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THE RELATIONSHIP BETWEEN THE IMPLEMENTATION OF PATIENT SAFETY AND PATIENT SATISFACTION IN THE ADULT IN PATIENT ROOM

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ABSTRACT

Patients who are dissatisfied with nursing services in Indonesia or in several other developing countries are currently a very urgent problem. The quality of service can have an influence on the level of patient satisfaction, when the quality of the service provided is poor, then the level of patient satisfaction will certainly also be bad. The quality of health services that can increase the level of patient satisfaction can be sourced from relatively specific factors, one of which is implementing patient safety targets.
This research is to determine the relationship between patient safety implementation and patient satisfaction in the adult inpatient room at Hospital X Jakarta. This research uses a correlative descriptive design method with a cross sectional approach. The sampling technique uses non-probability sampling with purposive sampling technique. The sample obtained was 74 respondents using the Slovin formula. The statistical test used is chi-square. The research instrument used a questionnaire. This research shows that there is a relationship between the implementation of patient safety and the satisfaction of adult inpatients at Hospital X Jakarta. This was proven by the chi-square test, the p-value was: 0.002 ($p<0.05$). That the implementation of patient safety can influence patient satisfaction.

Keywords: adult hospitalisation; patient safety; patient satisfaction

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INTRODUCTION

Patient satisfaction has several indicators, including the number of complaints received from patients or families of patients, the results of questionnaires or surveys, criticism contained in the reader's letter column, complaints about malpractice, reports provided by doctors and nurses about patient satisfaction (Ismainar, 2019). WHO (*World Health Organization*) (2015), satisfaction with health services in various hospitals in the world reached 60.6% with patient visits in the past year. Some research results show data on patient satisfaction levels in various countries. The level of patient satisfaction according to Ndambuki in 2013 in Kenyam stated 40.4%, patient satisfaction in Bakhtapur India according to Twayana 34.4%. While in Indonesia it shows a patient satisfaction rate of 42.8% in Central Maluku and 44.4% in West Sumatra (Latupono, 2014; Sari, 2014), Related to loyalty is still found to be low with data shown by WHO customer loyalty in health services ranging from 78%-80%. Research by Rachmad (2017) found that loyalty is still low, namely 60% in Indonesia so that often patients who are classified as middle to upper economy do treatment in foreign hospitals. Based on this data, it can be concluded that the number of patient satisfaction and loyalty is still relatively low, so patient satisfaction is a problem for hospitals both in Indonesia and abroad.

Patient dissatisfaction with nursing services both in Indonesia and in other developing countries is still a problem. Patient satisfaction data in one of the regional public hospitals in Indonesia found that 70% of patients were less satisfied with nursing services Patient satisfaction has several indicators, including the number of complaints received from patients or families of patients, the results of questionnaires or surveys, criticism contained in the reader's letter column, complaints about malpractice, reports provided by doctors and nurses about patient satisfaction (Widiasari, 2019).Service quality can have a major effect on whether or not patients are satisfied, when the quality of service applied is poor, there is a high chance that patient satisfaction will be poor as well (Purba, 2019). The quality of health services that can lead to patient satisfaction levels can come from relatively specific factors, one of which is by implementing *patient safety* goals. *Patientsafety* is a variable to measure and evaluate the quality of nursing services that have an impact on health services (Fitri *et al*., 2020).

The World Health Organisation (WHO) recognises that patient safety is a serious global public health issue. Medical errors can be caused by both systemic and human factors. According to 2017 data, 421 million people are hospitalised each year worldwide, and approximately 42.7 million adverse patient events exist within the overall inpatient care. Using conservative estimates, recent data suggest patient injury is the leading cause of morbidity and mortality worldwide. Adverse patient safety incidents are related to surgical procedures (27%), medication errors (18.3%) and health care-associated infections (12.2%) (Putri, 2021). Issues in patient safety reveal that children and adults are very vulnerable to accidents and safety. Based on a study conducted by Matlow, et al, in Canada on *adverse events*, the average rate of Unexpected Events (AEs) in hospitals for adult and paediatric patients was 9.2% of 3669 children. The number of adverse events that occurred in infant patients was 75% caused by medical procedures, while the number of adverse events in children aged more than one year was 75% and 77% of adults were caused by errors, drug administration. In children aged five years, the incidence of surgical-related adverse events was 64%, and in adults 62%, diagnostic examinations 47% and drug administration 43% (Simamora *et al*., 2020). The patient safety incident report in the UK based on data from the *National Reporting and Learning System* (NRLS) reported that from April 2020 to March 2021 there were patient accidents with a total number of incidents. 267,460 incidents or 12.7% (NaPSIR, 2021).

Indonesia reported that the total number of Patient Safety Incidents (PSI) from 2015 to 2019 increased significantly. IKP in 2015 totalled 289, in 2016 totalled 668, in 2017 totalled 1647, in 2018 totalled 1489 and in 2019 totalled 7465 incidents. The total incidence of IKP based on the consequences of incidents that occurred in 2019 was described by death, namely 171 cases, severe injury, namely 80, moderate injury, 372 cases, mild injury, 1183 cases and no injury, 5659 cases. The National Patient Health Learning Reporting System in 2019, obtained data on 12% of Patient Safety Incident (PSI) rates based on hospitals that reported a total of 7465 cases with a percentage of the number of Near Injury Incident (KNC) problems 38%, Non-Injury Incident (NIC) 31%, Unexpected Incident (KTD) 31% (Putri, 2021). In addition, it is also supported by other research by Hilda Chandra (2019) which shows that there is a significant relationship between the implementation of patient safety based on patient identification (p = 0.003), increase communication effective (p=0.0001), providing information about drugs (p=0.035), providing information to patients about the surgery they will receive (p=0.009) with patient satisfaction at Meuraxa Hospital Banda Aceh. Research conducted by Yusni pratiwi (2019) also shows that there is a relationship between the implementation of patient safety and child service satisfaction Based on the results of bivariate analysis using the *pearson correlation* test, the value of r was obtained.= 0.398 and

p-value = 0.000 < α value (0.05) so that it can be concluded that this means that the better the implementation of patient safety, the higher the level of patient satisfaction with paediatric services.

Based on preliminary studies conducted by researchers and data obtained from the head of the nursing field of Aulia Hospital, it is said that the implementation of patient safety has actually been running according to what should be but there are still problems related to patient falls, lack of communication between health workers, lack of communication with patients, there are nurses who are pricked by needles as well. The incidence of patient falls is most commonly found in health services in adult inpatient units. There was a total of The 42 incidents in a year written to adults consisted of 21 KTDs (Unexpected Events), 5 KPCs (Potentially Injurious Conditions), 11 KTCs (Non-Injury Events). 5 KNC (Nearly Injurious Occurrence).From the preliminary study information, it can be concluded that the implementation of patient safety implementation is still not optimal and data related to patient satisfaction in 2023 has a total index related to hospital services of 82.16%, this satisfaction data is still below the health service standard with a patient satisfaction level that should have reached 95%.

METHOD

This research design is using descriptive correlative research methods. Where the purpose of this study is to determine the relationship between the independent variable, namely the application of *patient safety* by nurses with the dependent variable, namely inpatient patient satisfaction. The sample obtained was 74 respondents using the slovin formula. The statistical test used is *chi-square*. The research instrument used a questionnaire.

RESULT

Table 1.
Frequency Distribution of Respondents Based on Age in Patients

Age	f	%
Early Adult (21-40)	37	50
Middle Adult (41-60)	35	47,3
Late Adult 61-70)	2	2,7

Based on table 1 frequency distribution of age, it was found that in this study the age of respondents was in the early adult group as many as 37 respondents (50%) in the middle adult group as many as 35 respondents (47.3%) and the late adult group as many as 2 respondents (2.7%).

Table 2.
Frequency Distribution of Respondents Based on Gender in Patients

Gender	f	%
Male	26	35,1
Female	48	64,9

Based on table 2 frequency distribution of gender, it was found that male gender was 26 respondents (35.1%) while female was 48 respondents (64.9%).

Table 3.
Frequency Distribution of Respondents Based on Occupation in Patients

Jobs	f	%
Work	44	59,5
Did not working	30	40,5

Based on table .33, the frequency distribution of work obtained the results of respondents who worked as many as 44 respondents (59.5%) and who did not work 30 respondents

(40.5%).

Table 4.
Frequency Distribution of Respondents Based on Education in Patients

Education	f	%
High (senior secondary school)	58	78,4
Low (primary school)	16	21,6

Based on table 4 frequency distribution of education, it was found that 58 respondents (78.4%) had high education and 16 respondents (21.6%) had low education.

Table 5.
Frequency Distribution of Respondents Implementation of Patient Safety in Patients

Patient Safety Implementation	f	%
Good	38	51,4
Less good	36	48,6

Based on table 3.5, the frequency distribution of *patient safety* implementation obtained results with a good category as many as 38 respondents (51.4%) *patient safety* with a poor category as many as 36 respondents (48.6%).

Table 6.
Frequency Distribution of Patient Satisfaction Respondents in Patients

Patient Satisfaction	f	%
Very Satisfied	42	56,8
Satisfied	20	27
Not Satisfied	12	16,2

Based on table 6 frequency distribution of patient satisfaction, it was found that patient satisfaction in the very satisfied category was 42 respondents (56.8%), with the satisfied category as many as 20 respondents (27%), and the dissatisfied category was 12 respondents (16.2%).

Table 7.
Relationship between Patient Safety Implementation and Patient Satisfaction in Patients

Application	Very Satisfied		Satisfied		Very Satisfied		Total		P Value
Patient Safety	f	%	f	%	f	%	f	%	
Good	29	76,3	5	13,2	4	10,5	38	100	0,002
Less good	13	36,1	15	41,7	8	22,2	36	100	

Based on table 7, it is found that respondents with good patient *safety* implementation with very satisfied *patient* satisfaction were 29 respondents (76.3%), and good *patient safety* implementation with satisfied patient satisfaction were 5 respondents (13.2%) while with poor *patient safety* implementation with unsatisfied patient satisfaction were 8 respondents (22.2%). The chi-square test results showed a p-value of 0.002. Because the p-value < (0,05). It is concluded that there is a relationship between the application of *patientsafety* with patient satisfaction in patients in the hospital in patient room Aulia.

DISCUSSION

Characteristics of patients

From the characteristics of respondents based on age, it can be concluded that there are respondents (50%) aged between 21-40 years and 2 respondents (2.7%) aged between 61-70 years. In this case, most of the patients in the inpatient ward of Aulia Hospital have an age of <40 years.There is a relationship that is in line with research conducted by Sriningsih, 2020 which examines the relationship between knowledge of the application of patient safety in health workers, in the study stated that most of the respondents had an

age that fell into the early adult age group of 20-25 years as many as 28 people (56.0%). However, this study contradicts the results of research from Fadilla *et al* 2022, where in his research most of the respondents' ages were between 40-60 years old.

Based on the results of the research above, it can be concluded that age is one of the internal factors that influence patient satisfaction. Young patients will be more likely to demand many things in order to perfect the service compared to old age. service compared to old age. This is because emotionally in old age will generally be more ordinary, so that old age patients have lower demands and expectations than young patients. This is then the cause of age patients being satisfied faster than young patients. From the characteristics of gender, it is known that the female gender is 48 respondents (64.9%) than men 26 people (35.1%). In this case, most of the patients in the hospital in patient room Aulia is female. There is a relationship that is in line with research conducted by Sriningsih, 2020 in the study stated that the majority of respondents were female with 34 respondents (68.0%). However, contrary to research conducted by Fadilla, 2022 the majority of respondents were male as many as 31 respondents (50.8%).

Sex is the difference in the form, nature, and biological functions of men and women that determine their different roles in reproduction. According to Basuk (2020) sex is the same as gender, referring to the biological differences between women and men, these biological differences are carried from birth and cannot be changed. Differentiation of roles, positions, responsibilities, and division of labour between men and women determined by society based on the nature of women and men who are considered appropriate according to the norms, customs, beliefs or habits of society. Based on the research above, it can be concluded that gender is one of the demographic factors of satisfaction, where men will usually feel satisfied more easily than women. The difference between men and women lies in their emotional traits, where women are more dissatisfied because they use their emotional feelings in assessing their level of satisfaction.

From the employment characteristics, 44 respondents (59.5%) were working and 30 respondents (40.5%) were not working. In this case it is known that most of the respondents are breadwinners. There is a relationship that is in line with research conducted by Mutmainnah, 2020, where in his research stated that those who work as much as 25 respondents (50.0%). However, contrary to research conducted by Fadilla, 2022, most of the respondents did not work as many as 17 people (27.9%). From the above research it can be concluded that most of the respondents at Aulia Hospital are the main breadwinners of the family, in this case it affects patient satisfaction because someone who works tends to have more demands on a service. This is because someone who works someone who works allows them to get more information than someone who doesn't work.

From the characteristics of education, respondents who have high education are 58 respondents (78.4%) and those with low education are 16 respondents (21.6%). In this case, it is known that the majority of respondents in the hospital inpatient room. Aulia has a high education. There is a relationship that is in line with research conducted by Wati (2020) where in her research most of the respondents had a high level of education as many as 41 respondents (44.6%). This is also supported by the results of research from Prihartini, 2020, where most of the respondents also had a high level of education as many as 249 respondents (63.0%). Based on the research above, it can be concluded that most of the respondents in the hospital inpatient room. Aulia has a high education. Education level is one of the factors that influence patient expectations and perceptions of health services. People who have a high level of education tend to fulfil their needs according to their reasoning power because they

are influenced by the level or type of education. The higher a person's level of education, the easier it is to understand tasks and the more encouraged he is to carry out activities because he already has broader knowledge and insights. We can conclude that the higher the education, the more a person will understand about health, be more adaptable, appreciate the performance of nurses and if viewed from the maturity of thinking, they will be better able to control their desires so that their demands for services will be lower, low service demands will enable the achievement of satisfaction.

Application of *Patient Safety* to Patients

In research in the hospital inpatient room. Aulia has a good implementation of patient safety, this is supported by the results of the study as much as 38 respondents (51.4%), while the poor implementation of patient safety was 36 respondents (48.6%) although there was no significant difference between the two categories. This is in line with research conducted by Sriningsih, (2020) regarding knowledge of the application of patient safety in health workers, the study showed that the application of patient safety was mostly in the good category, namely 33 respondents (66%). However, this research is not in line with research conducted by Rahmi,2021 in his research showing that health workers still do not implement patient safety properly, this is evidenced by 81 respondents (51.9%) not implementing patient safety. Patient safety is a system or order of services in a hospital that provides patient care so that patients become safer. The patient safety programme is an effort to reduce the number of unexpected events (KTD) that often occur in patients while being treated at the hospital so that it is very detrimental to both the patient himself and the hospital. The knowledge of health workers in patient safety goals consists of the accuracy of patient identification, improving effective communication, improving the safety of drugs that need to be watched out for and reducing patient risk. From the research above, it can be concluded that most of the health workers at Aulia Hospital have implemented *patient safety* well, but there are several indicators that exist in the application of patient safety that have not been carried out optimally. the most common patient complaint is the nurse's communication with patients who are less informative so that patients feel less understanding regarding the information received.

Patient Satisfaction in Patients

The results of this study Most of the respondents in the inpatient ward of Aulia Hospital had a high level of satisfaction, which was evidenced by the results of the study showing a very satisfied category as many as 42 respondents (56.8), and the least were in the dissatisfied category as many as 12 respondents (16.2%). This is in line with research conducted by Sari, (2018) which states that in general, out of 86 respondents, 55 respondents (64%) stated that they were very satisfied with the service. However, this research is not in line with research conducted by Azizah, (2023), which states the majority of respondents were only in the Satisfied category as many as 69 people (88.5%). Satisfaction is a feeling of disappointment or pleasure that a person feels after comparing the results of a product or perceived performance with his expectations. Patient satisfaction is the level of conformity between patients' expectations of ideal care and their perceptions of the actual care they receive. Many factors influence patient satisfaction. Patient demographic factors such as education, age, gender, income, socio-economic and health status affect patient satisfaction. Quality of care factors also affect patient satisfaction. The quality or quality of health services refers to the level of perfection of health services in creating a sense of satisfaction in each patient. Based on the research above, it can be concluded that respondents are satisfied with the service or application of patient safety provided from Aulia Hospital, but there are indicators of patient satisfaction that are still lacking, namely related to the speed of time or lack of alertness given by

nurses so that patients have to wait a long time for the nurse to arrive.

Relationship between *Patient Safety* Implementation and Patient Satisfaction

From the results of research that has been conducted on patients in the hospital inpatient room. Aulia, it was found that respondents with good *patient safety* implementation with very satisfied *patient* satisfaction were 29 respondents (76.3%), and good *patient safety* implementation with satisfied *patient* satisfaction were 5 respondents (13.2%) while with poor *patient safety* implementation with dissatisfied patient satisfaction as many as 8 respondents (22.2%). This can illustrate that the implementation of patient safety can affect patient satisfaction. Based on the results of the analysis conducted with the chi-square test that has been carried out by the researcher, the p value is 0.002, where the p value is <0.05. This shows that there is a significant relationship between the implementation of patient safety and patient satisfaction in patients in the hospital inpatient room. Aulia. In line with Widiasari's research, *et al* (2019) has results $p < 0.05$ with a p value = 0.0001 so that researchers state that there is a relationship between the application of *patient safety* and patient satisfaction. This is also in line with research conducted by Sriningsih, 2020 which states that the test results obtained with a p-value of 0.013 <0.05, which can be known that there is a relationship between the application of *patient safety* and patient satisfaction. Based on the results obtained from the research above, it is concluded that patient satisfaction depends on hospital services including the application of good patient safety. If the application of patient safety is carried out optimally, patients will come back to the hospital so that patients feel comfortable and feel satisfied with the services provided.

CONCLUSION

Based on the results of research at Aulia Hospital on the relationship between the implementation of patient safety and adult inpatient patient satisfaction. It is known that the frequency of respondents from the age of the majority in early adulthood 21-40 as many as 37 respondents (50%). From the gender of the majority of women as many as 48 respondents (64.9%). Respondents who worked more were 44 respondents (59.5%). And the majority who have higher education are 58 respondents (78.4%). Implementation of patient safety in the good category. With the results of good implementation as many as 38 respondents (51.4%), and the results of the highest level of patient satisfaction are very satisfied categories as many as 42 respondents (56.8%). This study can also be seen from the results of statistical tests with chi-square obtained p value = 0.002 (p value <0.05) so it can be concluded that there is a relationship between the implementation of patient safety and patient satisfaction in the adult inpatient ward of Aulia Hospital.

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