

Literature Review: The Importance of Patients Satisfaction in Hospital Quality Management

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Abstract: Introduction: Hospital is a health service institution that provides comprehensive health services for individuals, including inpatient, outpatient and emergency services. Patient satisfaction is measured through emotional responses, such as feelings of joy and satisfaction, that arise in patients because their needs, hopes and desires are met in receiving health services. There is a link between hospitals, patient satisfaction, and quality management; where hospital quality management has a significant role in influencing patient satisfaction and service quality. This research uses a literature review method with sources from Google Scholar using the keyword "The Importance of Patient Satisfaction in Hospital Quality Management". The research results showed that three aspects, namely staff communication, hospital responsiveness, and environmental cleanliness and comfort, were proven to have an impact on hospital quality management.

Keywords: Patient satisfaction, quality management, hospital, health service

1. Introduction

Hospital is a healthcare facility that offers a wide range of health services to individuals, encompassing inpatient, outpatient, and emergency care [1]. Meanwhile, as per the World Health Organization (WHO), a hospital constitutes an essential component of a societal and health structure, serving the purpose of delivering all-encompassing services for both curative healing and preventive measures against diseases within the community [2].

Patient is an individual who seeks health services, whether directly or indirectly, from a doctor or dentist to address health-related concerns [3]. Patient satisfaction arises from an evaluation manifested as an emotional reaction, encompassing feelings of happiness and contentment, resulting from the fulfillment of their needs, expectations, and preferences in the utilization and reception of healthcare services [3]. The level of patient satisfaction is interconnected with the quality of service provided by the hospital. Hospital management can enhance service quality by comprehending and assessing patient satisfaction levels.

Measurement of patient satisfaction is conducted through standardized instruments aligned with the Ministry of Health's performance indicators in the Republic of Indonesia [4].

Quality management is an effort to plan, organize, implement and supervise efforts carried out by an organization to achieve the highest standards of a product or service [4]. Hospitals, patient satisfaction, and quality management are three things that are related or related to each other. Hospitals have quality management that must be implemented and this is something that can influence patient satisfaction, service quality, etc. [1].

The success of hospital quality management is not only measured from clinical aspects alone, but also from the extent to which the hospital can meet patient expectations and needs. Therefore, an in-depth understanding of the factors that influence patient satisfaction is an important basis for designing effective quality management strategies. Thus, it is hoped that this literature review can provide comprehensive insight into the close relationship between patient satisfaction and hospital quality management, as well as provide directions for further research and improvement of management practices in this area.

2. Materials and Methods

This research adopts the literature review method as the research design. Google Scholar was the database used, with the keywords and operator booleans "Hospital Quality Management" and "Patient Satisfaction". A total of 150 articles were collected from Google Scholar, and of these, 5 articles were selected to be included in the literature review.

3. Results and Discussion

3.1 Results

Writer	Title	Conclusion
Edi Wibowo Suwandi, Rusnoto, Yulisetyaningrum, Setiyani Widaristuti (2023) [5]	The Relationship between Factors and the Satisfaction Level of Inpatients at Permata Bunda Hospital, Purwodadi	The study findings revealed a significant association between the presence of nursing staff and inpatient satisfaction levels, with a chi-square p-value of 0.000, indicating statistical significance ($p < 0.05$). Similarly, a correlation was observed between the educational level of nurses and inpatient satisfaction, with a chi-square p-value of $0.000 < 0.05$. Furthermore, a noteworthy connection existed between management training and inpatient satisfaction, as evidenced by a chi-square p-value of $0.000 < 0.05$. In conclusion, these factors are linked to patient satisfaction

Writer	Title	Conclusion
		at Permata Bunda Hospital in Purwodadi.
Apolonia Due, Athillah Irba Salsalbilah, Fariz (2023) [6]	The Influence of Service Quality on Visiting Interest and Patient Satisfaction at Bhayangkara Hospital, Surabaya	In this research, it was found that good service quality has a significant effect on patient satisfaction at Bhayangkara Hospital, Surabaya. The level of patient satisfaction also influences their decision to return to visit. However, no significant influence was found between service quality and patient visit interest.
Siti Fadhillah Azzahrah, Era Agustina Yamini (2023) [7]	The Influence of Service Quality and Hospital Facilities on Patient Satisfaction (Study of Patients at Labuang Baji Regional Hospital, Makassar City, South Sulawesi)	All question items for each variable are declared valid because the calculated R value is greater than the table R value so that all question items can be used in research. From the results of the reliability test, all question items on each variable used were declared reliable because they had a Cronbach's alpha value greater than 0.007. Shows that (1) service quality has a positive effect on consumer satisfaction (2) facilities have a positive effect on consumer satisfaction (3) consumer satisfaction and facilities simultaneously or together have a positive effect on consumer satisfaction.
Ayu Shilvira, Arifah Devi Fitriani, Beni Satria (2023) [8]	The Influence of Patient Satisfaction on Intention to Revisit in the Inpatient Room at Bina Kasih General Hospital, Medan	Bivariate analysis showed that there was an influence of staff communication ($p=0.001$), information about medication ($p=0.005$), pain management ($p=0.030$), environmental cleanliness and comfort ($p=0.000$), information before the patient went home ($p=0.000$)

Writer	Title	Conclusion
		on interested in a repeat visit at the Bina Kasih General Hospital Medan Sunggal inpatient room. The results of the multivariate analysis show that the variable that has the most influence on interest in repeat visits in the Bina Kasih General Hospital Medan inpatient room in 2022 is the officer communication variable.
Sania Septiani Surachman, Fransiska Agustina (2023) [9]	The Influence of Service Quality and Patient Satisfaction on Outpatient Loyalty at RSIA Kartini Padalarang	Based on the determination test, it is known that Service Quality and Patient Satisfaction have an influence of 0.196 or 19.6% on Patient Loyalty. This figure shows that the influence of variables X1 and Based on the F test, the F value is greater than the F table value ($19.603 < 3.06$), in other words the significance is $0.000 < 0.05$. This means that the two variables Service Quality and Patient Satisfaction have a significant effect on Patient Loyalty.

3.2 Synthesis Results

This research focuses on three important aspects of patient satisfaction with hospital quality management, including:

- The importance of patient satisfaction with hospital quality management based on aspects of staff communication
- The importance of patient satisfaction with hospital quality management based on aspects of hospital responsiveness
- The importance of patient satisfaction with hospital quality management based on aspects of environmental cleanliness and comfort

3.3 Discussion

3.3.1 The Importance of Patient Satisfaction in Hospital Quality Management Based on Staff Communication Aspects

Based on the calculation results in Ayu Shilvira's research, it was found that the significance value of the statistical test was $0.000 < 0.05$. In conclusion, there is an influence of staff communication on interest in repeat visits at the Bina Kasih General Hospital Medan Inpatient Room in 2021. The research results show that good communication has a positive impact, where patients who are sick tend to look for personal relationships. In the relationship between patient and doctor, there are certain characteristics, such as awareness, realism, and reasonableness in seeking help from professionals.

In the context of the doctor-patient relationship in adults, it is important to have a respectful attitude towards other people's personalities and skills in generating and maintaining the patient's readiness to cooperate and have the motivation to recover. Although some diseases can heal by themselves or only require light medication, there are also many serious diseases that require treatment by a doctor. Therefore, a good communication relationship between doctors and patients is essential to ensure effective treatment. Health workers are also expected to be able to carry out their duties professionally, including managing themselves, dealing with various types of patients, and collaborating with other health professions.

In the doctor-patient communication process, this professional attitude is an important key to building the patient's sense of comfort, security and trust in the doctor. This is the foundation for open communication, so that patients can feel satisfied with the services provided by the doctor.

3.3.2 The Importance of Patient Satisfaction in Hospital Quality Management Based on Hospital Responsiveness Aspects

Based on the calculation results in Ayu Shilvira's research, it was found that the significance value of the statistical test was $0.005 < 0.05$. Thus, it can be concluded that hospital responsiveness influences interest in repeat visits in the Inpatient Room at Bina Kasih General Hospital Medan Sunggal in 2021. The results of research conducted in the Inpatient Room at Bina Kasih General Hospital Medan Sunggal show that the service has a positive impact on patient loyalty. This service involves effective communication, where staff in the inpatient room are able to convey messages well, analyze the disease carefully, and be responsive to the surrounding situation.

Staff in the inpatient room try to provide good service, which can be heard and understood well by patients. Responsiveness in service is measured by the speed of health workers in responding to patient needs, being responsive to situations, and providing fast service. These aspects are highly valued in providing responsive services, including the response or alertness of health workers in helping patients, speed in handling transactions, and understanding of the information conveyed by patients.

3.3.3 The Influence of Patient Satisfaction on Quality Management Based on Environmental Cleanliness and Comfort Aspects

In Ayu Shilvira's research, the calculation results show that the significance value of the statistical test is $0.001 < 0.05$. Therefore, it can be concluded that environmental cleanliness and comfort have an impact on interest in repeat visits in the Inpatient Room at Bina Kasih

General Hospital Medan Sunggal in 2021. Cleanliness in the Inpatient Room at Bina Kasih General Hospital Medan Sunggal reflects good hygiene conditions, where the environment is free from dirt, including dust, trash and odors.

A comfortable environment, indirectly, can speed up the healing process, facilitate nurses in providing nursing care to patients, prevent and reduce the possibility of cross-infection, and foster trust and a positive impression of the hospital among patients, their families and the community.

Conclusions

From the results of the discussion regarding the importance of patient satisfaction in hospital quality management, several key conclusions can be drawn that are relevant to aspects of staff communication, hospital responsiveness, and environmental cleanliness and comfort.

First, the communication aspect of staff in health services has a significant impact on patient satisfaction. The research results show that good communication between health workers and patients can influence patients' interest in repeat visits. Professional attitudes, skills in generating and maintaining patient readiness, as well as staff's ability to handle various types of patients are the keys to building a personal and positive relationship between doctors and patients.

Second, the hospital's responsiveness to patient needs and expectations is also an important factor in increasing patient satisfaction. Responsive service, including the ability of officers to convey messages, analyze illnesses well, and be responsive to situations, can create patient loyalty. Fast response and good service are the foundation for creating a positive experience for patients, which in turn, can increase interest in repeat visits.

Third, the cleanliness and comfort of the hospital environment also plays an important role in influencing patient satisfaction. The results of the study showed that the cleanliness of the inpatient room had a significant influence on the patient's interest in repeat visits. A clean environment, free from dirt and odors, creates conditions that support healing, increases patient confidence, and gives a positive impression of the hospital.

Overall, patient satisfaction is not only the ultimate goal in health services, but also the main indicator of the success of hospital quality management. Therefore, attention to aspects of staff communication, hospital responsiveness, and environmental cleanliness must be the main focus in efforts to improve the quality of health services in hospitals. It is hoped that the implementation of changes and improvements in these three aspects will have a sustainable positive impact on patient satisfaction and improve the hospital's image and reputation in the eyes of the public.

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Conflicts of Interest

In writing this journal, there was no conflict but support for one another.

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