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SCOPE REVIEW FOR SATISFACTION TO BPJS PATIENTS AT PANIARAN HEALTH CARE – A NARRATIVE SUMMARY

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ABSTRACT

Introduction: Patient satisfaction is important concept in health services. Satisfaction from the patient's point of view is a form of patient assessment of all health services from a health service place. Promoting patient satisfaction is very important to improving the quality of health with quality nursing care, especially at Paniaran healthcare services among social security of health (BPJS) patients (Anaba et al., 2020). Satisfaction can be interpreted as a response from the customer in this case is the patient for what is obtained according to his needs. In light of the pressing needs to enhance services, control expenses, and satisfy patient expectations regarding the quality of care receive, enhancing the quality of healthcare has thus emerged as a critical objective for all healthcare institutions across the globe (Sanil & Eminer, 2021). Since COVID-19 pandemic, the quality of primary health care has become the main benchmark in evaluating performance of health workers and becoming a separate assessment for patients who receive these health services.

Methods: Data collection method this study was carried out by distributing questionnaires by google form to 178 patients at Paniaran Public Health Center with a cross-sectional design, and analyzed using the SPSS statistical test.

Results: satisfaction level of patients with health services was the majority satisfied 126 people (70,51%) and a minority of dissatisfied patients as many as 22 people (29,49%).

Conclusion: Patient assessment of Paniaran Healthcare found that the majority of patient satisfaction levels were good as many as 178 people (70,22%).

INTRODUCTION

An individual experiences patient satisfaction when they are pleased, relieved, and content after using a product or service as a result of receiving high-quality care. Because it is the primary indicator of service quality, patient satisfaction is a key concept in health care (Anaba et al., 2020). If the service provided goes above and beyond what the patient expected, then the patient will be satisfied. If the service provided goes above and beyond what the patient expected, the patient will be satisfied. When it comes to fighting poverty, health care is an investment that pays dividends in the form of economic growth. Investment in health development should be viewed as a means to enhance the calibre of human resources. One of the most fundamental community rights that the government must uphold is the provision of quality healthcare (S. Yusuf et al., 2020).

The primary health care (puskesmas) is one of the First Level Health Facilities or Fasilitas Kesehatan Tingkat Pertama (FKTP) for health insurance participants in Indonesia (Febriza et al., 2021). One of the factors that reflects the quality of care at the primary health care. In order to evaluate the effectiveness of primary health care, government and accrediting organisations often look at patient satisfaction and experience. Furthermore, outcomes, quality, safety, and cost of care are all indirectly and directly impacted by patient satisfaction (Chae et al., 2021). Hence, primary health care should try to find ways to make patients happier and more satisfied (Anaba et al., 2020; Chae et al., 2021).

The quality of service at the primary health care is considered good when the puskesmas services provided to visitors can create a sense of satisfaction for the primary health care visitors. Primary health care is one of the public health service facilities which is also very important in Indonesia and is required to provide quality, affordable, fair and equitable services (Wen et al., 2022). In meeting the expectations of patients as customers, the Puskesmas is expected to be able to provide and develop strategies for improving service quality on an ongoing basis.

Skills in providing services to patients have proven to be strong among primary care performed by doctors, because only nurses as a source of strength can build better relationships with patients over the years (Chae et al., 2021). Regardless of who the person is, every community has the right to get optimal health services according to their needs, both in terms of basic health services and referrals regardless of social status. The government and health facilities are obliged to improve and control the services provided to the community (Wiyandari et al., 2022). Health services will produce clinical outcomes, benefits obtained by patients and customer experiences in the form of satisfaction or disappointment.

The level of patient satisfaction is very important and is closely related to the rate of patient return visits. A measure of the quality of medical treatment is the number of times a patient return to the same clinic or hospital. The five aspects of evaluating the quality of health services reliability, responsiveness, assurance, empathy, and tangibles are inseparable from determining the degree of patient satisfaction (Effendi & Junita, 2019). Quality health services are health services that care and are centered on patients, their needs and expectations. The policy of the puskesmas should be improved is to increase the promotion of the service appointment system, optimize the ward structure and improve the health information system to improve the primary health care experience (Hu et al., 2020). A health service's quality can be defined as the extent to which it meets or exceeds all relevant service standards. The patient, the healthcare provider, and the organisation that pays for the service all have a stake in how well health care is provided. Hence, health service quality is multi faceted.

METHOD

This research was conducted at the Paniaran Primary health care in 2022 with a cross-sectional survey. Outpatient satisfaction questionnaires were conducted by distributing questionnaires using google form to 78 respondents. The data analysis used is the statistical reading of the questionnaire results to answer the topic title, namely how satisfied are the services and quality at the Paniaran Primary health care for BPJS patients.

RESULTS

Table 1. Characteristics, Healthcare Provider dan Satisfaction for Patiens at Primary Healthcare Paniaran

No	Category						
1	Sex	Male	Female				
		70,22	29,78				
2	Age (Years)	21-30	31-40	41-50	51-60	61-70	71-80
		11,54	14,1	12,82	23,08	16,67	21,79
3	Occopation	Government	College	Farmer	Enterpreneur	Private	
		19,23	20,51	32,05	8,97	19,23	
4	Healthcare Services	Enough	Good	Very good			
		33,33	41,03	12,82			
5	Satisfaction	Satisfaction	Not satisfaction				
		70,51	29,49				

Based on the table above, it can be seen that the total number of respondents was 178 people, the most respondents were female respondents, namely 125 people (70,22%) and the remaining 53 people were male (29,78%). Based on the author's analysis, it was found that there were several things that caused the number of visits by female respondents to be higher than that of male respondents. In this study, patient satisfaction was significantly related to gender (Lotfi et al., 2019). Therefore, the Paniaran Primary health care is expected to be able to meet the expectations of patients as customers, namely by providing and developing strategies for improving service quality on an ongoing basis (Angelita et al., 2021).

According to the social life tradition of the Batak community, it is known that most women have the most dominant role for the economic needs of the family, so it can be said that women are the backbone of the family. However, another study said that there was no significant relationship between gender or length of stay with patient satisfaction from nursing services (Lotfi et al., 2019; Wen et al., 2022). This condition of social life results in physical weakness and a greater number of women who are sick and require medical treatment at the primary health care. Primary health care Paniaran currently requires reform and promoting primary care services to be realized for every resident regardless of whether they live in the city or in the village (Wen et al., 2022). The highest level of dissatisfaction was observed in men and patients who were hospitalized for a longer time.

Based on the data above, the writer analyzes that the largest percentage of respondents is from the age group 51-60 years (23,08%). The percentage of this age group should be more vigilant in order to keep looking prime and healthy. In general, people who are advanced and also have high knowledge, in general will have more awareness in utilizing health services and vice versa. It is known that the percentage tends to be high towards puskesmas services and facilities. This condition illustrates that patients are very satisfied with the quality and services at the puskesmas. This also shows that patient satisfaction is a reflection of the quality of service received (Angelita et al., 2021).

The results showed that the majority of respondents' occupations were farmers as many as 57 people (32,05%), and a small proportion were entrepreneurs as many as 16 people (8,97%). Based on the data above, it is found that the majority of the population around the Paniaran Primary health care are farmers, this is supported by an adequate geographical location. From the results of the research we did, there was a relationship between work and respondents who visited the Paniaran Primary health care. They were respondents with professions as farmers so that people only relied on the results of their business from the

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fields. Agricultural products are usually chilies, vegetables and coffee. Women are usually more active in doing business in the fields and more because men are usually in the stalls so that women have to work double to meet the needs of life for the family.

The results showed that the frequency of utilization of services that came for treatment at the Paniaran Health Center was good, as many as 74 people (41,03%). The opinion of a research similar to this study also said that most of the people were satisfied with the health services at the Puskesmas both in terms of safety and comfort during treatment (Effendi & Junita, 2019).

The results showed that the satisfaction level of patients with health services was the majority satisfied 126 people (70,51%) and a minority of dissatisfied patients as many as 22 people (29,49%). The level of patient satisfaction in this study shows that good service quality will increase patient satisfaction (Angelita et al., 2021).

SATISFACTION

The degree to which a patient is satisfied after evaluating actual results against predetermined goals is known as patient satisfaction. If the procedure for providing and purchasing services to patients is consistent with customer expectations, then patient satisfaction will be met. Satisfaction is believed to be the main measure of the quality of both hospitals and health centers as health service providers (Hu et al., 2020). Apart from observable health outcomes, patients' assessments of their experiences with healthcare providers can capture unique information about care provision, for example, complications that are difficult to measure, patient involvement in treatment decisions and physician explanations.

Dissatisfaction on the part of the patient indicates that the outcomes did not meet his expectations. Medical professionals, including doctors and nurses, can sense when patients are unhappy with the nursing care they receive. One of the factors that can affect patient satisfaction is the problem of waiting time during service. The length of time during the process of diagnosis and treatment and medical costs show relatively higher factors that affect the results of the patient satisfaction assessment (Ke et al., 2020).

In general, the satisfaction expected by patients, especially at the Paniaran Health Center, has long been coveted by the entire community. Therefore, based on this study, patient satisfaction is a very important element not only to achieve an optimal relationship between patients and health professionals/providers (Hwang et al., 2020). One of the factors that influence the quality of health services is the patient's perception and attitude towards the service received, which can be satisfactory or disappointing, which can be judged from the success of health services given community values or public perceptions (Hu et al., 2020; Hwang et al., 2020).

With the diversity of the community, each community's self-perceptions about the quality of services vary and can lead to different utilization of health services. Based on the results of this study we can state that patient satisfaction is not solely associated with patient-centred communication. However, the effect of satisfaction here can only be obtained through the knowledge and perception of satisfaction itself for the patient (Id et al., 2021).

Satisfied or not an individual is determined based on their perception of a service they receive. When individuals receive services that exceed or meet their expectations, the individual will feel satisfied. However, when individuals receive services that are less than their expectations or expectations, individuals will feel less satisfied or dissatisfied. Similar studies also state that the quality of service for patients is inseparable from several dimensions such as emotion, social influence, and trust (Nguyen et al., 2021; Wu et al., 2021). In general, most patients do not understand the mechanism and process of providing health services at the Puskesmas. Therefore, the assessment of satisfaction sometimes only judges it from one side and blames the service provider by stating that he is not satisfied with the service he receives.

Based on the results of the study, out of 78 respondents said that they were satisfied with the health services at the Paniaran health center. The determining indicators include:

1. Medical personnel at the Paniaran health center are reliable and capable of handling patient complaints. One thing that is very important to be considered by every health service provider is that health services should be obligated to provide safe and quality medical services to patients so that every patient taking treatment is proven to have only been treated once and recovered so that they no longer visit health facilities to treat the same complaint (Woo & Choi, 2021).

2. The size of the cost to be borne by the patient is known that the cost paid by the patient does not affect the patient's right to obtain health services. The amount of fees charged to patients at the Paniaran Health Center is very affordable because most patients are also members of the BPJS, so that in this study it can be revealed that the certainty of service costs and the reasonableness of the service fees they pay are in accordance with the fees set at the Primary health care. (Wu et al., 2021).

SERVICE QUALITY

Health is a basic need that encourages humans to always maintain their health. Therefore, Puskesmas as a center for using prevention and primary care services that are effective in helping patients prevent and manage disease in the early stages and reduce health care expenditures in the long term (Yue et al., 2019). This need also makes people feel the need to get proper health services.

A primary health care facility is one that prioritises preventative and promotive measures to ensure the greatest possible level of community health in its service area, as well as first-level individual health efforts. The ease and availability of information needed by patients is the first benchmark that will give the impression of customers/patients on the quality of service (W. Yusuf & Suparta, 2021).

The puskesmas follows its own set of service standards when it comes to improving quality, safety, and patient satisfaction. On the other hand, public service implementation still has a long way to go before it meets community expectations for quality (Mutiarasari et al., 2021). A negative reputation for the puskesmas will result from the failure to adequately address this condition. Health agencies require a service guideline to refer to due to the wide variety of services. There has to be an increase in service functions aimed at patient satisfaction because the public is demanding better health services.

To ensure that the community has access to high-quality, reasonably priced public health services, primary health care facilities must take the lead. In order to ensure that all people on this planet can live long, healthy lives, access to quality healthcare is crucial. It is the responsibility of the government to ensure that all sectors of society have access to health care that is of high quality, safe, efficient, and reasonably priced. One of the strategy to increase patient satisfaction is the role and intervention of the government. Governance at the district level, in this case as one of the public service units, namely the puskesmas has practical benefits for building a positive image of the puskesmas. Loyal customers will be able to become an effective marketing tool by word of mouth (Dzulkifli et al., 2020). Good service will be an attraction for patients who seek treatment. For the most part it was a pleasant experience. This experience will encourage the formation of customer loyalty to the puskesmas (Harjanti et al., 2020).

For health services to be of high quality, they must be able to alleviate suffering and fulfil patients completely. Because patient happiness is directly correlated to service quality, making improvements to the Paniaran health center's service is a top priority. Physical, ancillary, and infrastructure quality, service process quality, and patient compensation all play significant roles in determining the quality of health services. Patient loyalty and the primary health care system's reputation are both enhanced by providing satisfactory and high-quality services. The results of the research that we have done in terms of service quality at the Paniaran health center found that the service is of high quality and correlates with patient satisfaction.

DISCUSSION

In this study The results of this study can provide recommendations to the Paniaran Health Center in order to maintain the best health services for each dimension without distinguishing from socio-economic status so that the assessment of patients using this health service remains in the very good range as it is today.

CONCLUSION

The following findings are derived from the preceding chapter's research and discussion: That the patient's assessment of health services at the Paniaran health center was found that the majority of patient satisfaction levels were good as many as 178 people (70.22%).

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