

Patient Satisfaction with Physiotherapy Services In Hospital

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Abstract

Hospitals are one of the various facilities owned by each country which are used to provide health services to the entire community, therefore every hospital is obliged to provide quality health services so that they can satisfy every patient who is undergoing treatment. To realize the stated goals of every hospital in terms of building health services in hospitals, especially in Physiotherapy services, every hospital must have services that are at a good level. Such as in terms of therapist competency, knowledge that is always upgraded by each health worker, professionalism of health workers, and good communication between health workers and patients. This research aims to analyze patient satisfaction with physiotherapy services using a literature review method based on data from Google Scholar or Google Scholar. We use the literature of 4 journals. The results and conclusions of this research obtained from 4 previous journals stated that patients were satisfied with the physiotherapy services provided at the hospital with a p-value < 0.05.

Keywords: services, physiotherapy, hospital

INTRODUCTION

According to WHO (World Health Organization) Physiotherapy is the assessment, planning, and implementation of rehabilitation programs that improve or restore function *motoric* humans, maximizing the ability to move, relieving *syndrome* pain and treating or preventing physical challenges related to injuries, illnesses, and other disorders (Anfal, 2020).

A hospital is a much different organization if we compare it to other organizations or institutions. Hospital institutions are very difficult, because they regulate all policies and activities in which there are various fields of work units that are all different in responsibilities, work, and duties, in addition to all those differences, all work units must be able to work together in carrying out complete health service activities (Intan Syahdilla, 2023). This is done so that every patient who comes to the hospital feels satisfied both in terms of hospital facilities, various kinds of complete, reliable and quality services (Maulana, 2021).

According to the Minister of Health Regulation no.65 of 2015 Physiotherapy Service Standards are guidelines that physiotherapists follow in providing physiotherapy services (Ratnamasih et al., 2012). The foundation of a hospital quality management is all outlined in the Regulation of the Minister of Health of the Republic of Indonesia Number 65 of 2015 concerning

Physiotherapy Service Standards, which contains that efforts to improve the quality and safety of patients in the implementation of physiotherapy services must be carried out regularly and repeatedly (A, 2019).

The prevalence of patient satisfaction with physiotherapy services in Indonesia in 2018 from the Ministry of Health there are around 60% of hospitals that do not set a good and effective service quality. The Ministry of Health has set a minimum Service Standard for patient satisfaction to be rated above 95% nationally for health services (Ampiah et al., 2019).

According to (Jahan et al., 2021), Service quality is a performance indicator for physiotherapy health service providers. There are several indicators in assessing patient service satisfaction. If you want to assess the satisfaction of physiotherapy services, there are five main dimensions of service quality in order of relative importance, namely:

- 1) Realism is the ability to provide the promised service promptly, accurately, and satisfactorily
- 2) Responsiveness is the desire of the staff to help customers and provide responsive service,
- 3) Assurance includes knowledge, competence, courtesy and trustworthiness possessed by staff; free from danger, risk or hesitation (Tariq et al., 2023).
- 4) Empathy includes ease of establishing relationships, good communication, personal attention, and understanding of the individual needs of customers
- 5) Physical evidence (tangible) includes physical facilities, equipment, employees and communication facilities (Rambat Lupiyoadi, 2013).

Lately, not a few people have commented in the form of complaints about hospitals that do not provide good service to the community (Guadie et al., 2022). According to patients, the quality of service provided by health workers in a health service institution accelerates recovery. Therefore, this issue is very interesting to study. Because the quality of physiotherapy services and the patient's recovery rate are interrelated (Tennakoon & de Zoysa, 2014). There are many ways to get a quality of service that meets patient expectations. For example, improving the competence of medical personnel in terms of expertise, knowledge, and emotions.

Despite numerous studies evaluating the quality of physiotherapy services and patient satisfaction, there remains a research gap concerning the implementation of national service standards and their impact on patient satisfaction in various hospitals in Indonesia (Odumodu et al., 2020). Most previous research has focused on physiotherapy services in developed countries, while in-depth studies on the implementation of physiotherapy service standards and their influence on patient satisfaction in Indonesia are limited (Sheppard et al., 2010).

The novelty of this research lies in its focus on evaluating the implementation of Physiotherapy Service Standards as per the Minister of Health Regulation Number 65 of 2015 in hospitals across Indonesia and how these standards affect patient satisfaction. This study will bridge the existing gap by providing new insights into the effectiveness of national standard implementation in improving physiotherapy service quality and patient satisfaction in Indonesia.

The objectives of this study are to evaluate the implementation of Physiotherapy Service Standards based on the Minister of Health Regulation Number 65 of 2015 in hospitals in Indonesia and to measure their impact on patient satisfaction. This study also aims to identify key factors influencing patient satisfaction in physiotherapy services and to provide recommendations for improving service quality based on the research findings.

Despite numerous studies evaluating the quality of physiotherapy services and patient satisfaction, there remains a significant research gap regarding the implementation of national service standards and their impact on patient satisfaction in various hospitals in Indonesia. Most previous research has focused on physiotherapy services in developed countries, leaving a lack of in-depth studies on how these standards influence patient satisfaction in Indonesia. The novelty of this research lies in its specific focus on evaluating the implementation of Physiotherapy Service Standards according to the Minister of Health Regulation Number 65 of 2015 in Indonesian hospitals and examining how these standards affect patient satisfaction. This study aims to fill the existing gap by providing new insights into the effectiveness of these national standards in improving the quality of physiotherapy services and patient satisfaction. The objectives of this study are to evaluate the implementation of these standards in Indonesian hospitals, measure their impact on patient satisfaction, identify key factors influencing satisfaction, and provide recommendations for improving service quality based on the research findings.

METHODS

The research used uses the literature review method or also known as one of the systematic research methods to carry out identification and evaluation of works from the results of research conducted by previous researchers.

The plan in this literature study search uses an online database through the Google Scholar website using the keywords "satisfaction", "service", "physiotherapy", and "hospital". The journal used is a scientific paper in Indonesian and contains the suitability of the keywords used as search material on Google Scholar. The journal contains complete texts and journals used as many as 5 journals in the last 10 years 2013-2023.

We will review the literature if it has met the inclusion criteria: (i) the subject of the study is an outpatient who uses physiotherapy services in the hospital.

We will reject research literature if it has the following exclusion criteria: (i) research journals under 2013, (ii) the subject refuses to participate. The author obtained information based on the databest journals such as Pubmed, Google Scholar, ScieceDirect. To overcome the bias, this study will accept every influence of patient satisfaction from each literature, whether there is an influence or not on this study, for data writing, summarizing the literature based on the research subject, gender, participant, type of satisfaction (both from Tangible, Realiability, Responsiveness and Assurance), the effectiveness of patient satisfaction on the level of recovery and conclusion

The research instrument uses

Focus Group discussion (FGD): semi-structured interviews for qualitative data returns.

Quality System International (QSI): a system in mapping all processes in accordance with standards to maintain the quality of the company.

Systematic Sampling: a sampling method that is randomly selected to help in identifying a quality.

Based on the research instruments from the 4 literatures that we got, it turned out that patient satisfaction had a very positive impact on patient recovery. There are several characteristics of respond mentioned in each journal that are the reference for our method. The following are the characteristics of responding:

1. Tangible (Physical Evidence)

According to Suparyanto and Rosad Tangible is the ability of a company to show the existence of physical evidence to external parties. Such as buildings, machinery, cleanliness and employee appearance.

2. Reliability

According to Sugiyono, reliability is the extent to which the results of measurements using the same object will produce the same data.

3. Responsiveness

According to Kotler and Keller, Responsiveness is the company's ability to provide service directly by employees to provide service quickly and responsively.

4. Assurance

According to Kotler Assurance (guarantee) is knowledge of the right product, the readiness of employee compensation in providing services, skills in providing information, the ability to provide service to customers.

Our journal data analysis includes the process of data reduction, data presentation and conclusion making. We will use it in this study.

We only took the subjects and informants in this study through journals. Because we use the literature review research method.

Our goal in making this journal is to update last year's journal data related to patient satisfaction in physiotherapy services with patient recovery.

RESULTS AND DISCUSSION

Based on the results of the recapitulation to 5 journals of previous researchers regarding patient satisfaction with physiotherapy services

Table 1. Results of Literature Studies
Author, year of the method of measuring the results

Heading	Writer	Year	Method	Measuring Instruments	Research Results
Patient satisfaction with physiotherapy services at Kendari City Hospital	(Ihsan, 2023)	2023	Phenomenological method and qualitative in nature.	Focus Group Discussion (FGD)	The results of this study found patient satisfaction in physiotherapy services in various aspects such as: Tangibel, Realiability, Responsiveness and Assurance. The results are that patients are satisfied with the following aspects: 1.Tangible like the appearance of a clean and neat therapist, a

					fairly complete modality
					2. Reliability such as the attitude of a therapist, discipline, and responsiveness in serving
					3. Responsiveness such as the therapist is friendly and polite to the patient
					4. Assurance is like a narrow therapy room
Relationship between physiotherapy services and patient satisfaction in stroke cases in hospitals in West Jakarta	(Laowo et al., 2021)	2021	Quantitative Descriptive	Quality System International (QSI) and Mesrisk instruments	<p>This study found the results of patient satisfaction in physiotherapy services based on a survey of 18 people who were male with a percentage of 60% and 12 people who were female with a percentage of 40%.</p> <p>Based on the results of the Spearman-Rank correlation test with a value of $p < 0.002$ where $p < \text{value of } \alpha (0.05)$ indicates that H_0 is rejected and H_a is accepted. So it can be concluded that there is a relationship between physiotherapy services and patient satisfaction in stroke cases at the West Jakarta Regional Hospital. The value of $r = 0.552$ which means that there is a relationship between physiotherapy services and patient</p>

					<p>satisfaction with a positive correlation direction (unidirectional) which means that the higher the physiotherapy service, the higher the patient satisfaction value, and vice versa. Hypothesis test with Spearman-Rank correlation showed that there was a significant relationship between physiotherapy services and patient satisfaction in stroke cases at the West Jakarta Regional Hospital ($p < 0.002$).</p>
<p>The relationship between service quality and patient satisfaction at the physiotherapy polyclinic of Siti Hajar Hospital</p>	<p>Sulaiman, Anggriani</p>	<p>2019</p>	<p>Descriptive with a "cross sectional" design</p>	<p>Systematic Diving Technique</p>	<p>This study found the results of patient satisfaction in physiotherapy services which are classified into 3 categories, namely: Satisfied, Adequate, and Less. About 13 or (43.3%) people feel satisfied, 12 or (40%) people feel enough, and 5 or (16.7%) people feel dissatisfied with physiotherapy services. The results of the study showed that there was a relationship between the quality of physiotherapy services and satisfaction, this was evident from the results of the <i>chi-square</i> analysis where</p>

<p>Quality of physiotherapy services with low back pain spondylosis lumbar patient satisfaction at the physiotherapy polyclinic of grandmed hospital</p>	<p>(Berampu & Purba, 2021)</p>	<p>& 2021</p>	<p>Accident Sampling with cross sectional design</p>	<p>Questionnaire & chi squer test</p>	<p><i>the p-value = 0.004, less than 0.005.</i></p> <p>This study found the results of patient satisfaction in physiotherapy services which were categorized into 2 values, namely: satisfied and dissatisfied.</p> <p>There were 33 or (53.2%) patients who expressed satisfaction and there were 29 or (46.8%) patients who expressed dissatisfaction</p> <p>The results of the study showed that there was a relationship between the tangible physical dimension and the patient satisfaction dimension <i>with p-value = 0.002.</i></p>
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DISCUSSION

Based on the results of the analysis from 4 journals that we obtained, patient satisfaction in physiotherapy services is interconnected with the patient's recovery rate.

Because of the interconnection between physiotherapy services and the rate of recovery, the services provided to patients must always be monitored and paid attention to so that patients feel satisfied with all the facilities provided, both from the hospital and from the physiotherapist himself. Literature reviews in this journal were carried out in 4 journals from Ihsan (2023), (Laowo et al., 2021), Sulaiman (2019), (Berampu & Purba, 2021)

1. 1st Journal

Patient satisfaction in physiotherapy services in various aspects such as: Tangible, Reliability, Responsiveness and Assurance.

a) Tangible

The physical facilities of a hospital, the appearance of employees, and waiting rooms are concrete examples of a service provided by service providers, especially in health services. The readiness of facilities and infrastructure and a neat and clean appearance and the surrounding environmental conditions that support a high level of satisfaction with physiotherapy services.

Patients' attention can be diverted from patients waiting for a queue number with comfortable waiting room facilities so that patients do not feel bored. From the analysis of the data contained in this journal, there are only a few waiting rooms or waiting chairs.

b) Reliability

Reliability is the ability to maintain consistency and quality in providing products or services to customers. In this journal, reliability explains patient satisfaction at Kendari Hospital. The value of patient satisfaction is very valuable in order to be able to provide the right service as promised. In this study, we obtained patient reliability in the : The therapist is disciplined and friendly in responding to patient questions.

In the aspect of discipline, it can be in the form of the seriousness of the officers in providing services. Considering that the service is organized to be able to satisfy the use of services in accordance with the code of ethics and set standards.

c) Responsiveness

Responsiveness is] the organization's ability to include apparatus in it to prepare service agendas and priorities and develop various new service programs according to new knowledge and demands related to time, access and communication.

In this journal we find patient satisfaction from this aspect: very complicated registration and therapists who lack explanation of the crowded registration procedure.

If the queue time is long enough or the staff is not friendly, then the patient thinks he does not want to return to the hospital. According to the journal, service waiting time has a great influence on patient satisfaction.

This can be overcome by making employees who are in service speed up services and increase services.

d) Assurance

Assurance is Independent assessment of the governance process (*Governance*), risk management, and the control process of an organization.

In this journal we find patient satisfaction from the aspect of assurance: the therapy room is not spacious.

In terms of patient satisfaction, adequate facilities and feelings are very influential. If the availability of a room is not spacious, it can reduce the comfort of patients, clients and families. So it is very necessary to have adequate facilities and infrastructure in each hospital such as spacious rooms, adequate equipment, and enough beds to provide health services.

e) Empathy

Empathy is one of the most important aspects of patient satisfaction. The home management must also see how the employees carry out their duties.

In this journal we get comments in the form of therapy time that is too fast, the mismatch of patient expectations for the quality of health services obtained. So that it can all affect the level of patient satisfaction.

The next problem is for elderly patients who have musculoskeletal cases that need serious treatment but only get a short session. This can have an impact on physiotherapy services in the future.

2. Journal 2

Patient satisfaction is something that must be considered. In this second journal, patient satisfaction assessors are measured using an international system. Where the sample study used male and female stroke patients who focused on physical recovery and played an important role in the independence of stroke patients.

The researcher gave the Quality System International (QSI) questionnaire and the medrisk instrument questionnaire obtained the results that the level of patient satisfaction with the recovery of stroke patients was interrelated. Where if the patient shows satisfaction, it will make the treatment carried out more effective. The point is that if we provide satisfactory service to patients, patients will continue to carry out their treatment regularly. So that it can cause the patient to recover quickly.

3. Journal 3

The third journal uses a descriptive quantitative research design. The sample taken in this journal was 30 respondents. Patient satisfaction can be grouped into 3 categories, namely satisfied, adequate, or lacking. A total of 13 people answered satisfied, 12 people answered enough, and 5 people answered less. In this way, the majority of patient samples are satisfied with the physiotherapy services provided. The result of the p-value is 0.004 so that it can be concluded that the service has a cognitive relationship with patient satisfaction.

4. Journal 4

In this journal, an analytical survey technique is used to find out how and why health phenomena can occur. This journal is divided into several dimensions, namely:

1) Tangible (physical evidence)

Based on the results of the test, 40 patients stated that the tangible dimension was good and 22 patients stated that it was not good.

2) Reliability

A total of 43 patients stated that the reliability was good and 19 patients said it was not good.

3) Responsive

There were 37 patients who gave responsive statements that were good and 25 patients who stated that responsive was not good.

4) Assurance

It is known that 47 patients answered Assurance (Guarantee) well and 15 patients stated that it was not good.

5) Emphaty

Based on the test, it was known that there were 39 patients who answered well and 23 patients who answered Emphaty (Empathy) were not good.

Then a chi-square test was carried out, and the final model using multivariate analysis showed that the result of $p < 0.05$ had a difference between the quality of service and the level of patient satisfaction.

CONCLUSION

Based on the results of the research and discussion, we can give conclusions in several points: The quality of service has important results in patient recovery. The comfort of patients, clients and families has an important role in the progress of the patient's return to hospital schedule. The value of the quality of services provided by hospitals greatly affects patient satisfaction within the scope of therapy in hospital outpatients.

So how important it is in managing human resources or employees or therapists in providing physiotherapy services. This can be given in the form of workshops, webinars or internal meetings with the heads of the rooms. In addition to the employees, facilities and infrastructure are also important in supporting patient satisfaction levels. A room that provides a sense of comfort to patients and families can affect patient satisfaction levels.

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