

# Patient Satisfaction Survey at Ahmad Yani Islamic Hospital in Surabaya, Indonesia

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**Abstract-** Patient satisfaction is as important as other clinical health measures and is a primary means of measuring the effectiveness of health care delivery. This research aimed to evaluate the level of patient satisfaction at Ahmad Yani Islamic Hospital in Surabaya. A cross sectional descriptive survey was conducted to patient at Ahmad Yani Islamic Hospital in Surabaya since January until February in year 2017. This reserach involved 64 respondents. The research instrument for a data collection was a structured questionnaire and interview for assessing patient satisfaction. This research show that 64.1% respondents assess that cleanness of parking place is good, 68.8% respondents evaluate that cleanness of bathroom is good, 70.3% respondents indicate tha solving the complaints is good and 59.4% respondents explain that waiting time for services is good. Majority of the patients had satisfied regarding cleanness of parking place, cleanness of bathroom, solving the complaints and waiting time for services. An effective intervention programme to improve patient satisfaction would include a training, where care providers understand that patients want them to show courtesy and respect. Then, well-trained and empathetic health workers and staff members can comfort patients, and consequently improve patient satisfaction.

**Keywords:** patient satisfaction, health services, hospital

## 1. INTRODUCTION

Healthcare industries have seen recent movements towards continuous quality improvement and this has gained momentum since 1990 and according to Donabedian's declaration for incorporating patient perception into quality assessment, healthcare managers thus incorporate patient centered care as a major component in the healthcare mission (1). Patient satisfaction is as important as other clinical health measures and is a primary means of measuring the effectiveness of health care delivery. Patient-centered outcomes have taken central stage as the primary means of measuring the effectiveness of health care delivery (2). Patient satisfaction with care received is an important dimension of evaluation that is examined only rarely in developing countries (3). Patient satisfaction assessment is becoming part and parcel of hospital care quality monitoring and improvement programs (4, 5, 6). Therefore, the level of patients' satisfaction is one among the mechanisms used in assessing the quality of health care services (7) and addressing patients' expectations was found to be associated with high client satisfaction and better health outcomes (8). Over the years, much research has been devoted to study which variables determine satisfaction with care, especially those variables that may threaten the validity of patient satisfaction as an indicator of care quality (9, 10). This research aimed to evaluate the level of patient satisfaction at Ahmad Yani Islamic Hospital in Surabaya.

## 2. METHOD

A cross sectional descriptive survey was conducted to patient in at Ahmad Yani Islamic Hospital in Surabaya since January until February in year 2017. This reserach involved 64 respondents. The research instrument for a data collection was a structured questionnaire and interview for assessing patient satisfaction.

## 3. RESULTS

This following is results of study included four indicators of patient satisfaction such as cleanness of parking place, cleanness of bathroom, solving the complaints and waiting time for services.

### 3.1 Cleanness of Parking Place

**Table 1.** Patient satisfaction on cleanness of parking place

No	Cleanness of parking place	n	%
1	Very good	4	6.3
2	Good	41	64.1
3	Not bad	17	26.6
4	Bad	1	1.6
5	Very bad	1	1.6
Total		64	100.0

Table 1 shows that the patient's assessment of the cleanliness of the parking lot of at Ahmad Yani Islamic Hospital in Surabaya is mostly good at 64.1%.

However, there are 26.6% which gives a poor rating, this should get attention from the management of Ahmad Yani Islamic Hospital in Surabaya.

### 3.2 Cleanness of Bathroom

**Table 2.** Patient satisfaction on cleanness of bathroom

No	Cleanness of bathroom	n	%
1	Very good	8	12.5
2	Good	44	68.8
3	Not bad	11	17.2
4	Bad	0	0
5	Very bad	1	1.6
Total		64	100.0

Table 2 explains that the cleanliness of bathroom at Ahmad Yani Islamic Hospital in Surabaya is mostly good at 68.8%. However, there are 17.2% who give poor assessment of bathroom cleanliness, this should get attention from the management of at Ahmad Yani Islamic Hospital in Surabaya.

### 3.3 Solving the Complaints

**Table 3.** Patient satisfaction on solving the complaints

No	Solving the complaints	n	%
1	Very good	9	14.1
2	Good	45	70.3
3	Not bad	8	12.5
4	Bad	1	1.6
5	Very bad	1	1.6
Jumlah		64	100.0

Table 3 shows that the patient's assessment of complaint solving at Ahmad Yani Islamic Hospital in Surabaya is mostly good at 70.3%. However, there are still 12.5% who say that they are not good enough to solve the complaint, this should get attention from the management of Ahmad Yani Islamic Hospital in Surabaya.

### 3.4 Waiting Time for Services

**Table 4.** Patient satisfaction on waiting time for services

No	Waiting time for services	N	%
1	Very good	9	14.1
2	Good	38	59.4
3	Not bad	13	20.3
4	Bad	3	4.7
5	Very bad	1	1.6
Total		64	100.0

Table 4 explains that the patient's assessment of service waiting time at at Ahmad Yani Islamic Hospital in Surabaya. is mostly good at 59.4%. However, there are still 20.3% which states less good and 4.7% which states not good to service waiting time, this should get attention from the management of Ahmad Yani Islamic Hospital in Surabaya..

## 4. DISCUSSION

Input from patients is a fundamental feature of patient-centred care (11). Direct feedback from patients is considered the best way to measure the quality of their experiences (12). It has proved useful to ask patients to report on detailed aspects of what happened during a specific care episode, rather than asking them to rate their satisfaction using general evaluation categories [13]. Room service is a valuable asset for hospitals in improving patient satisfaction and improving patient satisfaction, clinical outcomes for patients can be improved, the health of patients restored and their recovery quickened (14).

Complaints from patients and/or their carers are important indicators of problems in a healthcare system (15). The patient perspective is important because users of health services may have a different view of problems to those reported by health professionals in the adverse incident reporting systems that are now routine practice in many countries [16]. Complaints from patients often relate to safety and service quality problems in their care [17], as well as concerns about treatment and poor communication with health professionals

Waiting time refers to the time a patient waits in the clinic before being seen by one of the clinic medical staff (18). Patient clinic waiting time is an important indicator of quality of services offered by hospitals. The amount of time a patient waits to be seen is one factor which affects utilization of healthcare services (19). Patients perceive long waiting times as a barrier to actually obtaining services. Keeping patients waiting unnecessarily can be a cause of stress for both patient and doctor. Waiting time is a tangible aspect of practice that patients will use to judge health personnel, even more than their knowledge and skill (20).

## 5. CONCLUSION

This study explains that majority of patients are satisfy on health services at Ahmad Yani Islamic Hospital in Surabaya based on cleanness of parking place, cleanness of bathroom, solving the complaints, and waiting time. Management of Ahmad Yani Islamic Hospital in Surabaya. must need to improve services quality because there is several patient dissatisfy.

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