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PATIENT EXPERIENCE: HEALTH CARE SYSTEM AND CARING INPATIENT AT INDRIATI HOSPITAL, SOLO BARU



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INTRODUCTION

Professional health services greatly affect the quality of services in hospitals, the better the services provided, the higher the quality of the hospital. Quality health services and Caring will have a positive impact on patient experience.

AIM

This study used the Swansons Caring Professional Scale (CPS) and Hospital Consumer Assessment of Healthcare Providers and System (HCAHPS). To measure patient's perception of Caring and Safety experience during hospitalization

RESULTS

Respondents were female (55.6%) and graduated from high school (35.6%). The percentage of health care systems with an assessment of "always" is that there is care from nurses and doctors (84.44%), "usually" is done for your statement of experience at the hospital (86.7%). The service system needs to be improved in terms of understanding care when leaving the hospital. For Caring, statements of listening to clients well and respecting things that are personal (86.7%), respecting clients (82.2%), have a sense of caring (80%). While what needs to be improved and repaired is Informative (60%), nurses can understand clients (62.2%), focus on patients (62.2%) and understand the experiences that clients have (55.6%).

Table . 1 HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems)

No	Statement	Sometimes %	Usually %	Always %	Never %
1	Care You from Nurse	2,2	2,2	84,4	11,1
2	Care You from Doctor	0	15,6	84,4	0
3	Hospital environment	33,3	66,7	0	0
4	Your experience in the hospital	13,3	86,7	0	0
5	When you leave the hospital	2,2	20,0	73,3	4,4
6	Overall ranking in the hospital	0	33,3	66,7	0
7	Understand your care when you leave the hospital	0	40,0	60,0	0

Table . 2 CPS (Caring Professional Scale)

No	Statement	Always %	Almost %	Enough %	Seldom %	Never %
1	Emotionally close	40	11,1	33,3	6,7	2,2
2	Provides comfort	75,6	8,9	13,3	0	2,2
3	Make a positive impact	68,9	15,6	15,6	0	0
4	Act systematically	62,2	17,8	20	0	0
5	Don't look down on the client	55,6	17,8	15,6	4,4	6,7
6	Informative	60	22,2	15,6	2,2	0
7	Clinically competent	68,9	11,1	17,8	2,2	0
8	Nurses can understand clients	62,2	17,8	20	0	0
9	Respect personal things	86.7	4,4	8,9	0	0
10	Have a sense of care	80	6,7	11,1	2,2	0
11	Supportive	71,1	22,2	6,7	0	0
12	Listen carefully to clients	86.7	8,9	4,4	0	0
13	Client centered/focused	62,2	24,4	11,1	2,2	0
14	Have technical ability	64,4	13,3	20	2,2	0
15	Understand the client's feelings	64,4	15,6	17,8	2,2	0
16	Understand the client's experience	55,6	24,4	15,6	4,4	0
17	Able to give hope	55,6	22,2	22,2	0	0
18	Respect client	82,2	8,9	8,9	0	0

METHOD

The descriptive quantitative research design was translated into Indonesian from the HCAHPS questionnaire, there were 22 questions with 7 themes and CPS had 18 statements. Respondents were 45 inpatients aged over 18 years. Source of data from primary data, with descriptive analysis techniques with the help of SPSS and Excel.

CONCLUSIONS

Respondents' perception as a whole that patients are satisfied with the services provided by nurses or doctors, especially services from hospitals. As many as 84.4% of patients were satisfied with the services provided by nurses and doctors, because they treated patients with respect and courtesy, listened to patients well, explained in easy-to-understand language and provided assistance as soon as possible after the patient pressed the bell. If nurses and doctors behave Caring and safety in providing care while the patient is hospitalized so that they experience an unforgettable positive experience in the patient's life.

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