

PATIENT SATISFACTION USING HEALTH INSURANCE TO NURSE COMMUNICATION

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Abstract: Therapeutic communication is a consciously planned, purposive and focused communication for the patient's healing. The results of preliminary study on 9 patients including 3 patients PBI not satisfied, 2 of 3 patients BPJS Non-PBI less satisfied and 2 of 3 patients General feel less satisfied. The objectives of the study were to analyze differences in patient satisfaction level in the implementation of nurse communication in patients with BPJS PBI, non-PBI and General. This study Used comparative. Variable of research was patient satisfaction level in nurse communication implementation. population 136 respondents, sample 102 respondents. Technique sampling was proportionate random sampling, instrument used questionnaire. The statistical test used wallis cruciate test with $\alpha = 0,05$. The results of the study in the BPJS group PBI showed the majority of patients were not satisfied as much as 83.33%. In the Non-PBI BPJS group the majority of dissatisfied patients were 89.2%. In the general group showed > 50% said not satisfied as much as 65.9%. Wallis cruciate test results obtained Pvalue = 0,030 < $\alpha = 0.05$, indicating there are differences in the level of patient satisfaction in the implementation of nurse therapeutic communication in patients BPJS PBI, non-PBI and general. It is expected that Irna-B Room nurse to improve the implementation of nurse communication in interaction with the patient in order to increase patient satisfaction. the hospital needs to provide education and training on therapeutic communication of nurses.

1 INTRODUCTION

Nurse is one of professions which focuses on personal treatment, family, and society so they can survive and still alive in optimal and quality condition until the end of their live. One of the proper effort that must be done by them as the way to fulfill the health patients' needs, as well as with other health workers in order to help solve the client's problem is communication. By communication, nurse can understand well the patients' feeling and explain the procedure of the nursing actions (Mundakir, 2013)

Therapeutik Communication is implemented by the nurse to keep their relationship and add the patients' self-confidence. Otherwise, if it is not done by the nurse, it can bother the therapeutic relationship between the nurse and the patients and it will affect to the patient's dissatisfaction. Based on the previous study done by (Suryani, 2014), it has been said that the main factor of unsatisfaction of

the patient was because of the therapeutic communication in giving nursing care.

Based on the preliminary study which has been done to some patients in BPJS PBI, BPJS Non PBI, and public level that is the patients' satisfaction in Syamrabu Hospital Bangkalan, the Terapeutik communication has been gotten from questionnaire and interview were applied toward 9 patients such as 3 were PBI patients were not satisfied, 2 of 3 patients' BPJS Non PBI got less satisfaction and 2 of 3 patients of public class also got less satisfaction.

The lower level of the patients satisfaction toward the nurse's Therapeutik communication caused by several factors from many aspects such as internal factor as the client age, education, the length of working, knowledge, attitude, psychology factor and the patient itself. The second factor is external factor such as environment and the nurse' Therapeutik Communication (Asmuji, 2012). If the nurse cannot do the Terapeutik communication well, it can increase the number of unsatisfaction of

patients and most of the patients will be back home in a proper procedure.

To avoid the lower quality of health workers service (nurses), and more patients will go to another place, it would be very wise and appropriate, if a health care institution can improve the quality of service. One form is to improve the ability of good communication and appropriate for nurses (Arwani, 2002).

2 METHOD

This research is a comparative study which has comparisons characteristic. The variable of this research is the patients' satisfaction degree toward the nurse's communication. The population of this research was all of the patients in BPJS PBI, BPJS Non PBI and public class in hospital. The number of the population is 136 patients. The sample was 102 patients by using Proportionate Random Sampling technique.

The instrument of this study was questionnaire. To test the hypotheses, the researcher used Statistic Test such as Kruskal Wallis with $\alpha=0,05$

3 RESULT

Frequency Distribution of BPJS PBI Patient Satisfaction Rate

Table 1 Frequency distribution of respondents based on patient satisfaction level of BPJS PBI

Level of Satisfaction	Frequency	Percentage
	<i>F</i>	%
Very Satisfied	0	0
Satisfied	4	16,67
Not Satisfied	20	83,33
Very Dissatisfied	0	0
Total	24	100
<i>Mean = 54, 17</i>		

Based on Table 1 shows that the majority of patients BPJS PBI were not satisfied in the implementation of therapeutic communication of nurses in the Irna-B room of RSUD Syamrabu Bangkalan that is as many as 83.33%.

Frequency Distribution of BPJS Non-PBI Patient Satisfaction Rate

Table 2 Frequency distribution of respondents based on patient satisfaction level of BPJS Non-PBI

Level of Satisfaction	Frequency	Percentage
	<i>F</i>	%
Very Satisfied	0	0
Satisfied	4	10,8
Not Satisfied	33	89,2
Very Dissatisfied	0	0,0
Total	37	100
<i>Mean = 57,09</i>		

Based on table 2 shows that the majority of patients BPJS Non-PBI were not satisfied in the implementation of therapeutic communication of nurses in the Irna-B room Syamrabu Bangkalan hospitals that is as many as 89.2%.

Frequency Distribution of General Patient Satisfaction Rate

Table 3 Frequency distribution of respondents based on patient satisfaction level of general patient

Level of Satisfaction	Frequency	Percentage
	<i>F</i>	%
Very Satisfied	2	4,8
Satisfied	12	29,3
Not Satisfied	27	65,9
Very Dissatisfied	0	0,0
Total	41	100,0
<i>Mean =44,89</i>		

Based on Table 3 showed that > 50% of general patients were not satisfied in the implementation of therapeutic communication of nurses in the Irna-B room of RSUD Syamrabu Bangkalan that is as many as 65.9%.

Differences in Patient Satisfaction Level In Implementation Of Therapeutic Communication Of Nurses In Patients Bpjs Pbi, Bpjs Non-Pbi And General

The result of Wallis crucial test shows p value (0,030) < α (0,05). This means that H_0 is rejected, which means there is a difference in the level of patient satisfaction in the implementation of therapeutic nurse communication in patients BPJS PBI, BPJS Non-PBI and GENERAL.

4 DISCUSSION

Patient Satisfaction Rate BPJS PBI

Based on table 1 shows that the majority of patients BPJS PBI not satisfied in the implementation of therapeutic communication nurses in the room Irna-B RSUD Syamrabu Bangkalan that is as much as 83.33%. From the results of the questionnaires it was found that most respondents said nurses never uttered greetings and mentioned the names of patients interacting with patients, most respondents said that nurses never introduced themselves at the beginning of interactions, and the majority of respondents said nurses never said goodbye when leaving the patient's room.

Respondents who stated still not satisfied in nurse therapeutic communication implementation because first impression of meeting between nurse and patient which show less attitude of mutual open especially attitude of nurse acceptance to patient arrival of care room. From the questionnaire results obtained most respondents say nurses do not say hello and mention the name of each patient interact with patients, most say nurses do not introduce themselves at the beginning of interaction. This is in accordance with the opinion (Suprpto, 2005) expressed satisfaction as the level of one's feelings after comparing the performance or the results he felt with expectations. Patient satisfaction of services provided by the service provider (hospital) will increase the confidence of the patient (community) on the performance and quality of the hospital. This will encourage the repeated use of the facility or will be the patient's primary choice for seeking medical help.

Patient Satisfaction Rate BPJS Non-PBI

Based on table 2 shows that the majority of patients Non-PBI BPJS not satisfied in the implementation of therapeutic communication nurses in Irna-B space Syamrabu Bangkalan RSUD as much as 89.2%.

Communication skills are critical skills that must be possessed by nurses, because communication is a dynamic process used to collect assessment data, provide education or health information, influence clients to apply it in life, show caring, provide comfort, foster self-esteem and appreciate client values. So, it can also be concluded that in nursing, communication is an integral part of nursing care. A nurse who communicates effectively will be better able to collect data, perform nursing actions (interventions), evaluate the implementation of

interventions that have been made, make changes to improve health and prevent the occurrence of legal issues related to the nursing process.

Patient satisfaction is based on the implementation of therapeutic communication phase of work group in BPJSnon-PBI in RSUD Syamrabu Bangkalan got results almost 50% of respondents said Nurses almost never provided information clearly and easily understood about the disease suffered by patients, more than 50% once paid attention to client response after the action / procedure performed, and nearly 50% Nurses almost never come immediately when patients need service.

Patient Satisfaction Rate of General patient

Based on Table 3 showed that > 50% of GENERAL patients were not satisfied in the implementation of therapeutic communication of nurses in the Irna-B space of RSUD Syamrabu Bangkalan that was as much as 65.9%. Therapeutic communication is a communication that encourages and helps the client's healing process (Depkes RI, 1997). Northouse (1998) defines therapeutic communication as a nurse's ability or skill in interacting to help clients adapt to stress, overcome psychological disorders and learn how to relate or interact with others. Therapeutic communication is an interpersonal communication, meaning communication between people face-to-face that allows each participant to capture the reaction of others directly, both verbally and nonverbally (Mulyana, 2005). Therapeutic communication performed by the nurse is one of the factors that affect patient satisfaction.

Patient satisfaction based on therapeutic termination phase communication in RSUD Syamrabu Bangkalan still less, that was majority of respondents said nurse never leave goodbye when leaving patient room at termination phase execution. According to (Nugroho & Aryati, 2009), the termination phase is the final stage of therapeutic communication that aims to improve the function and ability of nurses to satisfy the needs of patients and achieve realistic professional goals. Respondents who were dissatisfied with the termination phase execution due to the majority of respondents said that the nurse never informs the action plan that will be done next and never inform the next meeting time. In addition, most respondents also said that nurses only occasionally gave patients the opportunity to decipher their perceptions or opinions. The nurse also sometimes did not leave before leaving the patient's room. The nurse's job at this stage is to conduct subjective evaluation by

asking the client's feelings after interacting with the nurse, contracting for the next meeting, and ending the activity in a good way.

Differences in Patient Satisfaction Rate of BPJS PBI, Non-PBI and GENERAL Patient

The result of Wallis crucial test shows p value (0,023) $< \alpha$ (0,05). This means that H_0 is rejected, which means there is a difference in the level of patient satisfaction in the implementation of nurse therapeutic communication in patients BPJS PBI, Non-PBI BPJS and General patient

As submitted by the Social Security Administering Council (2014), which operates on 1 January 2014, nurses should not distinguish community services that run in-patient care in the 1st, 2nd and 3rd classes as they will get the same services. In the opinion of the respondents this dissatisfaction is because the first impression of meeting between nurses and patients who show less mutually open attitude, especially the attitude of nurses to the arrival of patients in the room of care. Whereas patient satisfaction of the service provided by the service provider (hospital) will increase patient trust (society) to the performance and quality of the hospital.

The result of the research showed the difference of patient satisfaction in the implementation of nurse therapeutic communication in BPJS PBI patient, Non-PBI and General BPJS. One of the influential in improving the quality of hospital services is health services provided by health workers in certain hospitals, especially in the room. Health care is any effort that is carried out individually or collectively in an organization to maintain and improve health, prevent and cure disease and restore the health of a person, family, group and community (Levely and Lomba (1973), quoted from Azwar, 1998). One that can be rated is the communication done by health personnel in the room. Therapeutic communication is a planned and done communication to help the client's healing or recovery. In the implementation of therapeutic communication, the nurse should not discriminate between patients, patient's age, sex even from the rank of patient.

5 CONCLUSION

The majority of patients with BPJS PBI feel dissatisfied with the implementation of therapeutic

nurse communication in RSUD Syamrabu Bangkalan.

The majority of patients of BPJS Non-PBI feel dissatisfied with the implementation of nurse therapeutic communication in RSUD Syamrabu Bangkalan.

More than 50% of General patients feel dissatisfied with the implementation of therapeutic communication of nurses in RSUD Syamrabu Bangkalan.

There is a difference of patient satisfaction level to the implementation of therapeutic nurse communication in BPJS PBI, Non-PBI and General patient

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