

Study of the Quality of Health Services for Inpatient Patients BPJS Participants at the Padang Sidempuan City Regional General Hospital

¹Alprida Harahap, ²Owildan Wisudawan B, ³Ahmad Safii Hasibuan

^{1,2,3}Department of Public Health, Faculty of Health, Aufa Royhan University, Padangsidimpunan, Indonesia

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Email :
liaalprida12@gmail.com

ABSTRACT

Complaints about health services in hospitals are often heard from health insurance participants as a significant part, sometimes the health services obtained are not satisfactory, usually the targets are the attitude or actions of doctors or paramedics who are not good enough, inadequate facilities, drug supplies, and patient safety etc. The purpose of this study was to describe the quality of health services for inpatients participating in BPJS at the Padang Sidempuan City Regional General Hospital. This research was conducted at the Padang Sidempuan Regional General Hospital. The type of research used is a survey with a descriptive approach. The sample of this study were inpatients participating in BPJS with purposive sampling with a total of 50 samples. The results showed that 77.3% of BPJS inpatients who stated good doctor services with good health service quality, 79.5% of BPJS inpatients who stated good nurse services with good quality health services, 79.5% of inpatients 93.9% of BPJS stated that patient safety services were good with good quality health services, 88.2% of inpatient BPJS participants stated that administrative services were good with good quality health services. The conclusion is that inpatients are BPJS participants who state that doctor services are good, nurse services are good, patient safety services are good, administration is good with good health service quality.

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1. INTRODUCTION

Complaints about health services in hospitals are often heard from health insurance participants as a significant part, sometimes the health services they get are unsatisfactory, usually the targets are the attitude or actions of doctors or paramedics who are not good enough, inadequate facilities, drug supplies, as well as patient safety and others(1–3). With the increasing need, public complaints about the quality of hospital health services will increase. Gradually it needs to be continuously improved so that it becomes more effective and at the same time can improve service efficiency(2,4).

Based on data from the Padang Sidempuan Regional General Hospital, the number of BPJS participants who are inpatients increases every year. With the increasing number of inpatients every year, the challenges of health services to patients are also increasing(5,6). Improving the quality of health services, especially for PT BPJS Indonesia participants, will bring benefits, namely increasing patient expectations, patient health and improving the image of the hospital(7–9). For patient satisfaction with a good hospital service with recovery from illness, increasing health status, speed of service, satisfaction of the physical environment, and holding adequate rates(8).

The importance of quality health services for patients, the authors conducted research on the quality of health services for inpatient BPJS participants at the Padang Sidempuan City Regional General Hospital, which is expected to become input material for hospitals and the local government in an effort to improve the quality of patient health services. hospitalization for health insurance participants.

2. METHOD

The type of research used was a survey with a descriptive approach to get an overview of the quality of health services for inpatients participating in BPJS at the Inpatient Unit of the Padang Sidempuan Regional General Hospital. The research will be carried out at the Padang Sidempuan City Regional General Hospital and will be conducted in May 2021. The population in this study are all BPJS Inpatient participant patients at the Padang Sidempuan City Regional General Hospital. The sample in this study were some of the BPJS inpatient patients at the Padang Sidempuan City Regional General Hospital who were withdrawn by purposive sampling with the criteria: having been hospitalized at least 1 time 24 hours, willing to be interviewed and for pediatric patients who answered were their families. Primary data collection is obtained by conducting direct interviews with respondents,

3. RESULTS AND DISCUSSION

Physician services are the most important services needed by patients in an organization to maintain and improve health, prevent and cure disease and restore individual health(10). These results indicate that 77.3% of the 44 patients participating in the BPJS stated that the doctor's service was good, while the doctor's service for less than 6 patients stated that it was less than 67.7%. The reason given by the patient was that the doctor's service did not have enough time to consult and the examination was carried out in a hurry. Patient dissatisfaction with the doctor's examination of the patient's illness is caused by the doctor's handling of patients is not serious, unfriendly so that they seem in a hurry(11). Nurse services are actions taken against patients who carry out their duties and responsibilities in a professional manner according to the nurse's code of ethics, to provide services to patients and help and administer drugs as well as verbal replacement(12). The results showed that 79.5% of the 44 patients participating in the BPJS stated that the quality of service was good, while 0.0% lacked nurse service. The reason given by the patient is that the nurse's service is not good, namely when interacting well when carrying out actions, measuring the patient's blood pressure, the nurse showing a sullen or unfriendly face and not providing counseling about the patient's disease(5,13).

Patient safety in this case concerns the risks that can occur as well as the actions of officers in providing adequate services and facilities so that patients feel calm(14). The results showed that the patient safety of the 33 BPJS participant patients who stated that the quality of service was safe was 93.9%, while those who stated that patient safety was unsafe were 23.5%. The reasons given by patients that patient safety has not been carried out properly are due to the patient's lack of awareness of their responsibilities and inadequate facilities(15).

Administrative services are a process between decision making and the implementation of activities to achieve the goals that have been set. The results of this study indicate that the administrative services of the 34 patients participating in BPJS stated that they were good with good service quality by 88.2%, while the administrative services were lacking by 31.3%. The reason put forward is that the administrative service is not good regarding this service procedure because there are requirements that must be met by BPJS participants to get services compared to non-BPJS participants or the general public.(16).

4. CONCLUSION

The conclusion was obtained that inpatients were BPJS participants who stated that doctor services, nurse services, patient safety services, administrative services were good with good health service quality. So it is expected that in examining patients, it is better to give time for each patient to be examined so that patients do not think that the examination is done in a hurry.

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