



PATIENT EXPERIENCES TOWARDS SATISFACTION IN ACCESSING EXAMINATIONS HIV/AIDS AND ARV TREATMENT

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ABSTRACT

Puskesmas is a functional organizational unit that carries out health efforts that are comprehensive, integrated, equitable and can be reached and accepted by the community. A service is said to be good by a patient, determined by the fact that the service provided can meet the patient's needs using the patient's perception of the service received (satisfactory or disappointing, also including the length of service time). Patient satisfaction with examination and treatment services for patients with HIV/AIDS in various patient groups at the health service administration level at health centers and hospitals, comfort in using health services including waiting times and administrative procedures. Objective: HIV AIDS patients who undergo examinations and visits to the Sentani Community Health Center. Method: This research is qualitative research with an exploratory phenomenology approach, 3 participants, and the data collection technique is in-depth interviews. Results: The research results found three themes, including understanding about HIV AIDS, obstacles experienced during treatment, and easier access to health services. Conclusion: Health services for patients with HIV/AIDS require education and understanding and accessing health services through comprehensive education and counseling. Patients with HIV/AIDS require special attention in getting appropriate care. Access to complete health services for people with HIV/AIDS requires counseling between health workers aimed at exploring problems in order to find solutions in the resolution process.

Keywords: ARV; HIV/AIDS; patient satisfaction

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INTRODUCTION

Based on data from the Papua Province AIDS Commission (KPA) infected with HIV/AIDS Data from the Papua Province Health Service as of September 30, 2023 with 52,703 HIV/AIDS cases, 24,563 men and 28,140 women, 7,953 cases in Jayapura City, 508 cases in Jayapura City, 9,696 cases in Nabire (Papua Provincial Health Office, 2023). Good and quality health service facilities for the community are something that must be given attention in development efforts in the health sector. Provision of health services to form a healthy society (Sri Handayani, 2016). The Community Health Center is a functional organizational unit that organizes health efforts that are comprehensive, integrated, equitable and can be reached and accepted by the community (Sri Handayani, 2016). A service is said to be good by patients determined by the fact that the services provided can meet the needs of patients using patient perceptions of the services received (satisfactory or disappointing, including the length of service time) (Kusumawati et al., 2021). Patient satisfaction with examination and treatment services for patients with HIV/AIDS in various patient groups at the health service administration level at the Community Health Center and in hospitals, comfort in utilizing health services including waiting times and administrative procedures (Bach, 2012).

Health services require integrated handling from the functional organizational structure of the leadership elements, implementation of the provision of services to people infected with

HIV/AIDS. Health services are a service in the form of services and are part of the public good category with service providers based on needs even to the community (Puspita, 2020). Health services are one of the efforts in organizing individuals together in organizations to prevent and improve health, cure and restore a disease, both individuals, groups or in the community (Utama et al., 2021). HIV (Human Immune Deficiency Syndrome) is one of the infectious diseases with a fairly high mortality rate and can be transmitted to the surrounding environment, both in society, family and social environment, even the disease does not look at age from infants to adults, both women and men can be infected (Husna & Fitriani, 2016). The time from the start of infection and the appearance of symptoms of the disease takes 5-7 years, at which time a person will look healthy (Inovasi et al., 2022). The purpose of this study was to determine and describe the patient's experience of satisfaction with accessing HIV/AIDS examinations and ARV treatment.

METHOD

This research is a qualitative research with an exploratory phenomenology approach. The number of participants was 3 patients who underwent HIV examination and underwent treatment at the Sentani Health Center. The inclusion criteria in the implementation of this study were HIV patients who were treated at the Sentani Health Center, aged 12-35 years, willing to be participants, and old or new patients. Data collection was carried out through in-depth interviews (In-Depth- Interview) with a total of 10 questions and developed according to the needs of this study.

RESULT

Demographic Data of Participants

Based on the data in table 4.1 above, it is known that the demographic data of the participants in this study were participants with a high school education background of 2 people, one person with a junior high school education background, then the age of the participants was at a productive age where at the age of 29 one person, 26 one person and 34 one person.

Thematic Analysis

The results of the study were conducted with in-depth interviews. The number of participants was 3, then the participants were given a statement of consent to become subjects and made a contract regarding the place and time of the interview. The results of the study have been analyzed according to Collaizi (1978) and several findings were obtained based on the answers from participants involved in the implementation of in-depth interviews, then the researcher conducted a data validity test from the findings. The in-depth interview was conducted by sitting facing the participant and the researcher then validated the results of the in-depth interview. The results of interviews with participants obtained three themes, namely understanding of HIV/AIDS, obstacles experienced during the treatment process, easy access to health services. The results of the research conducted by researchers are presented systematically based on the findings obtained by in-depth interview techniques on patients with HIV/AIDS. These themes are formed in a theme scheme and analysis of statements from participants P1 to P3 are as follows:

Obstacles experience during treatment

Results of in-depth interviews conducted with 3 participants during the process. The research found the first theme finding, namely participants expressed that they did not know the process of HIV/AIDS transmission occurs based on the keywords, namely "Transmission through syringes, sexual intercourse, Use of syringes alternately. Statements from 3 out of 3 participants are as follows:

P1: "I didn't know I was infected at first, but only after a blood test with I knew I was infected. I was immediately told that I had to take medicine.

P2: "I didn't know that HIV/ AIDS could be transmitted through injection needles, sexual intercourse. I only found out later that there were many who could transmit That disease, I learned from the health workers here.

P3: ""HIV/ AIDS transmission can occur due to promiscuity such as sexual relations, and sharing injection needles.

Obstacles experienced during treatment

The results of in-depth interviews conducted on 3 participants during the research process obtained findings of theme two, namely participants revealed that the obstacles experienced in the process of consuming ARV drugs based on the keywords were "Lazy to take, Forgetting the time to take it, Distance from home to the health center. Statements from 3 of 3 participants are as follows:

P1: "the distance from home to the health center is quite far, so when we come to get medicine sometimes there is no fare.

P2: " Sometimes, if the medicine runs out on Sunday, we forget to take it on another day, because the health center is not open on holidays, not to mention that my house is far away."

P3: "It's not because of the distance, it's more because I'm lazy to take medicine, because we have to take it every day, and he has to take it at the same time, so sometimes I forget to take it. It's past the hour before I remember."

Easy access to health services

The results of in-depth interviews conducted on 3 participants during the research process obtained findings of theme three, namely participants expressed that access to health services to obtain health services was easy based on the keywords, namely "time to take medicine, distance from home, immediately told to take medicine, Statement 3 of 3 participants as follows:

P1: when I found out that I had the disease, I was immediately directed to take ARV drugs, then explain how to take it too

P2: at that time I was counseled first, it took a long time, then what ... please explain how to take the medicine, then what if the medicine runs out, explain it, it's just a long wait P3: if I live far away, I have a bit of trouble with vehicles because if the medicine runs out, I have no choice but to get another one, then the fare is again, I have to take a public transportation to get here.

DISCUSSION

The characteristics of the participants in the study were female and male. The results of this study on patient experiences regarding satisfaction in accessing HIV/AIDS examinations and ARV treatment at the Sentani Community Health Center conducted through in-depth interviews obtained three identified themes, including:

Understanding HIV/AIDS

The results of the research conducted found that patients' understanding of HIV/AIDS still very lacking and needs to be improved, this can be done by providing an understanding in the form of counseling or educational counseling related to HIV/AIDS. The results of research conducted by Gusti Sumarsih (2023) stated that information obtained by people with HIV/AIDS can provide health service providers with more optimization so that provide a real impact on understanding related to HIV/AIDS. This study explains the need to provide education to patients with HIV/AIDS which can be done by improving the strategy, this can be done by increasing patient awareness, in this case it is done only by providing direction and monitoring for achieve a program for the prevention and transmission of HIV/AIDS.

Obstacles experienced during treatment

The findings in this study are several obstacles experienced by patients during treatment process, one of which is the waiting time for taking medication, then providing education related to how to consume medication and obstacles in determining health behavior that can determine a person's decision in taking preventive and treatment measures. The results of a study conducted by Zahra (2019) stated that the experience of patients with HIV/AIDS undergoing ARV treatment. This study explains the difficulties faced by patients with HIV/AIDS accuracy in taking medication, waiting for the medication taking process and the time in Taking ARV drugs requires the right timing and requires other people to remind to take medicine.

Easy access to health services.

The results of the study found that in accessing health services, several participants stated that the distance to health services from home to the facility required time, as well as costs in accessing health services. Patients in taking medicine when they run out will take the medicine to the health service, patients feel burdened by the distance and time in reaching it because they have to use transportation and requires money to access these health facilities. The results of a study conducted by Anggita (2021) stated that the patient's experience in consuming ARV drugs from participants had different uniqueness both in terms of causal factors, side effects of therapy, and stigma towards people with HIV/AIDS (Roza et al., 2022). This study explains that in accessing health services in The process of taking ARV drugs requires time and distance that must be traveled by the patient. patients, then the process of taking medicine at health services must wait. Several participants also stated that they had easy access to health services. According to (Sigalingging et al., 2022) in accessing According to participant statements, the health services are services that have reached all levels of service. Participants stated that the services have reached health center.

CONCLUSION

Health services for patients with HIV/AIDS require education and understanding and in accessing comprehensive health services education and counseling. Patients with HIV/AIDS require special attention in getting the right treatment. Access to comprehensive health services for people with HIV/AIDS requires counseling between health workers aimed at exploring the problems in order to find solutions in the resolution process.

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