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Implementation of Patient Centered Care for Patients with Disabilities in Rehabilitation Medical Center of Dr. Suyoto Hospital Indonesia 2024

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Abstract: The implementation of patient-centred care (PCC) standards in hospital accreditation is anticipated to enhance patient satisfaction. This study focuses on Dr. Suyoto Kemhan Hospital, renowned for its comprehensive medical rehabilitation services, which underwent accreditation in 2018 and again in 2023. The research aims to analyze the impact of PCC application in accreditation standards on patient satisfaction levels before and after the accreditation process. Utilizing a cross-sectional analytical design, the study employed a questionnaire adapted from the Ministry of Administrative and Bureaucratic Reform (Kemenpan RB) No. 14 of 2017, which provides guidelines for public service satisfaction surveys. The results of the T paired-test indicated a statistically significant difference in patient satisfaction scores before and after accreditation, with a mean difference of 4.059 points. The Confidence Interval was relatively narrow (3.82 - 4.29), and the p-value was less than 0.001, demonstrating a substantial improvement in satisfaction levels. This enhancement reflects the positive effects of implementing PCC during the accreditation process, significantly influencing patients' perceptions of the services they receive. Overall, the findings underscore the importance of PCC in fostering a more satisfying healthcare experience for patients.

Keywords: Patient-Centred Care (PCC), Hospital Accreditation, Patient Satisfaction, Cross-Sectional Study, Rehabilitation Services

INTRODUCTION

The implementation of patient-centered care for individuals with disabilities in rehabilitation settings, such as the Rehabilitation Medical Center of Dr. Suyoto Hospital in Indonesia, is a critical endeavor that aligns with global health initiatives aimed at enhancing the quality of healthcare services. Patient-centered care (PCC) emphasizes the importance of understanding and addressing the unique needs, preferences, and values of patients, particularly those with disabilities who often face significant barriers to accessing appropriate healthcare (Byrne et al., 2020; Coulter & Oldham, 2016). This approach not only fosters a more inclusive healthcare environment but also improves health outcomes and patient satisfaction. In

Indonesia, the healthcare system is increasingly recognizing the necessity of adapting services to cater to the diverse needs of patients with disabilities (Puspanegara et al., 2023; Utami et al., 2023). This recognition is particularly pertinent in rehabilitation settings, where the focus is on restoring function and enhancing the quality of life for individuals who may have experienced significant physical, cognitive, or emotional challenges (Berwick et al., 2022; Zaree et al., 2023). The Rehabilitation Medical Center of Dr. Suyoto Hospital serves as a pivotal institution in this regard, providing specialized services aimed at rehabilitating patients with various disabilities. The integration of patient-centered care principles within this context is essential for ensuring that rehabilitation services are not only effective but also respectful of and responsive to the individual needs of patients.

Law No. 44 of 2009 mandates that hospitals in Indonesia continuously organize quality improvement programs and patient safety measures through accreditation (UU No. 44 Tahun 2009 Tentang Rumah Sakit - Peraturan BPK, 2009). According to the Regulation of the Minister of Health No. 12 of 2020, accreditation recognizes the quality of services provided by hospitals after they meet established standards aimed at enhancing service quality and maintaining patient safety (Kepmenkes Nomor 1128 Tahun 2022, 2022). The accreditation process is dynamic, evolving with advancements in healthcare science and technology (Suroyya et al., 2017). The shift from traditional to patient-centred care (PCC) reflects current healthcare trends, emphasizing respect for patients' personal choices, needs, and values (Kennedy et al., 2022; Lumenta & Nefro, 2019). Five critical elements of PCC that hospitals should adopt: presence of healthcare workers, patient involvement, effective communication, respect for patients, and individualized treatment. A key outcome of PCC is increased patient satisfaction, which is further supported by findings that improved service quality significantly enhances customer satisfaction (Syah & Wijoyo, 2021; Yanuar Rahmat Syah et al., 2022). Dr. Suyoto Hospital in Jakarta specializes in medical rehabilitation services for veterans and civilians. It operates under the provisions of Law No. 8 of 2016, ensuring equal access to quality health services for persons with disabilities. The hospital successfully underwent accreditation in 2018 and again in 2023 by the Hospital Accreditation Institution (KARS), achieving full accreditation status. This accreditation process aims to ensure that Dr. Suyoto Hospital provides excellent services, promotes safety, and enhances patient satisfaction.

Research indicates that the implementation of patient-centered care can lead to improved health outcomes, particularly for vulnerable populations such as individuals with disabilities. For instance, studies have shown that patient-centered approaches can enhance communication between healthcare providers and patients, leading to better understanding and adherence to treatment plans (Prakoeswa et al., 2022; Yunir et al., 2023). The involvement of patients in decision-making processes regarding their care has been associated with increased satisfaction and engagement in their rehabilitation journey (Beslar et al., 2020; Kristanti et al., 2019). The unique challenges faced by patients with disabilities necessitate a tailored approach to care that considers their specific circumstances and needs. This includes not only physical rehabilitation but also psychological support and social integration, which are crucial for holistic recovery. The Rehabilitation Medical Center of Dr. Suyoto Hospital is well-positioned to implement such comprehensive care strategies, leveraging its resources and expertise to create an environment that promotes the well-being of patients with disabilities (Aina et al., 2020; Jamhari et al., 2022).

The implementation of patient-centered care at the Rehabilitation Medical Center of Dr. Suyoto Hospital represents a significant step towards improving healthcare services for individuals with disabilities in Indonesia. By prioritizing the needs and preferences of patients, the hospital can enhance the effectiveness of its rehabilitation programs and contribute to the broader goal of achieving equitable healthcare for all. This initiative not only aligns with global

health standards but also reflects a commitment to fostering an inclusive healthcare environment that recognizes and values the dignity of every patient.

METHOD

Type of Research

This research employs a cross-sectional study design, comparing the satisfaction levels of patients with disabilities before and after the implementation of patient-centered care (PCC) standards following hospital accreditation.

Sample and Population

The subjects of this study are patients with disabilities receiving healthcare services at the Outpatient Medical Rehabilitation Unit of Dr. Suyoto Kemhan Hospital. The population size is based on patient visit data from 2023, with an average monthly patient count of 3,123. The sample size for measuring the patient satisfaction index post-accreditation was calculated using Slovin's formula, yielding a required sample size of 354 respondents, with a margin of error set at 5%. Proportional random sampling will be employed to select participants from subgroups based on specific services provided in the rehabilitation unit, including Physiotherapy, Occupational Therapy, Electrotherapy, Exercise Therapy, Speech Therapy, and Orthotics Prosthetics Clinic services.

Time and Place of Research

Data collection for pre-accreditation occurred in 2017, while post-accreditation data was gathered in March 2024.

Instruments

The patient satisfaction questionnaire utilized in this study was developed by the Public Relations team, incorporating items from the Ministry of Administrative and Bureaucratic Reform (Kemenpan RB) No. 14 of 2017 guidelines. The questionnaire consists of 18 questions categorized into four areas: Doctor Services (5 questions), Nurse Services (5 questions), Procedural Services (5 questions), and Comfort and Cleanliness (3 questions). Responses are measured on a Likert scale ranging from poor (1) to very good (4). The maximum score possible is 72. The questionnaire has undergone validity and reliability testing; all items were found valid, with a Cronbach's Alpha coefficient indicating sufficient reliability.

Procedures and Research Techniques

The collected data will undergo parametric testing. The Kolmogorov-Smirnov test will assess data distribution. If normally distributed, a T-paired test will be used for analysis; if not, the Wilcoxon test will be applied.

RESULTS AND DISCUSSION

In preparation for accreditation in 2018 and 2023, Dr. Suyoto Hospital is carrying out various activities to meet the accreditation standards of the Ministry of Health in 2022, including the preparation and socialisation of internal regulations based on applicable laws and regulations, continuous training, implementation of services, and improvement of facilities and infrastructure according to the accreditation standards, with the hope that Dr. Suyoto Hospital will meet the standards and be declared to have passed the accreditation.

Table 1. Characteristics of patients involved in satisfaction study for disabilities at the outpatient Medical Rehabilitation Unit of Dr. Suyoto Hospital in 2024

Variable	*Category*	*Frequency*	*Percentage*
Gender	Male	205	57.9
	Female	149	42.1
Age	<30	62	17.5

Variable	*Category*	*Frequency*	*Percentage*
	30-40	59	16.7
	41-50	52	14.9
	51-60	87	24.6
	> 60	94	26.6
Educational Level	Elementary	12	3.4
	Junior High School or Secondary	56	15.8
	High School	115	32.5
	Bachelor's degree	145	40.9
	Master degree	23	6.5
	Doctoral Degree	3	0.8
Occupation	Civil servant or Soldier	155	43.8
	Police	13	3.7
	Private employee	97	27.4
	Others	89	25.1
Insurance	Goverment Insurance (BPJS)	311	87.6
	Private Insurance	43	12.1
Health Service	Speech Therapy	905	9.4
	Robotic Therapy	7526	78.4
	Occupational Therapy	945	9.8
	Orthotics Prosthetics	218	2.2

Source: Primary Data, 2024

From Table 1. The demographic profile of patients at Dr. Suyoto Hospital, which is predominantly male and consists largely of civil servants, soldiers, and veterans, significantly influences the variation in patient satisfaction before and after accreditation. The high utilization of advanced technologies such as robotic therapy, combined with the professional backgrounds of the patients who tend to prioritize discipline and efficiency helps explain why the accreditation process implemented at the hospital has successfully boosted patient satisfaction, as detailed in the table in the following paragraph. Robotic therapy technology is frequently used in the rehabilitation of patients who suffer from motor impairments or serious injuries requiring intensive intervention to restore bodily functions. Military personnel, who often endure severe physical injuries while performing their duties, greatly benefit from this technology. Robotic therapy enables more precise treatment and enhances the effectiveness of rehabilitation, offering these patients an improved path to recovery.

Table 2. Comparison of Patient Satisfaction Percentages in the Outpatient Medical Rehabilitation Unit of Dr. Suyoto Hospital Before and After Accreditation

No.	**Criterias**	**Before Accreditation (Year 2017)**		**After Accreditation (Year 2024)**	
		Previous Hospital Standard	**Percentage**	**Latest NQI Standard**	**Percentage**
1.	Satisfaction with Doctor Services	80%	69%	76.6%	87%
2.	Satisfaction with Nurse Services	80%	68%	76.6%	88%
3.	Service Procedures	80%	67%	76.6%	87%
4.	Comfort and Cleanliness of the Facilities	80%	73%	76.6%	88%

Source: Primary Data, 2024

From Table 2. The average results of measuring the satisfaction levels of patients with disabilities in the Medical Rehabilitation Outpatient Department before accreditation in 2017 showed that satisfaction with doctors services was 69%, satisfaction with nursing' services was 68%, satisfaction with procedural services was 67%, and satisfaction with comfort and

cleanliness reached 73% (EA European Accreditation, 2017). While after accreditation, using National Quality Indicator standard (76.6%), the average achievement of patient satisfaction levels were as follows; the level of satisfaction with doctor services is 87%, the level of satisfaction with nursing services is 88%, the level of satisfaction with procedural services is 87%, and the level of satisfaction with comfort and cleanliness reaches 88% (Accreditation Coommite, 2023). Based on the results of the Kolmogorov-Smirnov test, the patient satisfaction data before and after accreditation was found to be normally distributed. Before accreditation, the p-value was 0.264, and after accreditation, the p-value was 0.261. Both p-values are greater than 0.05, indicating that the data is normally distributed both before and after accreditation. Therefore, these results show that the patient satisfaction data meets the assumption of normal distribution, allowing it to be analyzed using parametric statistics, specifically the paired T-test, and the results can be presented using the mean values.

Table 3. T-paired test result comparison of Patient Satisfactory Level Before and After Accreditation

Category	Mean	Mean Difference	Confidence Interval 95%	P-Value
Before Accreditation	63.33			
After Accreditation	67.39	4.059	3.82 - 4.29	**<0.001**

Source: Data Processing Results, 2024

From Table 3. Several key points can be noted: the mean satisfaction before accreditation was 63.33 out of 72, while the mean satisfaction after accreditation was 67.39 out of 72. The mean difference satisfaction between before and after accreditation was 4.059 points. The 95% confidence interval (CI 95%) for the mean difference ranges from 3.82 to 4.29, indicating that we can be 95% confident that the difference in patient satisfaction lies within this range. The p-value of < 0.001 shows that this difference is highly statistically significant, as the p-value is smaller than 0.05, which is the common threshold for statistical significance. This means there is a statistically significant difference in patient satisfaction before and after accreditation. The mean difference of 4.059 points, with a relatively narrow confidence interval (3.82 - 4.29), indicates that the increase in patient satisfaction is significant and consistent across all respondents. This improvement reflects the positive impact of the accreditation process on patients' perceptions of the services they receive.

Based on the presented data, patient satisfaction with doctor services increased from 69% before accreditation to 87% after accreditation. Philip Kotler and Husein Umar explain that functional satisfaction related to doctors' skills and medical procedures—is crucial for influencing patient experiences. This improvement indicates a significant enhancement in the quality of medical services provided, both technically and in terms of a more personal approach. Accreditation has encouraged the development of medical staff competencies through systematic and ongoing training, enabling doctors to deliver accurate diagnoses, improve communication, and focus on PCC. PCC emphasizes patient involvement in medical decision-making, making patients feel valued and understood, which is particularly important for patients with disabilities who often require more attention in communication and care planning.

After accreditation, nurse satisfaction rose to 88%. Nurses frequently serve as the primary contact for patients in healthcare systems, especially in the outpatient rehabilitation unit, where patients need ongoing interaction. The accreditation process at Dr. Suyoto Hospital has enhanced nurses' skills and competencies through focused training, leading to more standardized, compassionate, and responsive care. With PCC, nurses not only address physical care but also provide emotional support and consider patients' psychological conditions. This approach is vital for patients with complex physical and mental challenges. The personalized

interactions and empathetic approach from nurses, combined with improved coordination with doctors, create a more supportive care environment, reflected in increased satisfaction levels.

Satisfaction with procedural services increased from 67% before accreditation to 87% afterward. Procedural services are essential for patient satisfaction as they encompass efficiency, clarity, and speed in administrative and medical processes. Prior to accreditation, complaints regarding inefficiencies, long wait times, and poor communication were common. Accreditation improved these procedures by establishing better operational standards, making each step in the care process more efficient and standardized. In the context of PCC, patients are more actively involved in their care processes, enhancing their sense of being informed and engaged, leading to higher satisfaction due to a more organized and responsive service.

Comfort and cleanliness are crucial for patient experiences, especially for patients with disabilities who require accessible environments conducive to recovery. According to Kotler and Umar, psychological satisfaction feeling valued and emotionally supported is essential for creating a positive patient experience. PCC promotes a more humane and empathetic approach, treating patients with disabilities as unique individuals with rights to participate in their care decisions. This fosters a greater sense of control and trust in the healthcare system, ultimately enhancing overall patient satisfaction.

CONCLUSION

In conclusion, the accreditation process at Dr. Suyoto Hospital, combined with the implementation of patient-centred care (PCC) standards, has resulted in a significant enhancement of patient satisfaction among individuals with disabilities in the outpatient rehabilitation unit. The data demonstrates a marked improvement in satisfaction levels across all evaluated criteria, including doctor services, nurse services, procedural services, and the comfort and cleanliness of facilities. Specifically, patient satisfaction increased from 69% to 87% for doctor services, 68% to 88% for nurse services, 67% to 87% for procedural services, and 73% to 88% for comfort and cleanliness after accreditation. These improvements can be attributed to the systematic training and development of medical staff competencies, which have fostered a more responsive, compassionate, and efficient healthcare environment. The focus on PCC has empowered patients by involving them in their care decisions, ensuring their unique needs and preferences are respected. This holistic approach not only enhances the quality of medical services but also promotes emotional support and psychological well-being, particularly crucial for patients with disabilities. Overall, the findings underscore the positive impact of accreditation and PCC on healthcare quality, highlighting the importance of continuous improvement in service delivery to meet the needs of all patients. Dr. Suyoto Hospital's commitment to maintaining high standards of care through accreditation and a patient-centred approach serves as a model for enhancing patient satisfaction and outcomes in healthcare settings.

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