ORIGINAL ARTICLE

A Survey of Patients and Nurses Satisfaction toward Patient-Centered Care (PCC) Implementation in Agricultural-Based Hospital Setting of Jember, Indonesia

RETNO PURWANDARI*, AHMAD RIFAI, ALFID TRI AFANDI, DICKY ENDRIAN KURNIAWAN, KHOLID ROSYIDI MUHAMMAD NUR
Center of Fundamental Nursing Studies, Faculty of Nursing, The University of Jember, Indonesia
Correspondence to Retno Purwandari, Kalimantan Street No. 37, Sumbersari, Jember, East Java, Indonesia, email: retno_p.psik@unej.ac.id

ABSTRACT

Background: Patient-centered care is a model of hospital-based health service and it is related to hospital service management and hospital accreditation assessment. Patients' and nurses' satisfaction is one of the indicators of health service quality in the hospital. Almost all of the hospitals in agricultural setting of Jember have been fully accredited ("Paripurna").
Aim: To identify the satisfaction of nurses and patients in agricultural-based hospital setting of Jember.
Methodology: A descriptive explorative was used. Respondents in this study were 186 nurses and 168 patients and they was taken by using purposive sampling technique. The data was collected by using structured questionnaire.
Results: The average of nurses' satisfaction is 69,10 from a maximum value of 100 or most nurses were less satisfied. The average of patients' satisfaction was 74,24 from a maximum value of 95 or most patients were less satisfied with health service at the hospital.
Conclusion: Nurses' and patients' satisfaction in agricultural based hospital setting of Jember are still relatively low. Health service manager should improve nurses wellness and enhance of excellent health service to patients so that implementation of patient-centered care can run optimally and health service in hospitals become more excellent.
Keywords: agricultural-based hospital, nurse, patient, satisfaction, patient-centered care

INTRODUCTION

Nursing is an integral part of health service that play a role in supporting the care process. Nursing is a healthcare profession that is very close to the patient, from they entering hospital until going to home. The nurse-patient relationship occur from the assessment until evaluation process. Nursing is one of health profession to determinant of the quality of health service. The quality assessment of health service is externally carried out through an accreditation process by Indonesia committee of hospital accreditation (KARS=Komite Akreditasi Rumah Sakit). Nursing care is one part that is assessed in accreditation. The paradigm shifts in inpatient care is a concern for health providers. The service currently underway to implement the Patient-Centered Care (PCC) model. This new model involves the patient at the center of the health care, the patient is part of team. Professional care providers, an interdisciplinary team, positioned around the patient, doing an independent, dependent, and collaboration practices. Nurses as important as other health provider members because nurses have an equal contribution to the health service.

In this globalization era, it is no longer enough for health providers to become merely professionals, but health providers also demanded to be interprofessional (WHO, 2010). WHO recognizes interprofessional collaboration (IPC) in education and practice. IPC is an innovative strategy that plays an important role in mitigating global health crises. PCC does not only prioritize technology but it is concerned to the importance of interaction between individuals. The advantages of implementing PCC is more effective health care service with the right people and the right time; increase continuity of care and integration of health professionals in collaboration for the benefit of their patients, by minimizing the transfer of patients to other hospitals. In addition, PCC can also increase patient autonomy and empower team members to plan and carry out their role according to the patient needs (Frampton, 2008).

However, the implementation of this model, in some area, was not effective and some nurses didn't know how this model implement. These problems have an impact on satisfaction, both for patients and nurses. For that reason, this study aim was to identify the satisfaction of nurses and patients in agricultural-based hospital setting of Jember

METHODOLOGY

A descriptive explorative was used in this study. The study conducted 186 nurses and 168 patients and collected by using *purposive sampling* from five fully accredited ("Paripurna") hospitals in agricultural-based setting of Jember, East Java, Indonesia.

The data collection technique were used structured questionnaire JICA_Kemenkes for patient satisfaction and Minnesota Satisfaction Questionnaire (MSQ) for nurses satisfaction. Data analysis used a descriptive explorative with CI 95%. Descriptive explorative was to explore or describe the respondent's characteristics and their satisfaction.The ethical research was declared by Komite Etik Penelitian Kesehatan (KEPK) of Faculty of Dentistry The University of Jember with number 227/UN25.8/KEPK/DL/2018.

RESULT

Table 1. Nurses' Characteristics based on Age, Length of Duty in Hospital, and Length of Duty in the last Unit (n=186)

Variables	Mean	Median (Min-Max)
Age (y.o.)	33.01	32(20-58)
Length of Duty in hospital (y)	8.95	8(1.83-35)
Length of Duty in last unit (y)	3.7	2.67(0.08-20)

Table 2. Nurses' Characteristics based on Sex, Marrital Status, Formal Education, Salary, and Level of Nurse (n=186)

Variables	Category	n	%
Sex	Male	63	33.9
	Female	123	66.1
Marrital status	Marriage	169	90.9
	Unmarriage	17	9.1
Formal education	SPK*	1	0.5
	Diploma	109	58.6
	Bachelor	7	3.8
	Professional (Ners)	69	37.1
Salary (million)	< 3	133	71.5
	3 – 3.9	39	21.0
	4 – 4.9	11	5.9
	5 – 9.9	3	1,6
Level of Nurse	PK I**	99	53.2
	PK II	59	31.7
	PK III	22	11.8
	PK IV	4	2.2
	Others	2	1.1

*SPK: Sekolah Perawat Kesehatan (Nursing Education senior high school)
**PK: Perawat Klinis (Clinical Nurses Level)

The Nurses' Characteristics: Based on Table 1, The average of respondents' are young old (33.01 y.o.). They have nursing experience in hospital about 8.95 years with the length of experience in last unit about 3.7 years. It means that nurses potentially move to the other unit. In Table 2, nurses are mostly women (66.1%) and almost all nurses was marriage (90.9%). Most nurses' education was nursing diploma or vocational nurses (58,6%) and professional nurses (Ners) (37,1%). Almost all nurses have salary less than IDR 3.000.000 (71.5%). Most nurses have carrier level as PK I (53,2%).

Nurses' Satisfaction: Based on Table 3 and 4, the average of nurses' satisfaction 69.10 from maximum score 100. Table 4 showed that nurses' satisfaction on salary is lower than other point of satisfaction, but they satisfied to help others. It can be concluded that nurses' satisfaction toward implementation of PCC in hospital still low.

Table 3. Nurses' Satisfaction in agricultural-based hospital setting (n=186)

Variable	Mean + SD	Min	Max
Nurses' Satisfaction	69.10±13.18	40	97

Table 4. Nurses' Satisfaction based on Statement Items in Agricultural-Based Hospital Setting (n=186)

Statements	Mean	Median (Min-Max)
Be able to do task on the shift	3,68	4 (1-5)
Opportunity to work independently	3,54	3 (1-5)
Opportunity to do different things from time to time	3,34	3 (1-5)
Opportunity to be respected in the community	3,56	3 (1-5)
The way supervisor / leader in managing	3,49	4 (1-5)
Ability of the supervisor in making decisions	3,50	3 (1-5)
Be able to do something that is contrary to conscience	3,43	3 (1-5)
Clarity of status at work	3,44	4 (1-5)
Opportunity to help others	3,75	4 (2-5)
Opportunity to tell others what to do	3,57	4 (1-5)
Opportunity to do something by using self ability	3,56	4 (1-5)
How hospital rules and whether implemented	3,44	3 (1-5)
Salary equal to amount of work	3,08	3 (1-5)
Opportunities to advance in current work	3,34	3 (2-5)
Independency to make own decisions	3,26	3 (1-5)
Opportunity to try your own method of carrying out work	3,30	3 (2-5)
Workplace conditions	3,47	3,5 (1-5)
The way teamworker interact with others	3,59	4 (2-5)
Positive reinforcement is obtained when doing a good job	3,40	3 (1-5)
Satisfaction with achievement toward job	3,37	3 (2-5)

The Patients' Characteristics: Based on Table 5, the average of respondents are 47.97 years old. Table 6 showed most patient are male (58,9%). Independency level of most patient are partial care (58,9%). They have low educational level (elementary school) (47,6%), and almost of them used public assurance (BPJS) (78,6%).

Table 5. Patients' Characteristics based on Age (n=168)

Variable	Mean	Median (Min-Maks)
Age (y.o.)	47,97	50 (18-90)

Table 6: Patients' Characteristics based on Sex, Independency, Education, and Health Assurance (n=168)

Variables	Category	n	%
Sex	Male	99	58,9
	Female	69	41,1
Independency Level	Minimal	69	41,1
	Partial	99	58,9
Formal Education	Not school	13	7,7
	Elementary	80	47,6
	Junior	23	13,7
	Senior	41	24,4
	University	11	6,5
Assurance	BPJS	132	78,6
	Other	15	8,9
	Not use	21	12,5

Patients' Satisfaction: Based on Table 7, it is known that the average patients' satisfaction is 74.24 from a maximum value of 95 for health service in agriculture-based hospital setting of Jember. It can be concluded that patients was not fully satisfied.

Table 7. Patients' Satisfaction in Agricultural-Based Hospital Setting (n=168)

Variabel	Mean ± SD	Median (Min-Max)
Patients' Satisfaction	74.24 ± 9.80	75.50 (52-95)

Table 8. Patients' Satisfaction Level in Agricultural-Based Hospital Setting based on SPM* (n=168)

Variabel	Kategori	n	%
Patients' Satisfaction Level	Satisfied	19	11,3
	Less satisfied	149	88,7

*SPM=Standar Pelayanan Minimal (Minimum Standard of Service score > 85,5.

Tabel 9. Patients' Satisfaction based on Statement Items in Agricultural-Based Hospital Setting (n=168)

Pernyataan	Mean	Median (Min-Maks)
The length of time the nurse interacts in providing patient services	3,82	4 (2-5)
The ability of nurses in carrying out their duties	3,88	4 (1-5)
The nurse is always there when the patient needs	3,95	4 (2-5)
Nurses 'understanding of the care of patients' health problems	3,87	4 (2-5)
Nurses quickly come when called	4,01	4 (2-5)
Treatment of nurses, makes patients feel at home (like at home)	3,86	4 (2-5)
The nurse provides information on health conditions and treatments according to the needs of pt	3,94	4 (2-5)
Nurses often check to make sure the patient's condition is good	3,92	4 (3-5)
The nurse is very helpful	3,93	4 (2-5)
How nurses explain things to patients	3,90	4 (3-5)
How nurses provide comfort to the patient's family or friends	3,91	4 (3-5)
Attitudes and behaviors of nurses in work	4,01	4 (2-5)
Information on health conditions and care provided by nurses to patients	3,84	4 (2-5)
How nurses treat patients according to personal needs	3,92	4 (3-5)
The nurse listens (cares) the interests and concerns of the patient	3,90	4 (3-5)
The flexibility given to patients during treatment	3,87	4 (2-5)
Willingness of nurses to respond to patient requests	3,92	4 (3-5)
The nurse keeps personal and confidential matters from the patient	3,93	4 (2-5)
The nurse is aware of the patient's needs	3,87	4 (2-5)

DISCUSSION

Characteristic: Respondents in terms of age, length of service in hospital, and length of work in the last room, the results were quite varied. Respondents here are divided into the first two respondents from nurses and the second respondent from patients. Nurse respondents from the age obtained an average age of 33 years, which means young adult age. According to Ariyanto's research (2016) that age can influence decision making on the problem to be faced. As we get older, it will increase the maturity of each individual. The nurses' experience, when viewed in terms of length of work either in the hospital or in the room, will be directly proportional to the improvement in professionalism in terms of performance (Frampton et al., 2008). Data from this study were obtained by the majority of respondents who were women with a percentage of 66.1%, and the majority had married status of 90.9%. In a study by Rusmawati et al. (2016), it was found that the majority of nurses were women and had families (70% -85%). Differences in gender between men and women can affect the work value of an organization or workplace institution. Men tend to prioritize property, competence, and performance, while women prioritize equality, togetherness, and quality of work-life (Afidah, 2013).

The results obtained if the majority of diploma education is 58.6%. The results of this study are in line with research Puti (2013), which says that the number of nurses most of his last education is the diploma. In accordance with the provisions of the nursing law that minimum education for a nurse is vocational (Law No.38, 2014). Nurse income in this study, the majority under 3 million (71.5%), which means revenue from nurses is still said to

be sufficient. According to research from Rathert et al. (2013) which states that the average income or below the standard provided by service units can affect the level of performance of service providers. Psychological income can also influence the activeness of nurses in doing work (Sunaryo, 2004).

The results from the level of career nurses found that most still occupy clinical nurse level 1 is 53.2%. In Rachma's research (2018), it was found that the majority of nurses were still in the early stages of work and still had vocational education. At the beginning of the career of nurses who graduate with vocational education, they will automatically enter the career level of nurses level 1 according to the rules in the legislation (Law No.38, 2014).

The patient respondents obtained an average age of 47.97 years, which means that in middle age and the majority of male patients is 58.9%. In the study of Syaputra (2015), the results showed that the majority of patients were men with middle age (45 years). This can explain that morbidity occurs more in patients with the male sex. The level of care for patient respondents obtained the majority of results at the level of partial care that is 58.9%, and the majority of patient education at the elementary school level (47.6%). In Yohana's research (2009), it was found that the majority of patients had an elementary school education and a level of care at a partial level. Patients assume that they will not go to the hospital if they can treat their illness independently. In this study also obtained results for the number of patients who took insurance as much as 78.6%, which means that most patients are insured. In accordance with research Riskiyah (2017) that most patients seek treatment in hospitals using health insurance facilities. The

hope is to use insurance to minimize costs borne by patients.

Patient and Nurse Satisfaction: In the results of research with the level of satisfaction of nurses and patients obtained results that satisfaction is still low. In the nurse respondents, the lowest score is in income. In research, Bachnick et al. (2017) explained that there are several factors that can increase and decrease satisfaction from nurses and other medical staff; one of them is income. Salaries can be used by nurses to be able to meet their daily needs, if salaries are not obtained optimally, then the possibility for maximum work will be difficult. The effect of less than the maximum work can have an impact on the decrease in nurse satisfaction with the hospital. On patient satisfaction, when viewed from a minimum service standard, also results in less satisfied. In the study of Abdilah and Ramdan (2009), it was found that patient satisfaction was not optimal because the patient felt disadvantaged due to the service, which was felt to be long enough. Nurses are also perceived by patients as lacking in therapeutic communication so that patients feel that they are not provided with maximum service; this has an impact on the level of patient satisfaction that is less (Akbar et al., 2013). The level of satisfaction can be measured after service, medical staff, and nurses who often intersect with patients is the first benchmark assessed by the patient. So that the subjectivity aspect in the assessment can occur so that it does not rule out the assessment given is the result of likes or dislikes to the officer. In Puti research (2013) states that the level of patient satisfaction can also be influenced by the quality of services provided by medical officers and nurses so that it has a very significant impact on the assessment of patients to the services provided by hospitals that also impact on the level of patient satisfaction.

CONCLUSION

The average of nurses' satisfaction is 69,10 from a maximum value of 100 or most nurses were less satisfied. The average of patients' satisfaction was 74,24 from a maximum value of 95 or most patients were less satisfied with health service at the hospital. Nurses' and patients' satisfaction in agricultural based hospital setting of Jember are still relatively low. Health service manager should improve nurses wellness and enhance of excellent health service to patients so that implementation of patient-centered care can run optimally and health service in hospitals become more excellent.

REFERENCES

1. Abdilah, D. A. dan M. Ramdan. Hubungan karakteristik pasien dengan kepuasan pasien rawat jalan di puskesmas sindangkerta kabupaten bandung barat. 4(6):56–66. 2009
2. Afidah, H. N. Keefektifan pelaksanaan mekanisme komplain dalam pelayanan kesehatan di rumah sakit umum haji surabaya. Journal.unair.ac.id. 2013
3. Akbar, A. P., I. Sidin, dan S. A. Pasinringi. Gambaran kepuasan pasien terhadap pelaksanaan komunikasi terapeutik perawat di instalasi rawat inap rsud labuang baji makassar tahun 2013. 1–11. 2013
4. Ariyanto, D. dan N. K. A. Purnamaningsih. Pengaruh gender, usia, tingkat pendidikan, dan status sosial ekonomi terhadap persepsi etis mahasiswa akutansi. 17:996–1029. 2016
5. Atmaja, Hartini, Dwiantoro. Pengaruh Supervisi Klinik Model Akademik Terhadap Kemampuan Perawat Dalam Menerapkan Patient Centered Care (PCC) Di Rumah Sakit. Nurscope Jurnal Keperawatan Pemikiran Ilmiah. 4(6).41-54, 2018
6. Bachnick, S., D. Ausserhofer, M. Baernholdt, dan M. Simon. Patient-centered care, nurse work environment and implicit rationing of nursing care in swiss acute care hospitals: a cross-sectional multi-center study. *International Journal of Nursing Studies.* 81:98–106. 2017
7. Delaune, S. C & Ladner. Fundamental of nursing: standart& practice (2nd edition). Australia: Delmar Thomson learning, 2002
8. Dongoes, M. E., Moorhouse, M. F., & Murr, A.C. 2006. Nursing care plans: guidelines for individualizing client care across the life span. Philadelphia: F.A Davis Company, 2006
9. Frampton, S. Patient Centered Care Improvement Guide. Inc. and Picker Institute, 2008
10. Kalibu, F.K, Hariyanto, T., Pusparahaju, A. Pengembangan Model Jenjang Karir Perawat Klinis di Unit Rawat Inap Rumah Sakit. Jurnal Kedokteran Brawijaya. https://jkb.ub.ac.id. 2014
11. KARS. Instrumen Akreditasi Rumah Sakit Standar Akreditasi Versi 2012. Komite Akreditasi Rumah Sakit, 2012
12. KARS. Standar Nasional Akreditasi Rumah Sakit. Komite Akreditasi Rumah Sakit, 2017
13. Puti, W. C. Pengaruh kualitas pelayanan dan kepuasan terhadap loyalitas pasien rawat jalan dan rawat inap rumah sakit otorita batam. *Skripsi.* 2013
14. Rachma, A. H. Pelaksanaan Patient Centered Care (PCC) Di Rumah Sakit Umum Daerah Dr. Zaenoel Abidin Banda Aceh. Fakultas Keperawatan Universitas Syiah Kuala. 2018
15. Rathert, C., M. D. Wyrwich, dan S. A. Boren. Patient-centered care and outcomes: a systematic review of the literature. *Medical Care Research and Review.* 70(4):351–379. 2013
16. Riskiyah. Pengalaman pasien rawat inap terhadap penerapan patient centered care di rs umm. 29(04):358–363. 2017
17. Rusmawati, A., T. N. Kristina, dan U. Sujianto. Upaya Meningkatkan Kemampuan Perawat Dalam Menerapkan Patient Centered Care (PCC) Di Rumah Sakit. Fakultas Kedokteran Universitas Diponegoro. 2016
18. Sunaryo. *Psikologi Untuk Keperawatan.* Jakarta: EGC. 2004
19. Syaputra, A. D. Hubungan mutu pelayanan bpjs kesehatan dengan kepuasan pasien di instalasi rawat inap kelas II rumah sakit daerah sekayu. 2015
20. Undang-Undang No.38 tentang Keperawatan Republik Indonesia. 2014
21. WHO. Framework for Action on Interprofessional Education & Collaborative Practice. 2010
22. Yohana, A. 2009. Analisa harapan dan kepuasan pasien rawat inap penyakit dalam terhadap mutu pelayanan dokter spesialis di rsi sunan kudus. 2009.