.1
8	Appearance officer nutrition	117	95,1	6	4.9
9	Cleanliness officer nutrition	115	93.5	8	6.5
10	Attitude and behavior officer nutrition	121	98.4	2	1.6
11	Service food	122	99.2	1	0.8
12	Ability officer nutrition	116	94.3	7	5.7
13	Security food	116	94.3	7	5.7
14	The clerk nutrition accompany patient eat	49	39.8	74	60.2
15	Meal menu varies	110	89.4	13	10.6
16	Taste of food	62	50.4	61	49.6
17	Trust patient to officer nutrition	112	91.1	11	8.9
18	Not there is doubt patient to officer nutrition	114	92.7	9	7.3
19	The clerk nutrition help patient eat	74	60.2	49	39.8
20	Response in receive criticism	112	91.1	11	8.9
21	Response to complaint patient	113	91.9	10	8.1
22	Communication patient with officer nutrition	114	92.7	9	7.3
23	The clerk nutrition give motivation	42	34.1	81	65.9
Total		100	81.3	23	18.7

Based on the indicator of food service to patients as much as 81,3% of patients were satisfied with the patient's meal service, while as many as 18,7% of patients were dissatisfied.

Overview of Patient Satisfaction Based on Medical Facility Indicators

Based on the results of the research, an overview of patient satisfaction in the inpatient room of Waled Hospitalis based on indicators of medical facilities, while the results can be presented in table 5 as follows:

Table 5 Distribution of Respondents Based on Medical Facility Indicators

No.	Medical Facility Indicator	Satisfied		Not satisfied	
		F	(%)	F	(%)
1	Tool used medical	121	98.4	2	1.6
2	Accuracy use tool medical	117	95,1	6	4.9
3	Cleanliness tool medical	114	92.7	9	7.3
4	Error in use tool medical	123	100	0	0
5	Completeness tool medical	102	82.9	21	17,1
6	Convenience use tool medical	66	53.7	57	46.3
7	Results support medical need time of3 days	82	66.7	41	33.3
8	Attitude support medical	94	76.4	29	23.6
9	Service pharmacy a maximum of 30minutes	112	91.1	11	8.9
10	Guarantee to mean medical	116	94.3	7	5.7
11	Completeness tools laboratory	17	95,1	6	4.9
Total		106	86.0	17	14.0

Based on the indicators of medical facilities, it was found that 86.0% of patients were satisfied with medical facilities in Waled Hospital, while as many as 14.0% of patients were dissatisfied.

Overview of Patient Satisfaction Based on Drug Indicators

Based on the results of the research, an overview of patient satisfaction in the inpatient room of Waled Hospital based on drug indicators, while the results can be presented in table 6 as follows:

Table 6 Distribution of Respondents Based on Drug Indicators

No.	Drug Indicator	Satisfied		Not satisfied	
		F	(%)	F	(%)
1	Service pharmacy a maximum of 30minutes	108	87.8	15	12.2
2	Responsiveness officer pharmacy	100	81.3	23	18.7
3	Speed service pharmacy	85	69.1	38	30.9
4	Explanation officer pharmacy	85	69.1	38	30.9
5	Packaging drug	111	90.2	12	9.8
6	Availability medicine at the pharmacy	120	97.6	3	2.4
7	The clerk pharmacy serves with well	116	94.3	7	5.7
8	Giving information effect side drug	110	81.3	23	18.7
9	Attention officers to patient	94	76.4	29	23.6
10	Error in schedule drink drug	123	100	0	0
11	Packaging drugs there is damage	120	97.6	3	2.4
Total		106	85.9	17	14,1

Based on the indicators of drugs it is known that as many as 85.9% of patients were satisfied with the medication services in Waled Hospital, while as many as 14.1% of patients were dissatisfied.

DISCUSSION

Patient Satisfaction Based on Entrance Service Indicators

The study showed 84.8% of patients feel satisfied with entrance service at the Waled Hospital. Hospital admission services influence patient satisfaction as in research conducted by Andi Warda at the Health Center of Perumnas in Kendari about the relationship between service quality and the level of patient satisfaction said that there was a significant relationship between admission services or hospital administration and the level of patient satisfaction⁽¹⁰⁾.

Even though the service indicators in some patients are satisfied with the service, the hospital should continue to improve again from the service indicator, because if the hospital still provides the same service without an increase in return it can result in decreased patient satisfaction.

It is recommended, the need to improve the service from the patient's arrival until registering at the registration wall through the patient coming from the security always responsive to the patient when the patient asks or needs help, as well as officers in the emergency room or administration officer always providing responsive services to the patient who came to the hospital.

Table 2 showed 78,8% of patients were satisfied with the services of doctors in Waled Hospital. The doctor's service is one of the officers who are in the spotlight of the patient because the purpose of the doctor's service is to cure the patient or restore health. In line with the research conducted by David about the relationship of the doctor's delay in examining patients with the level of patient satisfaction in Kediri Hospital in 2013 that there was a significant relationship between the doctor's delay in examining patients with patient satisfaction levels⁽¹¹⁾. From the results of the study even though the patients were satisfied, there were still patients who were dissatisfied with the doctor's services, in terms of doctors' service hours. The dissatisfaction is feared to have an impact on the decline in patient expectations for doctors to cure patients.

It is recommended, the doctor must fulfill what is expected by the patient, that is, with the doctor to arrive on time at 08.00 WIB in checking the patient so that the patient's satisfaction level becomes 100%.

Patient Satisfaction Based on Nurse Service Indicators

The study showed 78,2% of patients feel satisfied with the nurse services in Waled Hospital. As for what causes patients to be dissatisfied is the incomplete treatment room facilities such as the absence of fans and window curtains. From the study in line with the research by Steffi about the completeness of facilities and service quality the effect on the satisfaction of service users of Advent Hospital in Manado in 2013, it can be concluded that the completeness of facilities has a significant effect on the satisfaction of service users of Advent Hospital Manado⁽¹²⁾. From the

results of the dissatisfaction can affect the patient's discomfort when treated, and result in the length of the patient's healing process.

It is recommended, for nurses who are in the ward room when there are patients who complain about treatment room facilities so that they are immediately responsive to receiving patient complaints, then immediately checking the patient complaint.

Patient Satisfaction Based on Patient Feeding Service Indicators

The study showed 81,3% of patients were satisfied with the patient's meal service. As for indicators of patient feeding services that make patients dissatisfied include the presentation of meals not creative, nutrition officers do not check patients eat, nutrition officers do not motivate patients to eat. From the description above following the research conducted by the Semedi in Kalijaga Sunan Demak Hospital in 2014 concerning the relationship between hospital food satisfaction and nutritional food intake, the patient said that there was a relationship between good hospital food service to patient satisfaction⁽¹³⁾. This dissatisfaction can affect the slow healing process of the patient.

It is recommended, the need for a nutrition officer to check the patient when eating, or watching the patient eat. So that by having a nutrition officer or nurse accompanying the patient to eat, it will increase the patient's willingness to eat and can help the healing process of the patient.

Patient Satisfaction Based on Medical Facility Indicators

The study showed 86,0% of patients were satisfied with medical facilities in the hospital. This study results following the research conducted by Suryawati the satisfaction of Hospital patients in 2004 said that there was a significant relationship between medical facilities and patient satisfaction⁽¹⁴⁾. Although patients have shown satisfaction with indicators of medical facilities. But it needs to be improved again so that 100% of patients become satisfied with medical services.

It is recommended, always maintain good service such as always explaining to the patient what medical devices to do to the patient, and always use standard operating procedures before using medical devices or taking action against patients.

Patient Satisfaction Based on Drug Indicators

The results of these studies in line with the research conducted by Fajarani at Stella Marris Hospital in 2017 about the relationship between the quality of drug service and National Health Insurance patient satisfaction, there is a relationship between the quality of drug service and patient satisfaction⁽¹⁵⁾. Although the results of the study showed that patients were already satisfied, they needed to be improved again from medication services so that patient satisfaction increased to 100%.

The solution needs to be considered in terms of service to patients such as fast and friendly service, comfort in the pharmacy waiting room, and need to be maintained also there are no errors in the patient's medication schedule.

Patient Satisfaction Based on Indicators of Hospital Facility Conditions

The study showed 60.6% of patients were satisfied with the condition of hospital facilities. As for what makes patients dissatisfied include the cleanliness of the bathroom, the worry in using hospital facilities, the responsiveness of improving hospital facilities. From this description in line with the research conducted by Suryawati about the satisfaction of hospital patients in 2004 said that there was a sufficient relationship between the condition of hospital facilities and patient satisfaction. From this dissatisfaction, it can affect the patient's discomfort when using hospital facilities, even if it is possible for patients to compare Waled Hospital facilities with other hospitals.

It is recommended, when finding damaged facilities, the hospital immediately checks and immediately corrects.

Patient Satisfaction Based on Indicators of Treatment Room Facilities Conditions

The study showed only 47% of patients were satisfied with the Waled Hospital treatment facilities. As for what makes patients dissatisfied include the safety of the treatment room, guarantees of treatment room facilities, changing bed sheets, incomplete maintenance facilities, understanding the wishes of patients, responding to good complaints. The description above according to the research conducted by Suryawati about the satisfaction of hospital patients in 2014 said that there was a significant relationship between the condition of the treatment room facilities and patient satisfaction. Dissatisfaction can have an impact on discomfort or not fulfilling patient expectations in terms of service facilities contained in the treatment room, which leads to dissatisfaction with patients. It is recommended, even though BPJS patients continue to provide services or facilities that are appropriate for what patients should get, other than that, when there is damage in the treatment room, immediately improve so that the patient's and family's well-being is well maintained.

Patient Satisfaction Based on Hospital Services Administration Indicators

Hospital services administration was the only indicator that reaches the highest patient satisfaction in this study. This description following the research conducted by Suryawati about the satisfaction of hospital patients in 2004 said that there was a sufficient relationship between the administrative services of being discharged from the hospital and patient satisfaction. From the results of the study, even though the patients were satisfied with the administration service, the need to increase the administrative service aspect was out, because there were still some patients who were not satisfied. If the hospital still provides the same service, it will have an impact

on the image of the hospital, because administration out is the last thing the patient gets in service while in the hospital.

It is recommended, the hospital continues to provide excellent service. Besides that, the hospital staff is also required to start from the patient to come, the security and administration staff always smile to the patients and visitors to the hospital who arrive until the patient comes out giving a smile and friendliness to patients who are about to go home.

CONCLUSION

As a conclusion, this study shows the satisfaction of inpatients in Waled Regional General Hospital can be seen from these indicators which are the entrance service, doctor's service, nurse service, food service, health service, medical service, hospital facilities, the need for BPJS patient care room facilities for inpatient room, and hospital administration. It is recommended that the hospital should make SPO complaints about damaged facilities so that the hospital knows and immediately fixes it. So that patient satisfaction can continue to increase.

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