

***THE QUALITY OF HEALTH SERVICES OF CORONA VIRUS DISEASE
2019 (COVID-19) PATIENTS TREATED IN THE ISOLATION ROOM OF
UNDATA REGIONAL HOSPITAL OF PALU, CENTRAL SULAWESI
PROVINCE***

Zulkipli, Suardi, Maskuri Sutomo

Email: zulkipliachmad389@gmail.com

Economics and Business Faculty of Tadulako University

ABSTRACT

This study aims to determine the quality of health services of COVID-19 patients treated in the Isolation Room of the Undata Hospital of Palu, Central Sulawesi Province. This research is a descriptive and qualitative research. Data collection techniques through in-depth interviews with 10 informants consisting of Covid-19 patients who had been treated in the Isolation Room of the Undata Hospital of Central Sulawesi Province totaled five (5) people and the manager of the Undata Hospital of Central Sulawesi Province totaled five (5) people. The data analysis method in this study uses triangulation techniques and the analysis tool software NVIVO 12 Plus. The results of this study indicate that . Quality of Health Services For Covid-19 patients who are being treated in the Isolation Room of the Undata Hospital, Central Sulawesi Province in Palu, which consists of Tangible (physical evidence), Reliability (reliability), Responsiveness (responsiveness), Assurance (guarantee), and Empathy (empathy).) shows good quality in accordance with the expectations of Covid-19 patients, which is supported by regulatory factors, organizational factors, work skills factors and infrastructure factors, but there is still a need to improve and improve the quality of patient room comfort, discipline of officers in the service process, response of officers in the process service, punctuality in service and guarantee on time in service even though the reliability and empathy of the officers are very good.

Keywords: Quality, Service, Health, Patient, Covid-19, ever treated

INTRODUCTION

Hospitals as institutions that provide health services to the community are required to improve their management in order to improve the quality and safety of patients in providing services. The hospital is a health service referral chain that has a strategic role in accelerating the improvement of public health status, therefore hospitals are required to provide quality services in accordance with established standards and can reach all levels of society. One of the health services in the hospital is inpatient services. Inpatient care is a form of treatment, where the patient will be treated and stay in hospital in a health facility for a certain period of time.

A service that is said to be good by the patient is determined by the fact whether the services provided can meet the patient's needs, by using the patient's perception of the service received (satisfactory or disappointing, also including the length of service time). In general, patients who are dissatisfied will file a complaint with the hospital. Complaints that are not handled immediately

will result in a decrease in patient satisfaction with the capability of health services at the hospital. Patient satisfaction has become a concept in business and management discourse, where patients generally expect the products and goods or services consumed to be accepted and enjoyed by good or satisfactory service.

The outbreak of the Corona Virus Disease 2019 (Covid-19) pandemic which has been declared by the WHO as a global pandemic and in Indonesia has been declared a public health emergency and a national disaster, so that mitigation efforts must be carried out. With the current trend of high Covid-19 case escalation, it is necessary to optimize health service facilities and health resources to support the service of Covid-19 patients. One of the health resources in the form of health workers, which is needed both in handling Covid-19 and in providing essential services in health services, in this case in hospitals.

The Undata Regional Public Hospital of Central Sulawesi Province is one of the hospitals that has been designated as a referral hospital for handling Corona Virus Disease 2019 (Covid-19) patients in Central Sulawesi Province, as has been released by the government through a Decree of the Minister of Health of the Republic of Indonesia Number HK.01.07/MENKES/169/2020 concerning the establishment of a referral hospital for handling certain emerging infectious diseases, stipulates 132 hospitals in 34 provinces throughout Indonesia to become referral hospitals for existing corona cases.

The total number of Covid 19 cases since the pandemic until March 2021 was recorded at 325, consisting of 139 suspected cases and 186 positive cases, 31 people who died consisting of five suspected cases and 26 positive cases.[4] One study showed that more patients died because of poor quality health services compared to limited access. For this reason, hospitals are obliged to provide health services that are safe, effective and efficient, timely, fair, oriented to patient needs and integrated.

Based on the results of an initial interview with an informant who is a nurse case manager related to the service of Covid-19 patients, it can be concluded that: Handling Covid-19 at the beginning of the pandemic, there were many obstacles, such as the availability of proper isolation rooms for Covid-19 patients and limited resources. Human Resources (HR) who are trained to handle Covid-19 patients are still unable to provide maximum service. Nurses in treating Covid-19 patients still use a guard that is not optimal, causing a sense of dissatisfaction in the Covid-19 patient. According to Parasuraman, there are several forms of service quality that need to be improved in providing services to the public, namely by providing services consisting of responsiveness, assurance, responsibility, empathy and reliability.

Based on the above understanding, it can be concluded that public services are all forms of services provided by the government, either by government institutions or by non-governmental institutions to meet the needs of the community as well as in the context of implementing the provisions that have been set, and the equipment through certain work procedures in order to provide services in form of goods and services. The public services referred to in this study include all forms of health services to the community, especially the confirmed Covid-19 community carried out by the Undata Regional General Hospital, Central Sulawesi Province in meeting the needs of the community which are carried out based on the principles, principles and standards of public services in order to realize maximum service. and effective.

According to Goetsch and Davis in Ibrahim (2008) service quality is a dynamic condition associated with products, services, people, processes and the environment that meet or may even exceed expectations. Service quality is also defined as something related to the fulfillment of the expectations/needs of customers

(society), where service is said to be of quality if it can provide products and or services in accordance with the needs of customers (society). Other experts, namely Evans and Lindsay, see the quality of service from various aspects, namely from the customer's point of view (society or consumer), from the basic point of view of the product, from the point of view of the user base, and from the point of view of the basic value. From the customer's point of view, of course, the quality of service leads to satisfaction, something that is as good as possible to satisfy. From the basic point of view of the product, of course there are specifications for each service; Meanwhile, from the user base, it means the level of conformity with the wishes of customers/consumers/society. In the end, from the basis of value, the quality of service is the relationship between usability/satisfaction with the price that must be issued by the customer/consumer/community. Dimensions that can be used to measure service quality or service quality are: according to Zeithaml, Berry and Parasuraman, in Hardiansyah. (2011). among others: Physical evidence (Tangibles), Reliability (Reliability), Response (Responsive), Assurance (Assurance), and Empathy (Empathy). service experience. Quality health service providers are service providers who are able to continuously provide a satisfactory service experience over a long period of time.

According to Hart et al. (1990), the quality of a service is the difference between the service provided and what is expected by the customer, in this case the assessment of the quality of the service is determined by the service user. The quality of health services is a process of fulfilling the needs and expectations of consumers, both internally and externally. Quality can also be associated as a process of gradual and continuous improvement. In general, the quality of health services focuses on the concept that health services have three main foundations, namely quality, access and cost. Quality can be achieved if affordable services can be provided in an appropriate, efficient and cost-effective manner. Quality services are services that are customer-oriented, available, easily accessible, acceptable, affordable and controllable. Quality is achieved when customer needs and expectations are met.

By using the Zeithaml, Berry and Parasuraman (1990) model, the authors wanted to find out how the quality of health services provided to Covid-19 patients treated in the isolation room at the hospital, did it meet the following standards: direct evidence (Tangibles), reliability (Reliability), responsiveness (Responsiveness), Assurance (Assurance), and Empathy (Empathy). For this reason, the author examines health services at the Undata Hospital entitled: Quality of Health Services for Covid-19 patients who are treated in the Isolation Room of the Undata Hospital, Central Sulawesi Province in Palu.

METHOD

This type of research is descriptive research with a qualitative approach, namely a research approach that produces findings that cannot be obtained by using stylistic procedures or by means of quantification (measurement). The location and place of this research was carried out in the Isolation Room of the Undata Regional Public Hospital, Central Sulawesi Province from June 11, 2021 to September 11, 2021. The reason is that the Undata Hospital is a type B hospital as a referral hospital and belongs to the province of Central Sulawesi, which is also designated as a hospital. referrals for treating Covid-19 patients. Based on the Decree of the Minister of Health of the Republic of Indonesia Number HK.01.07/MENKES/104/2020 concerning the establishment of a referral hospital for the management of certain emerging infectious diseases, establishing 132 hospitals in 34 provinces throughout Indonesia to become a referral hospital for existing corona cases. Undata Hospital is also closer to access. The informant determination technique used the

Undata Regional Public Hospital, as was the positive response from the informant. Patients such as the appearance of doctors and nurses are clean and tidy using complete PPE, clean and tidy isolation rooms, comfortable isolation room environments, discipline of officers and facilities that are always provided. Meanwhile, negative responses from patient informants were like the isolation room was not clean, the isolation room was not comfortable because the air conditioner leaked and the doctor's discipline was lacking, because the doctor's visit schedule was erratic, sometimes in the morning, sometimes in the afternoon and sometimes in the afternoon.

Based on previous research that has been carried out by Ariny (2019), it is stated that Tangibles This indicator includes how the facilities that can be seen in the hospital provide services in order to provide satisfaction to patients. This indicator is a form of tangible evidence of what is in the hospital, regarding adequate facilities to provide the best for patients so that these patients are satisfied with what they get. In addition, it can be concluded that the opinions expressed by the informants from both the patient and the hospital in this study differed from the research by Supartiningsih (2016) which previously stated that the physical evidence variable (tangible) did not have a positive effect on patient satisfaction at Sarila Hospital. Husada Sragen for outpatients which shows that if the facilities and infrastructure are increased, the satisfaction of Sarila Husada Sragen hospital patients for outpatients will not necessarily increase as well. However, this is not in line with the results of research conducted by Sri Siswati which said that there was a relationship between tangible ($p = 0.000$), with BPJS patient satisfaction in the inpatient unit of the Makassar Regional Public Hospital.

2) Realibility

Based on the results of interviews with patient informants regarding the four indicators of the reliability dimension, it can be seen that the three indicators that dominate where all informants give positive statements such as the accuracy of the officers in the service, the ability of service workers to use assistive devices and the expertise and skills of officers in using health aids in the process service, while one other indicator about hospitals having clear service standards, four informants gave positive statements while one informant stated that they did not know about the service standards used by hospitals, so based on these results the authors can conclude that the reliability dimension is good and adequate according to patient expectations and has a positive value in service quality in the Covid-19 isolation room at Undata Regional Public Hospital. There are similarities in the research that has been carried out by Supartiningsih (2017) which explains that reliability has a positive and significant influence on patient satisfaction at Sarila Husada Hospital Sragen in Outpatients so that it can be interpreted if the ability to provide services immediately and satisfactorily and in accordance with what was promised to increase, the satisfaction of patients at Sarila Husada Hospital Sragen for outpatients will also increase. This result is also supported by research conducted by Sri Siswati (2015) which concludes that there is a relationship between reliability and satisfaction of BPJS patients in the inpatient unit of the Makassar Regional Public Hospital.

3) Responsive

Based on the results of research related to the four indicators of the responsiveness dimension, it can be seen that two indicators dominate and all informants give positive statements such as officers responding to every patient who wants to get service and all complaints are responded well by service officers, while the other two indicators, three informants give positive statements, two informants gave negative statements such as the officers did not provide services quickly, but correctly, doctors did not visit on time, sometimes in the morning and sometimes in the evening, and nurses in giving medicines at the wrong time on the grounds that they complained of pain at night the medicine was given in the morning. So from these results the authors can conclude that the dimensions of responsiveness are quite good and quite adequate according to the patient's expectations, this is because positive statements about responsiveness indicators dominate more than negative statements. Like the opinion of patient informants that officers in the isolation room of Undata Regional Public Hospital have a fairly good response in providing services to patients. In addition, the implementation of services in the isolation room is carried out quickly and at the right time and is able to receive patient complaints properly. In accordance with Minister of Health Regulations Number 4 of 2018 in article 2 paragraph (1) states that: every hospital has an obligation to provide safe, quality, anti-discriminatory, and effective health services by prioritizing the interests of patients in accordance with hospital service standards. However, it is necessary to maximize the response of officers to assist and provide services quickly, alertness and speed of officers in serving/handling patient complaints, as well as officer discipline in the service process. The results above are different from several previous studies, one of which was carried out by Supartiningsih (2017) which explained that “if the ability of employees to help customers and provide services responsively may not necessarily increase hospital patient satisfaction”.

4) Assurance

Based on the results of research related to the two dimensions Assurance indicators, it can be seen that the cost guarantee indicator dominates and all informants give positive statements such as the officer does not provide cost guarantees because the costs are borne by the government, while the timeliness guarantee indicator in the service of four informants gives a positive statement, one informant gives a statement negative as there is no guarantee of time in the service received. Thus, the authors conclude that the Assurance dimension is good and adequate according to patient expectations and has a positive value in service quality in the Covid-19 isolation room at Undata Hospital. It is proven that COVID-19 patients have received assurance of timeliness and guaranteed cost certainty, where the isolation room officer of the Undata Hospital has guaranteed service time in providing medicine or examination based on a predetermined schedule. As for the assurance of patient costs, the hospital does not charge fees because all patient costs have been borne by the government, so there are no costs incurred by the patient. Thus, the quality of health services for Covid-19 patients treated in the Isolation Room of the Undata Hospital when viewed from the assurance aspect is considered good, because the quality of services related to the ability to instill trust and confidence in patients in providing services is still largely considered high.

Based on previous research, it has been stated that the trustworthiness of employees increases, the satisfaction of Sarila hospital patients will also increase. (Supartiningsih, 2017).

5) Emphaty

Based on the results of research related to the four indicators of the Empathy dimension, it can be concluded that all indicators received positive responses from all patient informants so that it can be concluded that the Empathy dimension can be assessed as very good and adequate according to patient expectations and has a positive value in service quality in the Covid-19 isolation room at the Undata Regional Public Hospital, it was proven that the Covid-19 patient gave a statement that the Undata Regional Public Hospital staff had empathy in providing services to patients where in this case the Undata Regional Public Hospital staff prioritized the patient's interests over their personal interests. The attitude directed by the officers in serving patients also shows a good attitude, there is no discriminatory treatment, and respects and maintains patient privacy. Permenkes Number 4 of 2018 in article 2 paragraph (1) states that: every hospital has an obligation to provide safe, quality, anti-discriminatory, and effective health services by prioritizing the interests of patients in accordance with hospital service standards

In carrying out their duties, the hospital stated that empathy needs to be applied so that the isolation room service officer of the Undata Regional Public Hospital must prioritize the interests of the patient over his personal interests. In addition, officers must show a good attitude by respecting patients and not taking discriminatory actions.

The above results are not in line with the research conducted by Supartiningsih (2017) which states that empathy does not have a positive and significant effect on patient satisfaction at Sarila Husada Hospital Sragen in Outpatients. Empathy is giving sincere and individual or personal attention to the community with an effort to understand the wishes of the community (customer oriented). The empathy aspect is always asking for patient complaints, staff responses to patient complaints and how officers can identify patients well. Empathic services really need a personal touch/feeling, the empathy aspect is an aspect that provides a great opportunity to create a surprising service, something that the patient did not expect but was actually given by the hospital. (Nur Ariny).

6) Patient Perception of Quality and Satisfaction

From the results of the analysis, it can be seen that the covid patient informants gave the perception that the Undata Regional Public Hospital had a fairly good quality of service so that from the patient's experience they felt satisfaction from the service.

One of the benchmarks for service quality in hospitals is through the aspect of patient satisfaction. Through patient satisfaction, we can see whether they get good service or as expected, patients will feel maximum satisfaction if based on the evaluation results that the product or service

they feel is really useful and of good quality. Satisfaction felt by patients reflects the quality of health services they receive (Supartiningsih, 2017).

Assessment of customer or consumer satisfaction in health services can be seen from the patient's perception. The perception in question is a process in which individuals organize and interpret the impressions obtained through their sensors in order to give meaning to the environment (Robin S & Judge, 2008). The patient's perception of the quality of health services in the Isolation Room of Undata Regional Public Hospital, Central Sulawesi Province is included in the very good category which is influenced by the fulfillment of needs such as employee work discipline, accuracy in conducting patient examinations, the ability of employees to communicate and on time in providing services, so that efforts to improve service quality in the Covid-19 Isolation Room in particular and in the service room in general is something very important to do.

Based on the results of the study when linked to theory according to Moenir, it can be concluded that in the implementation of services for Covid-19 patients at Undata Hospital, there are various supporting factors, namely: 1) regulatory factors such as employee discipline at work, 2) facilities and infrastructure factors. the availability of facilities and infrastructure such as nerscall, CCTV, ambulance, supported by the security team, patient rooms, PPE, medicines, and other supporting equipment. 3) the factor of work skills, namely the ability of service personnel to communicate effectively with patients and their families, such as providing solutions to patient problems. 4) organizational factors such as integrated services between professions and doing work according to the main tasks and abilities of each profession in providing health services to Covid-19 patients. While the inhibiting factors in the implementation of the service for COVID-19 patients in the isolation room of the Undata Hospital at the beginning of the pandemic, namely: 1) The factor came from the patient's family complaint, 2) the funding factor, 3) the room factor, 4) the jammed lip factor, and 5) inter-professional communication factor.

CONCLUSION

Based on the description of the results of the research and discussion, it can be concluded as follows: The quality of health services for patients with Corona virus disease 2019 (Covid-19) who are treated in the isolation room of the Undata Regional Public Hospital, Central Sulawesi Province in Palu, which consists of five dimensions, namely: Tangible, Reliability, Responsiveness, Assurance, and Empathy show good quality in accordance with the expectations of Covid-19 patients, which is supported by regulatory factors, organizational factors, work skills factors and infrastructure factors although there are still some indicators that are not maximized and need improvement including: the comfort of the patient room, the discipline of doctors in visiting and nurses in giving drugs in the service process, the response of officers in the service process, timeliness in services and guarantees on time in services that need to be improved continuously maximum, even though the reliability and empathy of the isolation room service officers are very good.

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