

PATIENT-CENTERED CARE IN IMPROVING THE QUALITY OF HEALTH SERVICES : A SYSTEMATIC REVIEW

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ABSTRAK

Strategi yang digunakan rumah sakit dalam meningkatkan kepuasan pasien terhadap mutu pelayanan kesehatan dapat dilakukan melalui penerapan Patient Centered Care (PCC). Adanya keluhan pasien mengenai komunikasi yang kurang baik antara dokter dengan pasien atau keluarganya, kurang ramah, dan kurang waspada mencerminkan bahwa penerapan PCC belum sepenuhnya dirasakan oleh pasien. Tujuan dari penelitian ini adalah untuk memperkuat pemahaman tentang pendekatan PCC, serta memberikan arahan untuk mengembangkan strategi penerapan PCC yang efektif dalam praktik pelayanan kesehatan. Penelitian ini menggunakan metode studi pustaka (systematic review) dengan mesin pencari yang digunakan dalam pencarian literatur antara lain Google Scholar dan PubMed dengan kata kunci Kepuasan Pasien, Kualitas Pelayanan Kesehatan, Patient Centered Care, Rumah Sakit. Artikel yang dihasilkan dipilih berdasarkan publikasi yang diterbitkan antara tahun 2019 hingga 2023. Hasil penelitian menunjukkan bahwa berbagai rumah sakit di beberapa negara menunjukkan layanan PCC (Patient Centered Care) yang disetujui yang dapat memberikan dan mempengaruhi kenyamanan pasien dalam memperoleh kesehatan yang efektif dan optimal karena pasien juga terlibat dalam mengetahui kesehatannya. Oleh karena itu, patient centered care (PCC) perlu diterapkan di rumah sakit karena pengaruhnya dapat berdampak positif bagi kesehatan pasien. Selain itu, pasien juga merasa senang karena memiliki hak yang sepadan untuk mengetahui sakit apa yang dialami dan kesehatannya. Upaya dan strategi peningkatan PCC dapat terus ditingkatkan di berbagai rumah sakit yang ada karena juga dapat mempengaruhi kepuasan pasien terhadap pelayanan rumah sakit.

Kata Kunci : Rumah Sakit, Patient Centered Care, Kepuasan Pasien, Mutu Pelayanan Kesehatan

ABSTRACT

The strategy used by hospitals in increasing patient satisfaction with the quality of health services can be done through the implementation of Patient Centered Care (PCC). The existence of patient complaints regarding poor communication between doctors and patients or their families, less friendly, and less vigilant reflects that the application of PCC has not been fully felt by patients. The purpose of this study is to strengthen the understanding of the PCC approach, as well as provide direction for developing effective PCC implementation strategies in health care practices. This research uses a literature study method (systematic review) with search engines used in literature searches including Google Scholar and PubMed with the keywords Patient Satisfaction, Quality of Health Services, Patient-Centered Care, Hospital. The resulting articles were selected based on publications published between 2019 to 2023. The results showed that various hospitals in several countries showed approved PCC (Patient Centered Care) services which can provide and influence patient comfort in obtaining effective and optimal health because patients are also involved in knowing their health. Therefore, patient-centered care (PCC) needs to be implemented in hospitals because its influence can have a positive impact on patient health. In addition, patients also feel happy because they have a commensurate right to know what pain they have and their health. Efforts and strategies in improving PCC can continue to be improved in various existing hospitals because it can also affect patient satisfaction with hospital services.

Keyword : Hospital, Patient Centered Care, Patient Satisfaction, Quality of Health Service

INTRODUCTION

A hospital is an industry in the health sector that provides health services by providing treatment for people in need through inpatient, outpatient and emergency care. The strategy or method used by the hospital in increasing patient satisfaction with the quality of health services through several programs or certain methods, one of the methods used to improve the quality of service by the hospital is Patient Centered Care (PCC). PCC emphasizes that in order to understand patient needs and become a patient-centered hospital, hospital managers need to see things from the patient's point of view or imagine themselves as patients and implementing patient-centered care is to encourage patients to be more active in their lives (Kwame et al., 2021).

Patient satisfaction is an indicator of service quality in hospitals with an ideal standard of 95%. If patient satisfaction in a hospital is less than 95%, then it is considered not meeting the minimum service standards. Patient satisfaction at the hospital includes satisfaction with medical and nursing services, support services, and infrastructure in health services (RI Ministry of Health, 2016). Based on a preliminary survey conducted by researchers on 30 patients who had been treated at Mitra Sejati Hospital, it was found that as many as 40% of patients said that health workers were good enough to serve patients, as many as 48% of patients were dissatisfied with the services they received while undergoing hospitalization. Patients also felt dissatisfied with receiving detailed information and education about their illness, as much as 51%. Another complaint is that as many as 72% feel a loss of emotional support from the extended family due to very short limitations in visiting patients during 2022.

As a paradigm shift, implementing PCC is not easy. Based on the inpatient satisfaction survey at the hospital where the study was conducted, it was seen that there were patient complaints about poor communication between doctors and patients or their families. less friendly, and less alert. These complaints reflect that the application of PCC has not been fully felt by patients. According to BPRS-DIY, placing patients as subjects is a big change. This concept really needs to be implemented properly in order to achieve its goals. In the Patient-Centered Care approach, patients are encouraged to talk openly about their needs, desires, values and preferences regarding their health care, so that health workers can provide more holistic care and all patient needs are assisted in fulfilling them.

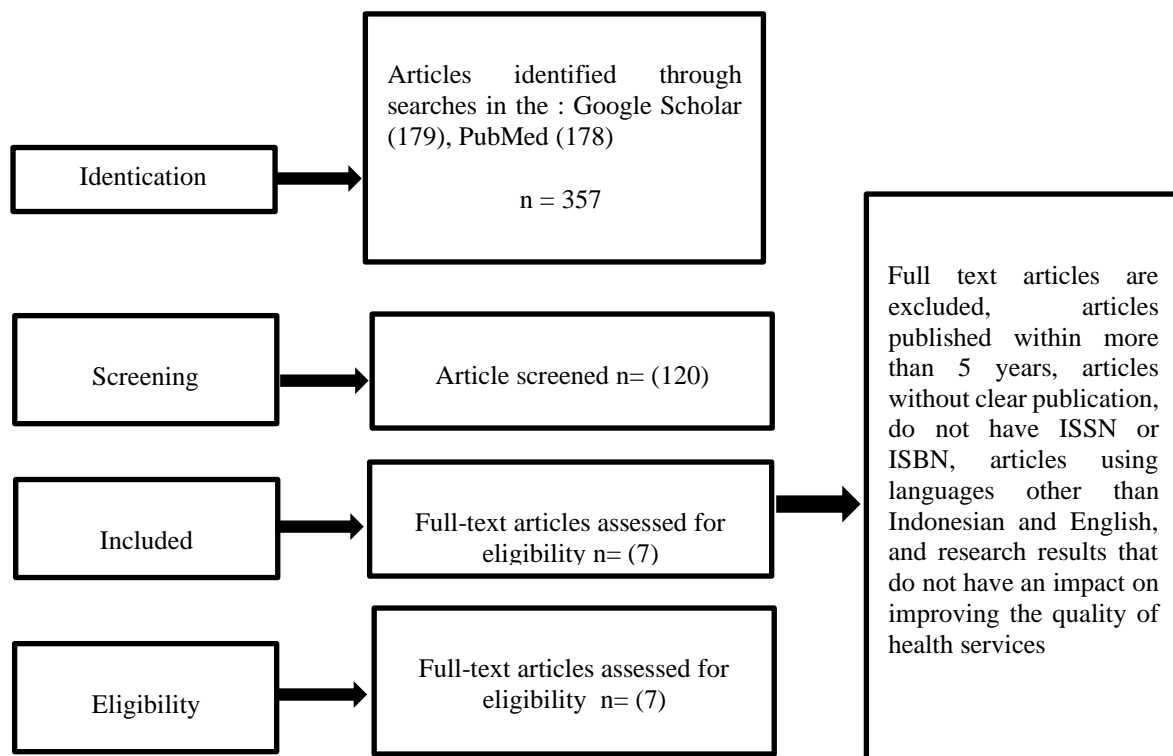
PCC has 8 dimensions, namely respecting patient choices, moral support, physical comfort, KIE (Communication, Information and Education), continuity and transition, coordinated services, involvement of family and relatives, access to services. by respecting the patient's choice, the hospital must know and be aware of the needs of patients and families, build good relationships between hospitals, patients and families. In addition, the hospital is obliged to provide moral support in terms of patient status such as disease prognosis and the impact of the patient's disease on the patient himself and his family.

In paragraph 1 of Article 56 of Law no. 36 of 2009 stated that every person has the right to accept or reject part or all of the assistance that will be given to him after receiving and understanding the complete information about the action. This is in accordance with the rights of patients and families. The application of patient centered care (PCC) can improve patient health outcomes, increase patient satisfaction with health services, and improve overall health system efficiency. However, the implementation of PCC in health service practice still faces several challenges, such as difficulties in changing organizational culture, differences in language and belief factors, family factors, lack of peer capacity, limited facilities and infrastructure, and workload and a lack of support from the health system. Therefore, the study of the literature in this research has the aim of discussing the importance of PCC in improving the quality of health services.

METHODS

The method that will be used in this research, uses the *Systematic Review Method*. The systematic review method consists of 4 stages consisting of stages in the research method followed by the implementation method. In the literature search process, it is necessary to select the search results by filtering the literature according to the specified criteria. Criteria based on inclusion and exclusion are used as the basis for selecting literature.

Systematic review steps based on PRISMA guidelines (Preferred Reporting Items for Systematic reviews and Meta-Analyses) consist of several processes, such as identification, screening, eligibility, and inclusion. PRISMA is a minimum evidence-based process used to conduct assessments to assist researchers in reporting the results of systematic reviews and meta-analyses. The search for literature sources was determined in the range of 2019 - 2023 because the data analyzed was still new so researchers could easily understand trends in their fields and better reflect current conditions. The systematic review method only uses research in the form of articles that have been reviewed and published in English-language journals.



Skema 1. Flowchart of Article Selection and Selection Process

In the identification stage, researchers will use online-based literature search sites, namely Google Scholar and PUBMED. The next stage is screening, at this stage, there are three processes, including determining keywords with several phases, namely the first phase of searching using the string "Expert" AND "System". After that, the data mining phase and the last phase is the double data filtering phase and the selection of titles, abstracts, and article keywords will be carried out. Furthermore, the eligibility stage is carried out by reading the article before it is eliminated to determine whether the article will be used in the review. The last stage of the systematic review is included, where the data that has been obtained will be grouped based on the technique, the field of the case study, and the approach used based on qualitative and quantitative method.

RESULTS

Writers/Year	Place	Title	Methods	Result
(Arboh F, Owusu EA, Addai-dansoh S, Atingabilli S, Quansah E, Sackey BB, et al., 2022)	Ghana	Patient-Centered Care; The Physicians's Perspective and Impact On Quality Health Care Delivery	Linear regression	The results of this journal research show from a doctor's perspective that the presence of patient-centered services will lead to patient comfort which can help build the competence and knowledge of doctors and increase their ability to instill trust and confidence in patients and this research proves that PCC improves health services quality in Ghana.
(Buawangpong N, Pinyopornpanish K, Jiraporncharoen W, Dejkriengkraikul N, Sagulkoo P, Pateekhum C, et al., 2020)	Thailand	Incorporating the patient-centered approach into clinical practice helps improve quality of care in cases of hypertension: a retrospective cohort study	A retrospective cohort study	The results of this journal research say that how to treat hypertensive patients by integrating a patient-centered approach through the PCM concept will affect practice and treatment outcomes, and can improve the quality of care for hypertensive patients in Thailand
(Grieve R, O'Neill S, Basu A, Keele L, Rowan KM, Harris S., 2019)	United Kingdom	Analysis of Benefit of Intensive Care Unit Transfer for Deteriorating Ward Patients A Patient-Centered Approach to Clinical Evaluation	A prospective cohort study	The results of this journal research say that having patient-centered care will help identify which patients will most benefit from ICU (Critical Care) transfers. Because this PCC service shows that age and physiological severity act synergistically to predict the possible benefits and harms of ICU care for each patient.
(Kuipers SJ, Cramm JM, Nieboer AP., 2019)	Netherlands	The importance of patient-centered care and co-creation of care for satisfaction with care and physical and social well-being of patients with multi-morbidity in the primary care setting	Cross Sectional Survey	Based on research results, PCC (Patient Centered Care) in primary care has a very positive impact on patient satisfaction in terms of care, physical and social well-being of patients. In addition, this allows PCC (Patient Centered Care) to continue to contribute to creating care

				for good outcomes in primary care.
(Risca A, Kamil H, Saputra I., 2023)	Indonesia	The Correlation between the Implementation of Patient-Centered Care (PCC) and the Fulfillment of Patient Rights at Regional General Hospital of Bireuen Regency	Cross Sectional Research	The results of the research that has been done are that in order to improve the quality of health services to fulfill patient rights, directed and structured PCC (Patient Centered Care) services are still needed. This is because the undirected patient-centered service forces health workers to urge patients and their families to actively participate in the treatment process.
(Pradani et al., 2019)	Indonesia	Effect of Patient-Centered on Service Quality and Satisfaction Level of BPJS Inpatients In Baptist Hospital Batu	Cross Sectional	Based on the results of the study, to build and develop the quality of inpatient services at Baptist Hospital Batu, the regulation of patients is needed because health services are patient-centered. If the functional services provided are good, the patient will feel satisfied. The quality of functional services at Baptist Hospital Batu has the most significant influence on patient satisfaction. The functional services in question are professionalism, high quality, courtesy, friendliness, responsiveness, honesty, timeliness, and maintaining a good image of Baptist Hospital Batu. Baptist Hospital Batu needs to pay attention to the quality of its services in the form of care coordination which is the most influential factor in PCC.
(Van Spall et al., 2019)	Canada	Effect of Patient-Centered Transitional Care Services on Clinical Outcomes in Patients Hospitalized for Heart Failure	Quantitative Study	Based on the study, patient-centered care did not improve time to first admission, ED visit or hospitalization time. This is due to the fact that home health services have not shown effectiveness in improving clinical outcomes when implemented in the healthcare system, so

patient-centered care needs to be further reviewed. Healthcare relies heavily on contextual factors in providing benefits. A study was conducted to improve the quality of hospital care by reducing hospitalizations. After a 3-month, 30-day study, hospital care in patients only recorded ER visits for 30 days without reducing the number of hospitalizations and ER visits. In healthcare interventions that do not improve clinical outcomes can improve favorable patient outcomes. This intervention improved secondary outcomes of readiness for discharge, quality of transitional care, and quality of life.

Based on the results of the table above, it can be concluded that various hospitals that use the PCC (Patient Centered Care) service system get a good response from patients because PCC can provide and influence patient comfort in obtaining their health effectively because patients feel involved in their health.

DISCUSSIONS

The Concept of Patient-Centered Care

Patient-centered care can be defined as an approach to providing health care that is more patient-centered. It does not only focus on the diagnosis and treatment of disease but also focuses on the needs and assists patients in making decisions regarding the care to be used. Patient-centered care is expected to increase patient participation in their own health. Patients are encouraged to be involved in decision-making regarding their care by considering their own preferences, health, and knowledge. PCC also needs to be carried out with effective communication so that patients can understand the instructions given by doctors and nurses. Patient-centered services need to be carried out by health care facilities such as hospitals. The best service that can be provided by doctors or health workers is to provide accurate information and education to instill patient trust. The concept of patient-centered care is an approach in health care that places the patient as the main focus of the entire service process which includes medical, psychological, social and spiritual aspects.

The concept of services provided to patients also pays attention to patient involvement in the decision-making process regarding the treatment and care to be provided. This is done by providing sufficient information to the patient regarding his condition, available treatment options, risks and benefits of each option, so that the patient can make the right decision according to his condition. Health workers must be ready to provide fast service and care to patients with accurate service standards and avoid the possibility of errors in treatment. The purpose of services provided to patients is to provide effective, efficient, quality services, and

be able to meet the needs and expectations of patients. By paying attention to the patient's needs and preferences, it is hoped that the patient will feel more satisfied with the services received, improve the patient's quality of life, and increase patient adherence to the treatment and care provided.

Factors That Can Affect the Success of Implementation of Patient-Centered Services Communication Between Patients and Healthcare Professionals

Communication is one of the most important things and thus using effective communication skills is essential to assist and advise patients appropriately. All of this can be translated into more productive dialogue with patients, leading to effective patient care services (PCC). While there is no general agreement on the meaning of PCC, PCC can be described as care that respects and responds to a patient's individual preferences, needs, and values, and ensures that patient values guide all clinical decisions. In other words, PCC is the ability to identify, understand, and treat each patient specifically before providing appropriate counseling to them through the provision of services. This applies to all health workers (Kwame et al., 2021).

Therefore, it is important for other health workers to be able to distinguish which patients have adequate medical knowledge and which do not. This aspect is very important for the use of terminology which must be expressed in the simplest, most accessible and confidential way. For counseling to be more effective, patients must be identified again as passive or active and messages adapted to gender, age, and social background. In addition, health care workers must first understand the needs of each patient and adapt the message to the recipient. Hiring healthcare providers can sometimes be a barrier to effective communication of patients from diverse ethnic, cultural, linguistic and religious backgrounds, including eating disorders, certain religious dietary restrictions or traditions, language barriers, both written and spoken, and so on

Patient Involvement In Decision Making

Patient involvement in decision-making is important for improving health services. Patient involvement in decision-making in primary care has a very positive impact on patient satisfaction in terms of care, and physical and social well-being of patients. For example, in the context of care for patients diagnosed with cancer, patient involvement in decision-making is considered important to increase human dignity and patient satisfaction (Fauzan, 2016). Patient participation in decision-making refers to the process of actively involving patients in making decisions about their own health and medical care. This approach recognizes that patients are experts in their experiences and values, and involving them in decisions about their care improves outcomes and satisfaction.

Based on research (Arboh et al., 2022), discussing the importance of involving patients in decision-making regarding their care, known as patient-centered care (PCC) the results obtained show that PCC should be prioritized in health care to improve the quality of care and patient health outcomes. Research (Arboh et al., 2022) also explains that several aspects of PCC, such as physical comfort, patient preferences, and information and education, influence doctors in providing quality health care.

There are various levels of patient involvement in decision-making, ranging from informed consent to joint decision-making. Informed consent involves providing information to patients about their medical condition and potential treatments, and enabling them to make decisions based on that information. Health workers assess the patient's characteristics, needs, and preferences as a plan in the decision-making process by discussing it with the patient for the desired end goal (Buawangpong et al., 2020). The theory of shared decision-making in nursing

practice states that a person's threshold for talking about their disease must be specific, where each patient has a different choice goal to make decisions about the condition of his treatment. The involvement of family members is also needed in the PCC concept in providing care that involves patients. This can be understood as close friends and other people who influence the patient and can provide the necessary support and information during the treatment process (Buawangpong et al., 2020).

The Impact of Patient-Centered Services on the Quality of Health Services

Based on the results of research conducted from a doctor's point of view, it shows that patient-centered services will lead to patient comfort which can help build the competence and knowledge of doctors and increase their ability to instill trust and confidence in patients. In addition, the existence of services that are focused on patients can have an impact on cultural changes in providing services to patients because this approach changes the focus of health care providers to patients (Arboh F, Owusu EA et al., 2022). In a patient-centered care approach, patients are seen as partners in their health care. This can influence the culture in healthcare settings by encouraging more positive interactions between patients and healthcare providers. These changes could include increasing familiarity, reducing hierarchy, and increasing teamwork between healthcare providers and patients. Patient Centered Care in primary care has a very positive impact on patient satisfaction in terms of care, physical and social well-being of patients (Kuipers SJ, et al., 2019). However, in order to improve the quality of health services to better fulfill patient rights, targeted and structured PCC (Patient Centered Care) services are still needed (Risca A, Kamil H, Saputra I., 2023). Therefore, this health service must be accompanied by good functional services. The intended service function is professionalism, high quality, polite, friendly, responsive, honest and timely (Pradani et al., 2019)

In addition, the use of the Patient Centered Care system on health services can reduce the patient's anxiety to medical services or undertaken. Patient Centered Care will increase patient satisfaction and medical personnel satisfaction that conduct services, long term of the Patient Centered Care system is improving the quality of service. Patient Centered Care has the concept of core in the application, which is consisting of dignity and respect, sharing information, participation, and collaboration. All of the core concepts must exist in the implementation of Patient Centered Care to increase positive impacts because of each other affects (Terp, Weis, and Lundqvist 2021). The proper use of patient centered care could increase the outcome of patients and analyze the nurse's role in reducing the patient's weaknesses. Another benefit is that it can reduce complaints, increase drug compliance. This is in line with research conducted by (Bossou et al., 2021) which stated that interactions between patients and healthcare providers, intimate contact, and information sharing have become important determinants in the provision of medical care services. An online survey filled out by outpatients at Togo Hospital shows that PCC has a significant positive indirect effect on improving health services through patient satisfaction variables. It is important that healthcare providers have a well-trained PCC System to build patient-provider relationships to enhance their patient satisfaction and healthcare.

CONCLUSION

Patient Centered Care (PCC) is very important to use in improving patient services by seeing things from the patient's point of view which aims to increase patient satisfaction. However, there are still many hospitals or other health care facilities that have not implemented PCC in patient care due to several constraints. PCC has 8 dimensions, namely respecting patient choices, moral support, physical comfort, KIE (Communication, Information and

Education), continuity and transition, coordinated services, involvement of family and relatives, access to services. In several previous research sources, PCC has been proven to help improve patient health status and services. In practice, the patient is the main focus of the entire service process and is a supporting factor for the successful implementation of PCC by communicating between patients and health workers and involving patients in decision making. Therefore, the application of PCC in primary care is needed because it will have a positive impact on patient satisfaction in terms of care, physical and social well-being of patients because it can reduce anxiety.

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