

Patient Satisfaction With Home Care Services Between Sibolga District, Sibolga City 2020

Piuskosmas Fau¹, Devi Kristina Hutagalung², Tenti Kurniawati³

¹²³Lunture Midwife, Sekolah Tinggi Ilmu Kesehatan Nauli Husada, Jl. Kader Manik No. 2, Sibolga, Sumatera Utara, Indonesia

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ABSTRACT

This research is based on the importance of health services for the community. Home Care which is a continuous and comprehensive health service provided to individuals and families in their residence has not yet found various obstacles in the implementation. In general, this study aims to describe patient satisfaction after receiving Homecare service from Homecare Team of Puskesmas Antara. This research uses descriptive qualitative research type. The focus of his research on patient satisfaction. Data collection techniques are interviews, observations and also based on documents from the Home Care Puskesmas Antara. The results show the dimensions of physical evidence (tangibles), give attention (empathy), reliability (reliability), responsiveness, assurance (assurance) related to satisfaction in this case patient satisfaction is fulfilled and the implementation of Home Care in Puskesmas Antara goes well.

E-mail:

piusfau@yahoo.co.id

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1. Introduction

Homecare is a comprehensive and sustainable health service program that is provided to individuals and families at home, with the aim of minimizing the impact of disease, as well as increasing the independence of patients and families in the care and treatment of family members who have health problems. Makassar City Homecare then became one of the top public service innovations held by the Kemenpan-RB in 2016.

However, in the implementation of Homecare in Makassar City, there are still various obstacles, for the Tamalanrea Indah Village area where the researcher lives, namely on Jalan Damai behind the Hasanuddin University campus, there are still many people around who do not know about Homecare, how to contact Homecare, and what are the requirements to get Homecare services.

Apart from many people who still don't know about Homecare services, Homecare implementers still often encounter obstacles when on duty in the field. From the pre-research that was conducted previously at the Tamalanrea Jaya Public Health Center, Tamalanrea Jaya Village, Makassar City, one of the doctors who handled Homecare complained about the various obstacles he encountered while on duty in the field. One of which is safety, because of the obligation to provide 24-hour health services.

To the community, the Homecare team often has to go out in the middle of the night to provide services, what they are worried about is their safety, both on the way to the patient's house, until it is finished. In addition, unclear initial information regarding the patient's condition often makes it difficult for the Homecare team to determine the equipment and types of medicines they will bring to the patient's home.

Behind the various obstacles in its implementation, the existence of Homecare is very important for today's society. This is because a common problem that is often encountered is the large number of referrals to hospitals from the community that require medical treatment while the limited capacity of hospitals and several hospitals in the city of Makassar also become a place of referral for patients from other areas. Prior to Homecare, people who had health complaints had to come in person either at the puskesmas, polyclinic, or other health service units. However, after the

Homecare program, people who want to get initial health services can simply call the hotline that has been provided so that it will help the community more in terms of getting access to health. It is hoped that Homecare will become the spearhead of health services to the community before later receiving referrals to both puskesmas and hospitals.

This is solely done by the government to provide easy access to health services for the community. Which in Law Number 36 of 2009 concerning Health explains that health is a human rights and welfare that must be realized in accordance with maintain and improve the highest degree of public health carried out based on non-discriminatory, participatory and sustainable principles in the framework of the formation of Indonesian human resources, as well as increasing the resilience and competitiveness of the Indonesian nation and increasing the nation's resilience and competitiveness for national development so that the government must work on the health sector by as well as possible, namely providing adequate health services that can be easily accessed by the general public.

This study was conducted to provide an overview of patient satisfaction with the Homecare services at the Antara Public Health Center. Based on the background above, the researcher is interested in conducting a study entitled "Patient Satisfaction with Home Care Services at the Public Health Center between sibolga District, Sibolga City".

2. Method

2.1 Research Design

This approach is used to explain the perception of satisfaction of patients who receive Home Care services at the Antara Public Health Center using the theory of (Parasuraman, Berry, and Zeithaml, 1990) in Pasolong (135:2007). This concept formulates five dimensions, namely Tangible, Reliability, Responsiveness, Assurance and Empathy

2.2 Population and Sample

The location for this research is the Antara Public Health Center and the community. This location was chosen because it is one of the Puskesmas.

2.3 Analysis Techniques

The analysis technique is carried out continuously starting by examining all available data from various sources, namely interviews, observations that have been made in field notes, documents and so on until conclusions are drawn. The analysis technique used by the researcher is componential analysis. Componential analysis is a systematic study of the attributes (components of meaning) related to cultural categories. If the researcher finds contracts between members in the contrast domain, they are considered as attributes or components of meaning. The attributes of all the cultural categories in one domain can be presented as a diagram called a paradigm.

3 Results and Discussion

At the Antara Health Center, there are 3 types of Home Care services, namely Home Care for emergency patients 1x24 hours, Home Care home visits (planned or requested from the community), and Home Care follow-up from the hospital. Requests for Home Care services can be done in two ways, namely directly in this case by calling the Antarapuskesmas call center directly at (0413) 587053. The second is through call center 112 which is then forwarded to the Antarapuskesmas call center. The Home Care call center operator on duty will provide more specific questions such as patient name, patient address, patient age, symptoms or characteristics of the patient's illness, and so on related to medical action. which will be provided by the Home Care team.

After the data on the patient is complete, the Home Care team field officer prepares the equipment to be brought to the patient's home. When arriving at the patient's house, the doctor or nurse or the medical team on duty first makes observations of the patient, such as asking about the patient's condition, history of previous illnesses, what types of drugs have been taken before, and so on. After that, further examination of the patient's condition was carried out to diagnose the patient's disease. After knowing the illness suffered by the patient, the doctor on duty will provide recommendations whether the patient will be treated at home or get a referral to the Puskesmas or Hospital.

TABLE 1
NUMBER OF HOME CARE VISITS AT THE ANTARA PUBLIC HEALTH CENTER

No.	Bulan	2018	2019	2020
1	Januari	-	9	9
2	Februari	-	12	16
3	Maret	-	12	11
4	April	5	11	10
5	Mei	4	8	14
6	Juni	8	9	12
7	Juli	7	9	11
8	Agustus	3	10	14
9	September	6	13	14

4 Conclusion

Physical evidence (tangible) that the Antara Health Center's home care has been adequate and supportive in assisting the service process. Especially with the *dottorotta* car which is considered to be appropriate with the conditions of the Makassar city area which is dense and has many alleys (alleys). Reliability in the Antara Puskesmas Home Care service is good, this dimension is indicated by the readiness of doctors and the skills of the Antara Puskesmas home care staff, handling patients in accordance with applicable procedures, and always prioritizing professionalism in providing services to patients. The responsiveness of the Antara Puskesmas home care team is good.

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