

Analysis of Patient Satisfaction at Outpatient Installation in the Hospitals: A Systematic Literature Review

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ABSTRACT

Background: A hospital is a public facility that offers services to improve individual health status. One of the services offered by the hospital is an outpatient installation. As healthcare institutions, hospitals need to optimize their quality to ensure patient satisfaction with outpatient services. **Method:** This research is a systematic literature review that contains reviews of several studies using the PRISMA method. Inclusion criteria are the research articles must be published between the years 2018-2023, journals indexed by SINTA 1 or 2, and research subjects who were undergoing outpatient care at hospitals in Indonesia. There were 6 research articles that were close to the inclusion criteria and were determined to be the study material in this study. **Results:** The results of studies found that the quality of hospital services significantly influences the level of patient satisfaction. The dimensions of satisfaction including tangible, reliability, assurance, responsiveness, and empathy have a significant influence on patient satisfaction, so hospital management should be able to fulfill the five dimensions of satisfaction. Efforts can be made to improve quality by identifying indicators of patient expectations and needs regarding comfort when accessing outpatient services at hospitals. **Conclusion:** Assessment of patient needs can be evaluated by satisfaction surveys or by providing compliant services centers. Thus, the patient's expectations can be used as an improvisational study in optimizing available facilities, the reliability, and responsiveness of officers, as well as the attitude shown by officers toward outpatients at the hospital.



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Introduction

The hospital is an institution that administers individual health through the provision of curative and rehabilitative efforts aimed at improving the health status of the community [1]. The types of services offered by hospitals are various, one of which is outpatient services [2]. Outpatient services at hospitals are aimed at providing curative and rehabilitative measures to patients through observation to diagnose health problems experienced by patients and provide effective treatment according to the symptoms experienced without having to carry out inpatient procedures [3]. The existence of a healthcare institution hospital currently has its market commodity in the field of services aimed at the public [4]. As service providers in the health sector, hospitals should have a measurable business strategy by taking into account effectiveness and efficiency taking into account market needs to increase public confidence as consumers of health services to access the services

offered [5]. Satisfaction is considered capable of providing an influence that mediates the giving of value to the perception of service quality [6].

It was found that there were differences in standards regarding the quality of health services in hospitals [7]. Based on the views of service users, the quality of service is categorized as good if the officers have high professionalism, good communication skills, and a responsive attitude to what is needed by patients [8]. For health service providers, the quality of health services is considered good if there is conformity in the provision of services needed by patients and patients get the best service with complete supporting facilities for medical procedures and up-to-date health technology, as well as medical procedures that are by the times and or professional autonomy in Organize health services according to patient needs [9]. For funders of health services, good quality of health services is assessed by the efficient use of funding sources and coping with losses [10].

Furthermore, the dimensions of patient satisfaction are categorized into 5 dimensions, namely reliability, responsiveness, assurance, empathy, and tangible (ability to provide optimal service) [11]. The dimensions of patient satisfaction with the services obtained are one of the factors that determine patient loyalty to certain health services [12]. In previous research, it was found that patients expect a friendly attitude from hospital staff, so it can be concluded that patient needs are various. Efforts are needed to provide the best quality of service from various aspects [13]. Several factors cause patients to feel dissatisfied with health facilities, such as the high price paid in obtaining medical services that are not supported by good service quality, such as long waiting times or unresponsive staff [14]. The dimension of empathy gives a very big influence on patients about the quality and quality of health facilities [15]. this is based on research findings that state that patients expect hospital staff to provide empathy and care to provide an explanation of the services to be provided [16].

Patient satisfaction is a reflection of the quality of health services provided which is characterized by the feeling of pleasure that patients have after receiving services provided by health providers [17]. Patient perceptions of health service satisfaction are closely related to service quality, responsiveness, and responsibility by hospital staff [18]. In addition, The quality of services provided by the hospital as a health care provider is measured by the completeness of the facilities offered, however, it is also measured by the attitude or behavior and professionalism of the staff at the hospital when helping to handle visitor complaints [19]. There are instruments aimed at measuring the level of patient satisfaction in hospitals, which are generally known as patient satisfaction surveys [20]. Measuring customer satisfaction through surveys conducted by hospitals is useful for improving the climate for hospital services, one of which is outpatient services which have many visitors every day [21]. Because there are different dimensions regarding the level of satisfaction when accessing outpatient services at the hospital, satisfaction is subjective that must be studied to improve the quality of hospital services [22].

As a unit that has many visitors every day, outpatient installations must meet standards according to visitor satisfaction [23]. Hospitals should have regular monitoring and evaluation policies to improve the quality of their services to meet patient satisfaction [24]. The unsatisfactory quality of hospital services resulted in a decrease in the branding of the hospital [25].

This study aims to review several research studies that analyze outpatient patient satisfaction in hospitals based on the five-dimensional theory of patient satisfaction. The results of this study are expected to provide an in-depth explanation of the dimensions of patient satisfaction as well as become a recommendation material to improve the quality of outpatient services at hospitals.

Materials and Method

This research is a systematic literature review that contains a review of several previous studies that were systematically designed. The research articles used in this research study have passed the feasibility test using the PRISMA method to find articles that are following the realm of research systematically [26]. The focus of this study was to analyze the satisfaction of outpatients at the hospital. The articles used in this research study use national journals contained in the SINTA database (<https://sinta.kemdikbud.go.id/>). The inclusion criteria used in this study were Indonesian and English language literature regarding the analysis of outpatient satisfaction at hospitals in

Indonesia. Articles sourced from journals indexed SINTA 1 or 2. In addition, the selection of literature also takes into account the time of publication in the last 5 years, literature published during 2018-2023 (Appendix, Figure 1).

Results and Discussion

Results

The use of the PRISMA flowchart serves to reduce bias when determining which articles will be applied as a basis for research studies, this is important to do so that research results can explain concretely the findings related to patient satisfaction. Based on the flow of the diagram, it is known that the first screening process is to identify articles based on the database used. There were 160 articles of keywords that were entered, then 45 articles were produced which were successfully selected based on the specified SINTA level. Furthermore, as many as 20 articles were screened based on the title and abstract. After screening the titles and abstracts, 14 articles eligible to be studied in full text. The final result of the selection of research articles produced 6 articles that met the inclusion criteria. The following is the result of a study of research articles regarding patient satisfaction with outpatient services at the hospital.

Table 1. Articles Reviewed

| Researcher | Title | Result |
|-------------------------------------|--|---|
| Astuti and Kundarto (2018) | Analysis of Outpatient BPJS Patient Satisfaction with UNS Hospital Pharmacy Installation Services | The level of patient satisfaction is measured based on the dimensions of tangible, reliability, assurance, responsiveness, and empathy. The measurement results of the five dimensions are categorized as very satisfied with an average value of >90%. |
| Widyastuti <i>et al.</i> (2018) | Analysis of the Effect of Service Quality Dimensions on Patient Satisfaction of BPJS Health Participants at the Outpatient Installation of RSUD dr. H. Soewondo Kendal | The results of the study indicate that there is an influence between tangible, reliability, responsiveness, and empathy for patient satisfaction in Kendal BPJS participants. However, there is no effect of patient satisfaction on the assurance variable in the outpatient unit of RSUD dr.H. Soewondo |
| Rahmaningtyas and Supriyanto (2019) | The Effect of Service Quality on Satisfaction in the Outpatient Installation of the Pregnant Polyclinic at the Haji General Hospital in Surabaya | Quality of health service has a significant influence on patient satisfaction. Existing facilities in the hospital need to be optimized to increase visitor satisfaction. |
| Ambarika and Janitra (2021) | Analysis of Professional Quality of Caring Providers with Satisfaction of Outpatients at Kartini Hospital, Mojokerto City | There is a significant relationship between service quality and outpatient patient satisfaction at Mojokerto Kartini Hospital. |
| Hastuti <i>et al.</i> (2022) | A Qualitative Study: Hospital Patient Complaint Management | Government Hospital X published guidelines on services dealing with patient complaints. However, no reporting facility supports this policy, so the existing suggestion box needs to be improved. |
| Windi <i>et al.</i> (2022) | Patient-Perceived Indicators as A Basis for Satisfaction Assessment of Healthcare | Satisfaction is a subjective thing. Individuals differ in satisfaction. Assessing satisfaction should begin by identifying indicators of perceived satisfaction from the population being assessed. |

Discussion

Patient satisfaction is a subjective matter because the standard of satisfaction for each individual is different. Even though there is no absolute value for the satisfaction variable, the definition of satisfaction must still be done to improve the quality of health services that can be accepted by all parties [27]. Quality of service has a significant influence on the level of patient satisfaction. The quality of service can be identified by comparing the patient's expectations of the health services that will be obtained with the reality of the treatment experienced during a visit to the hospital. If the patient gets more treatment than expected, the quality of the service provided is considered good [28]. The problems experienced by inpatients vary, for example, the existing facilities are

inadequate, the attitude of hospital staff who do not look friendly, the length of time in the queue, and the staff is not communicative so patients feel dissatisfied with the services provided [29].

Aspects related to patient satisfaction vary widely, such as the quality of officers in handling patient complaints, the completeness of existing facilities in the hospital, to the attitude of hospital staff towards visitors. The breadth of this aspect of satisfaction is then formulated into five dimensions that are commonly used in analyzing the level of patient satisfaction, namely the dimensions of tangible, reliability, assurance, responsiveness, and empathy [30].

A tangible dimension is a tangible form that is felt by users of health services so that they can feel satisfied with the services provided [31]. Patients as consumers of health services have expectations of the facilities provided by the hospital to support a sense of comfort in undergoing treatment as is the case; 1) a waiting room equipped with chairs to support the comfort of visitors, especially the elderly and pregnant women, 2) an automatic queuing machine is provided at the registration counter, 3) clean and odorless toilets, 4) an easy-to-reach parking area.

On the reliability dimension, the hospital is expected to be able to provide appropriate and accurate services quickly. Some actions that can be taken to increase the reliability dimension include giving directions to all hospital staff to be more agile and to provide a friendly attitude to visitors. In addition, there is a need to make efforts to increase medical personnel so that they follow the schedule given promptly. The responsiveness dimension is defined as the quick reaction or responsiveness of hospital staff. In the responsiveness dimension, outpatient visitors have the hope of being given comprehensive information on the registration mechanism, an explanation of the disease, procedures for taking drugs, and side effects received after treatment [30].

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In the study, the assurance dimension has no significant effect on outpatient satisfaction. This is not in line with several previous studies which explained the effect of service certainty guarantees on patient satisfaction. However, in a study, it was stated that the assurance dimension is fulfilled if the patient has been given certainty about health service procedures, so it can be concluded that health insurance can increase patient satisfaction and can increase loyalty to certain health services. The last dimension is empathy, which is the attention given by hospital staff to patients. The attention given by health workers to patients can increase the satisfaction of hospitalized patients.

Based on the results of the studies that have been carried out, many aspects are important to consider in fulfilling the dimensions of patient satisfaction. Improving public facilities in hospitals is an effort that must be encouraged to optimize the services received by all hospital visitors. The research found that to determine the subjective value of patient satisfaction, it is necessary to identify fundamental indicators that must be improved in the hospital quality system. Thus, instruments that can state patient satisfaction standards are patient satisfaction surveys or complaint services about the quality of hospital services.

Several hospitals already have a complaint system aimed at hospital management in the form of a suggestion box or complaint service provided through a digital platform. The research found that the management of hospital service complaints that are included in these public facilities has been formulated in Law Number (No). 25 of 2009 concerning Public Services, where the submission of suggestions and complaints needs to be made to improve the quality of these services [32].

Technical complaints from hospital visitors are usually conveyed through suggestion boxes available in several corners of the hospital. In addition, complaints can also be made through the hospital's contact person, to be subsequently recorded by officers and submitted to policymakers at the hospital to be able to provide solutions. This mechanism can help hospitals to identify and understand the wishes of visitors to improve service quality and other supporting facilities to increase visitor satisfaction in general.

Conclusion

Patient satisfaction is a reflection of the quality of health services provided which is characterized by the feeling of pleasure that patients have after receiving services provided by health providers. The quality of hospital services has a significant influence on the level of patient satisfaction. The dimensions of satisfaction include tangible, reliable, assurance, responsiveness, and empathy. Identification of indicators of patient expectations and needs regarding comfort when accessing outpatient services at hospitals needs to be done to improve service quality. Assessment of patient needs can be done through satisfaction surveys or by providing compliant services at several points in the hospital. Thus, the expectations of patients can be improvised material in optimizing supporting facilities, reliability, and responsiveness of officers, as well as the attitude shown by officers to outpatients at the hospital.

Declaration

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Conflicts of Interest: The authors declare no conflict of interest.

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Appendix

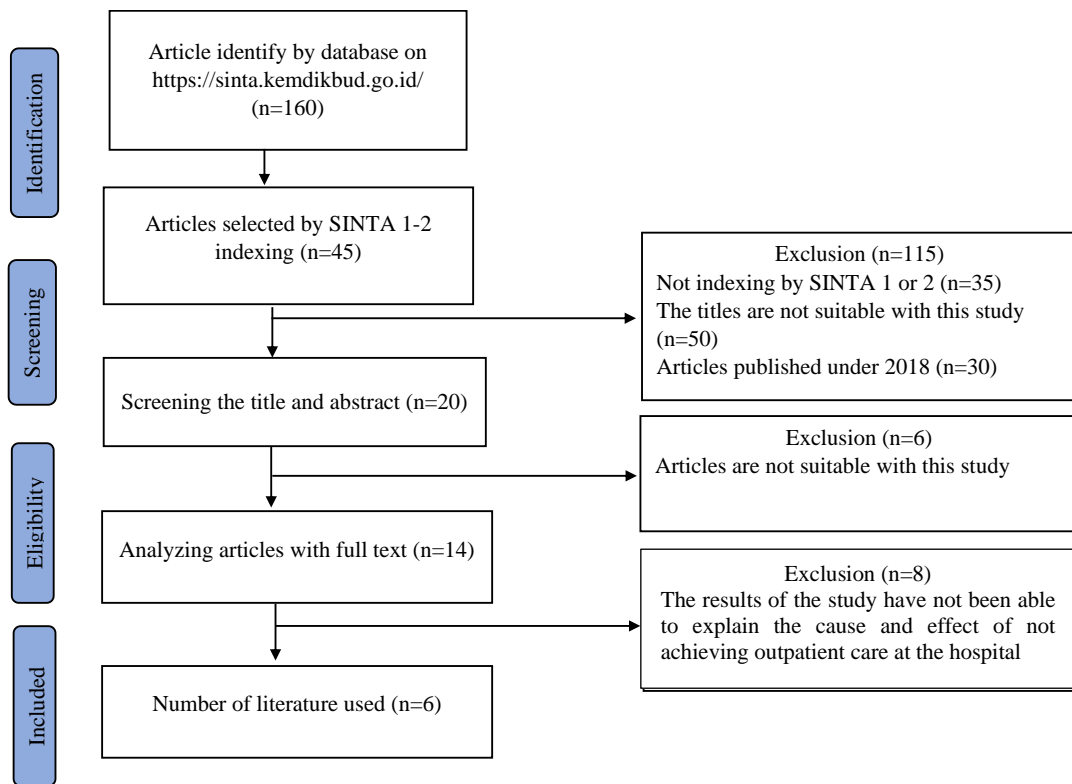


Figure 1. PRISMA Flowchart to Determine the Article Under Review