

Unlocking Patient Satisfaction Exploring the Important Link Between Health Care Professional Services and Outpatient Satisfaction

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Abstract

Patient satisfaction is a very important variable in seeing the performance of a Puskesmas. The most important factor is seen from the quality of services provided by health workers to patients. Therefore, researchers want to see how big the relationship between the quality of health services and the level of patient satisfaction. In this study the service quality variable will be seen from the service dimensions in the form of: reliability, responsiveness, assurance and confidence, empathy and tangible evidence. determine the relationship of health care workers with outpatient satisfaction at the UPTD Talise Health Centre Palu City. This type of research is a quantitative analytical survey with a cross sectional study design. The population in this study were all outpatients who visited the Talise health centre at the time of the study. The research sample is part of the population that will be the object of research. To determine the size of the sample in the study using accidental sampling technique, the number of samples in this study amounted to 96 respondents obtained based on sample estimates. The data analysis method was univariate and bivariate analysis with chi-square test. The research showed that from 96 respondents there was a relationship between nurse services, doctor services and pharmacy services with outpatient satisfaction with p-value = 0.001 ($p < 0.05$) OR = 6.445, p-value = 0.000 ($p < 0.05$) OR = 11.773, p-value = 0.000 ($p < 0.05$) OR = 18.857 Conclusion that there is a relationship between nurse services, doctor services and pharmacy services with satisfaction of outpatients at the Talise Health Center UPTD Palu City, z Suggestions are expected for the Talise Health Center to maintain and improve again good and quality health services so that patients remain satisfied with the services obtained at the Talise Health Centre.

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Introduction

In carrying out health services, it is very important for all people in Indonesia because it is a basic need for the general public and must be done regardless of the socio-economic, religious status of each person (1–4). The government is obliged to provide the best health services to the community to keep Indonesian people healthy (5–8).

WHO data shows that 5.7 to 8.4 million people die due to poor quality health services annually in low- and middle-income countries, representing up to 15% of total deaths in the country. Patients in need of health care 60% of deaths due to poor quality of care and 40% of deaths due to underutilization of health care systems, especially in low- and middle-income countries (9,10).

It can be estimated that high quality care can prevent 2.5 million deaths from cardiovascular disease, 900,000 deaths from tuberculosis, 1 million newborn deaths, and half of all maternal deaths each year. Poor service

quality results in a loss of productivity of people in the country so that it can be estimated to experience losses of 1.4 to 1.6 trillion annually (3).

The quality of health services is a manifestation of the results of the performance of health workers who produce satisfaction from the community in the use of these services. Assessment of service quality is not only seen from the recovery of patients but from the attitude, knowledge, skills of officers, in providing services, communication, information, courtesy, on time, and the availability of adequate facilities and infrastructure and physical environment (11,12). Patient satisfaction is an indicator in assessing the quality of health services in an agency, because of the high level of patient satisfaction, if the services obtained from health workers are appropriate or more than expected by patients (4).

Puskesmas Talise Kota Palu with accreditation C or Basic based on preliminary data shows that the existing health service process is still very lacking, this can be seen from the reduction in the number of general patient visits from year to year. The annual report of the Talise health center shows that the data on the number of visits obtained from the Talise health center in 2019 amounted to 65,240 patient visits, while in 2020 patient visits amounted to 39,659 people, while data in 2021 the number of patients visited 25,113 people. This data proves that there was indeed a decrease in the number of patient visits at the Talise Health Center in Palu City between 2019 and 2021 by 38%.

Based on some of the definitions above, it can be concluded that patient satisfaction is the subjective value of patients to the services provided after comparing the results of the services provided with their expectations. Patients will feel satisfied if the services provided are in accordance with patient expectations or even more than what patients expect (13,14).

Patient satisfaction is one indicator of the suitability and incompatibility between patients to the health services provided, so that there will be satisfaction or not patient feelings about the services that have been obtained. Health service quality indicators are a measure that is a source of patient satisfaction. Satisfaction measurement is done by conducting a patient satisfaction survey using a patient satisfaction questionnaire. The questionnaire consists of the process of admission of the patient to the discharge of the patient. Patient satisfaction measurement aims to improve the quality of health services. Through these measurements, it can be known to what extent the dimensions of health services held can meet the wishes of patients (13,15,16).

Based on the above, so the researcher is interested in taking the title of research The relationship between health worker services and outpatient satisfaction at UPTD Puskesmas talise palu city.

Methods

This type of research is Quantitative analytical survey with Cross Sectional study design which aims to determine the relationship between health worker services and outpatient satisfaction at UPTD puskesmas talise. The population in the study was 96 people. The research sample is a portion of the population that will be the object of study. This method is an accidental sampling technique. The variables studied are nurse services, doctor services and pharmacist services. Data analysis using odd ratio (OR) test with $\alpha = 0.05$.

Results

Characteristics of Respondents based on Recent Education

Tabel 1. Distribution of Respondents according to the Last Education of patients at UPTD Puskesmas Talise

Last education	Frequency	Percentage (%)
S2	2	2,1
S1	20	20,8
D3	1	1,1
D2	1	1,1
SMA	55	57,3
SMK	6	6,2
SMP	11	11,4
Amount	96	100

Source: primary data, 2022

Characteristics of Respondents by Education Level

Table 2. Distribution of Respondents by Gender in UPTD Puskesmas Talise

Gender	Frequency	Percentage (%)
Woman	69	71,5
Man	27	28,5
Amount	96	100

Source: primary data, 2022

Univariate Analysis

Frequency Distribution Based on Nurse Services

Table 3. Frequency Distribution Based on Nurse Services at UPTD Puskesmas talise

Nursing Services	Frequency (f)	Percentage (%)
Not good	14	14,6
Recent Education	Frequency	Percentage (%)
S2	2	2,1

Source: primary data, 2022

Frequency Distribution Based on Doctor Services

Table 4. Frequency Distribution Based on Doctor Services at UPTD Puskesmas talise

S1	20	20,8
D3	1	1,1
D2	1	1,1
SENIOR HIGH SCHOOL	55	57,3

Source: primary data, 2022

Frequency Distribution Based on Pharmacy services

Table 5. Frequency Distribution Based on Pharmacy Services at UPTD Talise Health Center

vocational school	6	6,2
JUNIOR	11	11,4
Sum	96	100
Amount	96	100

Source: primary data, 2022

Bivariate Analysis

The relationship between Nurse Services and Outpatient patient satisfaction

Table 6. To find out the relationship between nurse services and outpatient satisfaction

Work	Nursing Services		Total	Mark P value	Gender	
	Incomplete	Complete				
96	100	50	11	13	18	
	Percentage (%)	Woman	6	71,5	Ma	27
		9	6	n	18	18,

Nurse Services	Frequency (f)	Percentage (%)	Bad	14	14,6	Good	82	85,4	
Sum	96	100	85	10	96	100			

Source: primary data, 2022

The relationship between Doctor Services and Outpatient patient satisfaction

Table 7. To find out the relationship between doctor services and outpatient satisfaction

Frequency (f)	Percentage (%)		Total	Bad	P value
	Not satisfied	Satisfied			
Good	79	82,3	85	81,3	0,000
Not good	7	63,6	88,5	81,3	11,773
Total	11	100	85	100	Work Total

Source: primary data, 2022

The relationship between pharmacy staff services and outpatient satisfaction

Table 8. To find out the relationship between pharmacy services and outpatient satisfaction

Knowledge	FTotal		Bad	F	%P value
	Not satisfied	satisfied			
13,4	18	18,8	7	8,9	7
86,6	78	81,3	79	6,455	100
100	96	100	79	100	96

Source: Prime data, 2022

Discussion

The relationship between maternal education level and completeness of basic immunization in toddlers aged 12-23 months

The results of the univariate analysis showed that the respondents distributed from 96 respondents were the most in the last high school education group amounting to 55 respondents (57.3%) and the lowest in respondents with the last education group D2 amounting to 1 respondent (1.1%). The results of this study are in line with research conducted by (Yuliana, 2019) p value 0.042 < 0.05. This means that there is a relationship between service and outpatient satisfaction at the Belawan health center. The results of this study are also in line with research with p = value) 0.00 < 0.05.

Health Service is one form of service that is the basic need of every human being, because health is the main thing in supporting daily activities. Activities will run well if a person has a body and soul in good health. Health services are places and tools used as organizers of health service efforts, both promotive, preventive, curative, and rehabilitative services carried out by the government and the community.

The relationship between nurse services and outpatient satisfaction at UPTD Puskesmas Talise Palu City

Based on Results Chi-Square Test It is known that there is a significant relationship between the variables of nurse service and outpatient satisfaction at UPTD Puskesmas Talise Kota Palu, where the value $p = 0.001 < 0.05$. Thus, there is a relationship between nurse services and outpatient satisfaction at UPTD Puskesmas Talise Palu City. This means that the better the nurse service, the more satisfied the level of outpatient satisfaction at UPTD Puskesmas Talise Kota Palu.

Risk estimate calculation, obtained odd ratio (OR) value = 6.455, so it can be concluded that respondents with poor patient satisfaction have a chance of dissatisfaction of 3.727 times compared to respondents with good patient satisfaction. Meanwhile, respondents with poor patient satisfaction had a 0.577 times chance of satisfaction compared to satisfied patients.

The results of this study are in line with research conducted by (Yuliana, 2019) p value $0.042 < 0.05$. This means that there is a relationship between service and outpatient satisfaction at the Belawan health center. The results of this study are also in line with research conducted by (Ahmad rizal, 2018) with $p = \text{value}$ $0.00 < 0.05$. This means that there is a relationship between service and the level of satisfaction of BP patients. Dental puskesmas kalayani in the city of Banjarmasin.

The relationship between doctor services and outpatient satisfaction at UPTD Puskesmas Talise Palu City

Based on Results Chi-Square Test It is known that there is a significant relationship between the variables of nurse service and outpatient satisfaction at UPTD Puskesmas Talise Kota Palu, where the value $p = 0.000 < 0.05$. Thus, there is a relationship between nurse services and outpatient satisfaction at UPTD Puskesmas Talise Palu City. This means that the better the nurse service, the more satisfied the level of outpatient satisfaction at UPTD Puskesmas Talise Kota Palu.

Risk estimate calculation, obtained odd ratio (OR) value = 11.773, so it can be concluded that respondents with poor patient satisfaction have a chance of dissatisfaction of 4.917 times compared to respondents with good patient satisfaction. Meanwhile, respondents with poor patient satisfaction had a 0.418 times chance of satisfaction compared to satisfied patients.

Health services at the Talise Health Center, if the services provided by health workers to the community are of good quality or at least in accordance with what is expected by the community, then it can provide satisfaction to people who seek treatment at the Talise Health Center and are interested in seeking treatment back to the Talise Health Center.

The relationship between the service of Pharmacy officers and outpatient satisfaction at UPTD Puskesmas Talise Kota Palu

Based on Results Chi-Square Test It is known that there is a significant relationship between the variables of nurse service and outpatient satisfaction at UPTD Puskesmas Talise Kota Palu, where the value $p = 0.000 < 0.05$. Thus, there is a relationship between nurse services and outpatient satisfaction at UPTD Puskesmas Talise Palu City. This means that the better the nurse service, the more satisfied the level of outpatient satisfaction at UPTD Puskesmas Talise Kota Palu.

Account risk estimate, obtained value odd ratio (OR) = 18,857, so it can be concluded that respondents with poor patient satisfaction have a 7,303 times chance of dissatisfaction compared to respondents with good patient satisfaction. Meanwhile, respondents with poor patient satisfaction had a 0.387 times chance of satisfaction compared to satisfied patient satisfaction.

In relation to the quality of health services theoretically stated that there are five dimensions to assess or measure the quality of a service, including:

Reliability

The dimension of reliability in health services at the Talise health center is the willingness and ability to carry out and fulfil the promised services / services appropriately and reliably. This dimension can be seen based on reliability indicators such as the ability of health workers to provide services, the speed of health workers in providing health services to patients, and the fairness of health workers in providing health services to all people who need health services at the Tise Health Center.

Responsiveness

The dimension of responsiveness in health services at Puskesmas Talise is the willingness and ability to help customers and provide services / services responsively in a fast, precise and careful way and receive all

patient complaints. This dimension can be seen based on responsiveness indicators such as the ability of health workers to be responsive in providing if there are obstacles in health services, health workers are responsive in resolving patient complaints, health workers prioritize patient interests over personal interests when providing health services to the community / patients.

Assurance/confidence

The dimension of confidence in health services at Puskesmas Talise is the knowledge and courtesy of the employees and their ability to generate trust and confidence and receive confidentiality. This dimension can be seen based on assurance / confidence indicators such as the ability of health workers to guarantee the confidentiality of patient data, guarantees for the certainty of service time and costs in accordance with the provisions, and guarantees for the resolution of patient complaints.

Empathy

The dimension of empathy in health services at Puskesmas Talise is a sense of care and attention to customers or service users such as prioritizing customer interests, no discrimination in providing services to customers from one another, serving customers with friendliness and courtesy, and officers and officers serving and respecting each customer. This dimension can be seen based on empathy indicators such as the ability of health workers to provide attention to patients without discriminating gender, race, religion and social status, the ability of health workers to provide encouragement or support for patient recovery, and serve the health service process friendly and easy.

Intangible/Direct Evidence (Tangible)

The tangible dimension / direct evidence in health services at Puskesmas Talise can be measured from the appearance of physical facilities, equipment, personnel and communication media such as employee equipment and communication facilities, comfort in the place of doing services, ease in the service process, and the use of assistive devices in health services. This dimension can be seen based on Direct Evidence indicators such as facilities and environment of the Talise Health Center related to physical matters in the Talise Health Center such as the comfort and cleanliness of the waiting room, the appearance or neatness of health workers in providing services and ease of access to health services.

Public Health Implications

Public Health Implications: Unveiling Patient Satisfaction Through Exploring the Crucial Link Between Healthcare Professional Services and Outpatient Contentment

Cautions and Limitations

Cautions and Limitations Regarding "Unlocking Patient Satisfaction: Exploring the Important Link Between Health Care Professional Services and Outpatient Satisfaction":

Subjectivity of Satisfaction: Patient satisfaction is inherently subjective and can be influenced by various factors beyond the control of healthcare professionals. Factors such as individual expectations, cultural background, and personal biases can significantly impact perceived satisfaction levels.

Complexity of Healthcare Services: Healthcare delivery involves a multitude of interconnected processes, including clinical care, administrative procedures, and interpersonal interactions. Isolating the impact of healthcare professional services on patient satisfaction from other factors can be challenging and may oversimplify the dynamics at play.

Variability in Patient Needs: Patient satisfaction is not a one-size-fits-all concept. Different patients have unique needs, preferences, and priorities, which can vary based on factors such as age, health condition, and socioeconomic status. Thus, generalizing findings about the link between healthcare professional services and patient satisfaction may overlook important nuances.

Potential Confounding Variables: External variables, such as the quality of facilities, availability of resources, and overall healthcare system efficiency, can significantly influence patient satisfaction. Failing to account for these confounding variables in studies may lead to biased conclusions about the specific impact of healthcare professional services.

Limited Scope of Research: Existing studies exploring the link between healthcare professional services and patient satisfaction may have limitations in terms of sample size, methodology, and geographical scope. Extrapolating findings from these studies to broader populations or healthcare settings should be done cautiously.

Dynamic Nature of Healthcare: The healthcare landscape is constantly evolving due to advancements in medical technology, changes in healthcare policies, and shifts in patient demographics. Findings about patient satisfaction and its relationship with healthcare professional services may become outdated or irrelevant over time.

Potential for Response Bias: Patients may provide feedback on satisfaction based on various factors, including their mood, recent experiences, or perceived social expectations. This can introduce response bias, where patients may not accurately represent their true satisfaction levels, leading to unreliable conclusions.

Ethical Considerations: Overemphasizing patient satisfaction as a measure of healthcare quality may inadvertently incentivize healthcare professionals to prioritize patient appeasement over evidence-based practices or clinical effectiveness, potentially compromising patient safety and outcomes.

Interdisciplinary Nature of Healthcare: Patient satisfaction is influenced by interactions with various healthcare professionals across different disciplines, including physicians, nurses, allied health professionals, and administrative staff. Focusing solely on one category of healthcare professionals may overlook the collective impact of interdisciplinary teamwork on patient satisfaction.

Long-term Patient Outcomes: While patient satisfaction is an important metric, it may not always correlate with long-term health outcomes or treatment effectiveness. Emphasizing patient satisfaction without considering broader health outcomes could lead to a skewed understanding of healthcare quality and value.

Future Research Recommendation

It is expected for the Talise Health Center to maintain and improve good and quality health services so that patients still feel satisfied with the services obtained at the UPTD Talise Health Center in Palu City.

Conclusion

This study concluded that the relationship between health worker services and outpatient satisfaction at UPTD Puskesmas talise Kota Palu, that there is a relationship between nurse services, doctor services and pharmacy services with ($p = 0.001$) ($p = 0.000$) ($p = 0.000$).

Author Contribution

The writer focuses on providing relevant context and background in the writing. The author also contributes to the discussion of policy implications and recommendations. The author is responsible for the formulation and implementation of the research methodology. The author also plays a role in interpreting the findings and compiling the methodology and results sections in the paper. The author is responsible for analysing the implications of the research findings and providing recommendations that can be applied in a public health context. The author also provides insight into ways to overcome obstacles encountered and identifies future research directions.

Conflict of Interest Statement

The research study titled "Unlocking Patient Satisfaction: Exploring the Important Link Between Health Care Professional Services and Outpatient Satisfaction" was conducted with the utmost integrity and transparency. However, it is important to acknowledge potential conflicts of interest that may have influenced the research process or outcomes:

Funding Sources: The research received funding from [insert funding sources], which may have vested interests in promoting certain healthcare services, professional practices, or healthcare-related products. While every effort was made to ensure the independence and objectivity of the research, the funding sources may have influenced the study design, interpretation of results, or dissemination of findings.

Affiliations: The researchers involved in this study may have affiliations with academic institutions, healthcare organizations, or professional associations that could be affected by the study's outcomes. These affiliations could potentially create biases in favor of certain perspectives or agendas.

Personal Relationships: Researchers may have personal relationships with individuals or organizations within the healthcare industry that could introduce biases or conflicts of interest. These relationships may include collaborations, advisory roles, or financial interests in healthcare-related ventures.

Intellectual Property: Researchers involved in the study may hold intellectual property rights, patents, or proprietary interests related to healthcare services or technologies that could be impacted by the study's findings. Disclosure of these interests is necessary to maintain transparency and integrity in the research process.

Professional Advancement: The researchers may have professional aspirations or career advancement goals that could be influenced by the study's outcomes. While every effort was made to uphold scientific rigor and impartiality, personal interests in advancing academic or professional careers could potentially affect the research process.

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