

# Relationship of Fulfillment of Patient and Family Rights with Patient Satisfaction in the Inpatient Room of Mitra Medika Amplas General Hospital

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## ABSTRACT

The purpose of the study was to analyze relationship of fulfillment of patient and family rights with patient satisfaction in the Inpatient Room of Mitra Medika Amplas General Hospital. The type of research used in this study is quantitative analytic research with a cross sectional approach. This research was conducted in the 2nd Floor Inpatient Service Room at Mitra Medika Amplas General Hospital. This research was conducted from February 2022 to March 2022. The population in this study were all Inpatients on the 2nd Floor at Mitra Medika Amplas General Hospital from January to February 2022. The samples in this study were taken by purposive sampling. The analytical method used in this research is bivariate analysis. The results showed that there was a relationship between fulfillment of patient and family rights with patient satisfaction in the Inpatient Room of Mitra Medika Amplas General Hospital with  $p$  value = 0.000 < 0.05.

**Keywords:** Fulfillment of Patient Rights, Family, Patient Satisfaction

## INTRODUCTION

According to Health Law Number 36 Year 2009 concerning Health Providing Limitations, health is a healthy state of being physically, mentally, spiritually, and socially that enables humans to live socially and economically productive lives. To enable people to live productively, the government carries out a series of integrated and integrated activities to maintain and

improve the health status of the community in the form of disease prevention, health promotion, disease treatment, and disease recovery in order to achieve the highest possible health.

The realization of the highest public health cannot be separated from the main role of the hospital as a health service institution for the community. This is in accordance with Law Number 44 of 2009 concerning Hospitals, where hospitals are health service institutions for the community that provide complete individual health services that provide inpatient, outpatient, and emergency services. Complete health services provided by hospitals consist of promotive, preventive, curative and rehabilitative services.

According to Kusumaningrum (2016) health services are essentially provided through the form of treatment and care. Health services are provided by medical and non-medical health workers who have the responsibility to provide optimal services. According to the Health Law Number 36 of 2014 Article 1 Paragraph 1 concerning Health Workers, a health worker is anyone who devotes himself to the health sector and has knowledge and skills through education in the health sector which for certain types requires the authority to carry out health efforts. In this case, health services are provided by medical personnel such as doctors and nurses who are responsible for

the treatment that will take place, and are required to provide quality services to patients.

Regulation of the Minister of Health of the Republic of Indonesia Number 1691/Menkes/PER/VIII/2011 Chapter II Article 5 requires health workers who work in hospitals to carry out actions that must refer to the policies of the National Hospital Patient Safety Committee. Patient safety is the main thing that must be considered. The patient safety standards consist of 1) patient rights, 2) educating patients and families, 3) patient safety in continuity of service, 4) use of performance improvement methods to evaluate and improve patient safety programs, 5) the role of leadership in improving patient safety, 6) educate staff about patient safety, and 7) communication is key for staff to achieve patient safety.

Health services provided by health workers received by patients are one of the patient's rights as consumers of medical services. This is in accordance with Article 28 H paragraph (1) of the 1945 Constitution which states that everyone has the right to live in physical and spiritual prosperity, to have a place to live, and to have a good and healthy environment and have the right to health services. All Indonesian people have the right to obtain adequate health services (Rismayanti et al., 2018).

Obligations to patients consist of 1) the hospital's obligation to provide correct information about hospital services to the community, 2) each hospital is obliged to provide safe, quality, anti-discriminatory, and effective health services by prioritizing the interests of patients in accordance with hospital service standards, 3) the obligation to provide emergency services to patients in accordance with their service capabilities in the emergency department, 4) the hospital's obligations in making, implementing, and maintaining quality standards of health services in hospitals as a reference in serving patients, and 5) hospital obligations to respect and protect patient rights.

The implementation of health services is carried out in a safe, equitable,

non-discriminatory, and quality manner (Ningsih, 2020). Obtaining quality health services in health care units and patient protection is one of the important patient rights, where the form of responsibility of health workers for health services is not neglecting patients. The patient's rights demand that health workers as providers of health services provide professional and responsible health services.

Consumers or patients is the main goal that must be met by the company. The fulfillment of patient rights during hospital services will make patients satisfied. Patient satisfaction is the level of a person's feelings after comparing the performance or results he feels with his expectations. Patient satisfaction is a very valuable asset because if patients are satisfied they will continue to use the services of their choice. But if patients are not satisfied, they will spread worse information about their bad experience during hospitalization (Ginting et al., 2021).

Formally, health care providers, especially hospitals, recognize that patients have rights and obligations, but most patients and health workers do not know these rights and obligations. This is in accordance with the results of research by Sugiarsi and Rohmadi (2008) where the level of knowledge about the right to information is mostly low level of knowledge (46.7%), the level of patient knowledge about the right to give consent is mostly still lacking (53.3%), and the level of patient knowledge about the right to medical secrets, most of them are less (76.7%). This research is also in line with the research results of Nur et al. (2017) where there are still weaknesses in the implementation of informed consent between doctors as implementers of medical actions and patients as users of medical treatment services, less effective communication regarding medical action information.

The level of community satisfaction with services is an important factor in developing a service provision system that is responsive to customer needs, minimizing

costs and time and maximizing the impact of services on the target community (Rismayanti et al., 2018). Patient satisfaction is one measure of the quality of care services and is a reliable tool in helping to plan, implement and evaluate the service system in hospitals.

Overall what is felt by the patient in obtaining health services at the hospital, especially health services during treatment, arises from the views and or perceptions possessed by the patient. Hospitals as part of the national health system are required to improve the quality of providing facilities, services, and independence. Thus the hospital is one of the actors of competitive health services that must be managed by actors who have an entrepreneurial spirit who are able to create efficiency, excellence in quality and service, excellence in innovation and excellence in responding to patient needs. In general, patients who are dissatisfied will file a complaint with the hospital. Complaints that are not handled immediately will result in decreased patient satisfaction with the capability of health services at the hospital (Pragholapati and Gusraeni, 2021).

Inpatient services are a group of health services that are combined from several service functions with the category of patients requiring intensive care, close observation because of their illness in hospital. The description of the fulfillment of patient rights and patient satisfaction is an important phenomenon in health care institutions. Especially with the situation of people's demands that expect more of the health services provided by the hospital. This is also an important discourse for the management of Mitra Medika Amplas General Hospital in providing quality health services for patients.

Mitra Medika Amplas General Hospital is one of the private health service providers in Medan City. Mitra Medika Amplas General Hospital began operating actively as of September 2017 as stated in the operational permit from the Medan City Health Office Number 442/336.46/IX/2017.

This shows that health service activities at Mitra Medika Amplas General Hospital are still relatively new, which is still 4 years old.

Based on medical record data at Mitra Medika Amplas General Hospital, it shows that the number of beds is 242 beds with a description of hospital service indicators showing that during the last 3 years there has been a fluctuation in the value of the bed occupancy rate of 39.4% (2018), increasing to 70.3% (2018) and fell to 51.7% (2019). The ideal bed occupancy rate is between 60-80%, and the average length of stay also varies every year, where in 2018 it was 3.7 days, in 2018 it was relatively the same 3.9 days and in 2019 the average was 4 days, it means that there are fluctuations in bed utilization at Mitra Medika Amplas General Hospital and the average length of patient stay at Mitra Medika Amplas General Hospital, and it is suspected that there are various situations that affect the utilization of health services at the Mitra Medika Amplas General Hospital.

The purpose of the study was to analyze relationship of fulfillment of patient and family rights with patient satisfaction in the Inpatient Room of Mitra Medika Amplas General Hospital.

## RESEARCH METHODS

The type of research used in this study is quantitative analytic research with a cross sectional approach, namely the researcher makes an assessment or measurement of the independent variable and the dependent variable at one time (Nursalam, 2008).

This research was conducted in the 2nd Floor Inpatient Service Room at Mitra Medika Amplas General Hospital.

This research was conducted from February 2022 to March 2022.

The population is a generalization area consisting of objects that have certain qualities and characteristics that are determined by researchers to be studied and then conclusions are drawn (Unaradjan,

2019). The population in this study were all Inpatients on the 2nd Floor at Mitra Medika Amplas General Hospital from January to February 2022. The samples in this study were taken by purposive sampling, where the entire population that met the criteria as samples were treated at the Inpatients on the 2nd Floor at Mitra Medika Amplas General Hospital became the research sample.

The analytical method used in this research is bivariate analysis. Bivariate analysis was conducted to see the relationship between one independent variable and the dependent variable without considering the independent variable or other factors. Bivariate analysis using Spearman rank test with  $\alpha=0.05$  as the level of confidence. Spearman rho correlation is used to measure the level or close relationship between two variables on an ordinal scale (Hidayat, 2014).

## RESULT AND DISCUSSION

### Description of Research Site

#### Hospital Identity

Mitra Medika General Hospital is one of the private hospitals under the auspices of the Mitra Medika Foundation in the North Medan area with a Class C classification. Mitra Medika General Hospital has received a class assignment from the Ministry of National Health through the Decree of the Minister of Health Determination Number HK.02.03/1/0972/2014. Mitra Medika General Hospital was established on January 3, 2004 based on the Decree of the Head of the Medan City Health Office Number 445/0175/RS.11/1/04 with Operation Permit Number: 440/9697/IX/05 dated September 26, 2005. Hospital Address General Mitra Medika is located at Jalan K.L Yos Sudarso Km 7.5, Tanjung Mulia Sub-District, Medan Deli District with accreditation status being accredited by the Hospital Accreditation Commission. The number of beds in Mitra Medika General Hospital is 147 TT, the building area is 6,266 m<sup>2</sup>, the parking area is 671 m<sup>2</sup>, and the land area is 1,899 m<sup>2</sup>.

### Vision and Mission

In carrying out the health service function, Mitra Medika General Hospital has a vision to become a leading hospital with global competitiveness and achievement, while its missions are:

1. 1.Improve the professionalism of human resources in providing services through:
  - a. Emphasis on discipline and responsibility.
  - b. Emphasis on complying with professional code of ethics.
  - c. Emphasis on compliance with hospital ethics, standard operating procedures, and applicable laws and regulations.
  - d. Creating a work environment that upholds human and religious values.
2. Instilling that human resources care and are responsive to:
  - a. Community demands related to quality, professional and ethical service patterns.
  - b. Changes in disease patterns.
  - c. Advances in science and technology in the health sector.
3. Provide excellent service, integrity, continuity and the creation of a safety culture.
4. Improve the quality of skills and knowledge of human resources on an ongoing basis and complete infrastructure.

### Bivariate Analysis Results

The results of bivariate analysis were used to determine the relationship between the fulfillment of patient and family rights with patient satisfaction in the Inpatient Room of Mitra Medika Amplas General Hospital. Bivariate analysis was carried out using the spearman rank test with significant or significant criteria if  $p<0.05$ .

The results showed that there was a relationship between fulfillment of patient and family rights with patient satisfaction in the Inpatient Room of Mitra Medika Amplas General Hospital with  $p$  value= $0.000<0.05$ .

The results of this study are in line with the results of Batti's research (2020)

where there is a relationship between responsiveness to fulfilling patient rights and patient satisfaction with a p value of 0.000. In this study, it was found that the responsiveness to the fulfillment of patient rights in hospital outpatient installations in Indonesia was quite good, reaching 98.7% and for patient satisfaction at hospital outpatient installations in Indonesia it had reached 98.2%. The results of this study are inversely proportional to the results

obtained at Mitra Medika Amplas General Hospital, where the fulfillment of the rights of patients and families in the inpatient room is less fulfilled (67.1%), and for patient satisfaction in the Inpatient Room the results are less satisfied (60.0%). In this case it can be concluded that the fulfillment of the rights of patients and families at Mitra Medika Amplas General Hospital is still not fulfilled.

Table 1. Bivariate Analysis Results

Variable	Patient Satisfaction								P Value	
	Satisfied		Less Satisfied		Not Satisfied		Total			
	n	%	n	%	n	%	n	%		
<b>Fulfillment of Patient</b>										0.000
Fulfilled	17	73.9	6	26.1	0	0	23	100		
Less Fulfilled	11	23.4	36	76.6	0	0	47	100		
Not Fulfilled	0	0	0	0	0	0	0	0		

The rights of patients and families are actions and services that must be provided by hospitals so that patients and families can enjoy them. Patients have the right to get services, as well as hospitals have an obligation to respect and protect patient rights as referred to in the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2018 Article 2 Paragraph (1) which is carried out by enforcing hospital regulations and standards, implementing services based on the rights and interests of patients, as well as monitoring and evaluating its implementation (Tumbel, 2019).

Fulfilling the rights of patients and families in this study is the hospital's effort in providing the rights of patients and families as long as patients receive services at the hospital through delivery delivered by health workers. The fulfillment of patient and family rights in this study consisted of the patient's right to receive support during hospital services, the patient's right to participate in the service process, the patient's right to get an explanation about the follow-up service process, the patient's right to get an explanation of the patient's rights in language which is understood, the patient's right to obtain informed consent during hospital services.

## CONCLUSION AND SUGGESTION

The results showed that there was a relationship between fulfillment of patient and family rights with patient satisfaction in the Inpatient Room of Mitra Medika Amplas General Hospital with p value=0.000<0.05.

Referring to the results of the research carried out, there are various research suggestions that researchers can provide, including the following:

1. For the hospital management to optimize the implementation of the fulfillment of the rights of patients and families. It is necessary to conduct periodic socialization to health workers, especially nurses and doctors to increase knowledge and understanding of health workers about fulfilling the rights of patients and families so that health workers fulfill the rights of patients and families. If the patient's rights are fulfilled, the patient will be satisfied.
2. For the hospital management to be able to further improve supervision of the fulfillment of the rights of patients and families, and carried out continuously so that all health workers exercise the rights of patients and families when providing services to patients.

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