



Outpatient Satisfaction based on the Quality of Radiology Services: (Case Study in Central Java Hospital)

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Background



- ▶ According to Gronroos in Wirtz (2016), service quality is the result of an evaluation process in which customers compare their perceptions of service delivery and the results against what they expect. According to Parasuraman and Zeithaml in Herlambang (2016) the quality of health services has five (5) dimensions, namely tangibles (direct evidence), Reliability (reliability), Responsiveness (responsiveness), assurance (guarantee), and empathy (empathy).
- ▶ Patient satisfaction is a level of patient feelings that arise as a result of the performance of health services obtained after the patient has compared it with what he expected (Pohan, 2006).

Background



- ▶ In the Central Java, there is an increasing number of health installations, from health installations such as basic community health center to hospitals, which provide diagnostic radiology health service facilities. The number of hospitals in Central Java-based on data from the Provincial Health Office in 2015 is 268 hospitals, while the state hospitals have 44 hospitals with various types of hospitals.

Background



- ▶ Currently, not all radiology installations have evaluated the services provided, even though they have done so, no follow-up efforts have been made to the evaluation so that the results of the evaluation have not been maximally utilized for efforts to improve the quality of service at the radiology installation.

Objectives



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graph LR; A[Objectives] --> B[This study aimed to find out the Outpatient Satisfaction based on the Quality of Radiology Services in Central Java Hospitals];
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- ▶ This study aimed to find out the **Outpatient Satisfaction** based on the Quality of Radiology Services in Central Java Hospitals

Methods



- ▶ This is an observational study with a cross-sectional approach.
- ▶ 18 hospitals and 20 patients in each hospital for a total of 380 patients were sampled.
- ▶ The data was obtained using a questionnaire to find out the gap between “Expectations” and “Satisfaction”
- ▶ Data was analyzed using a Cartesian Diagram

Results and discussion

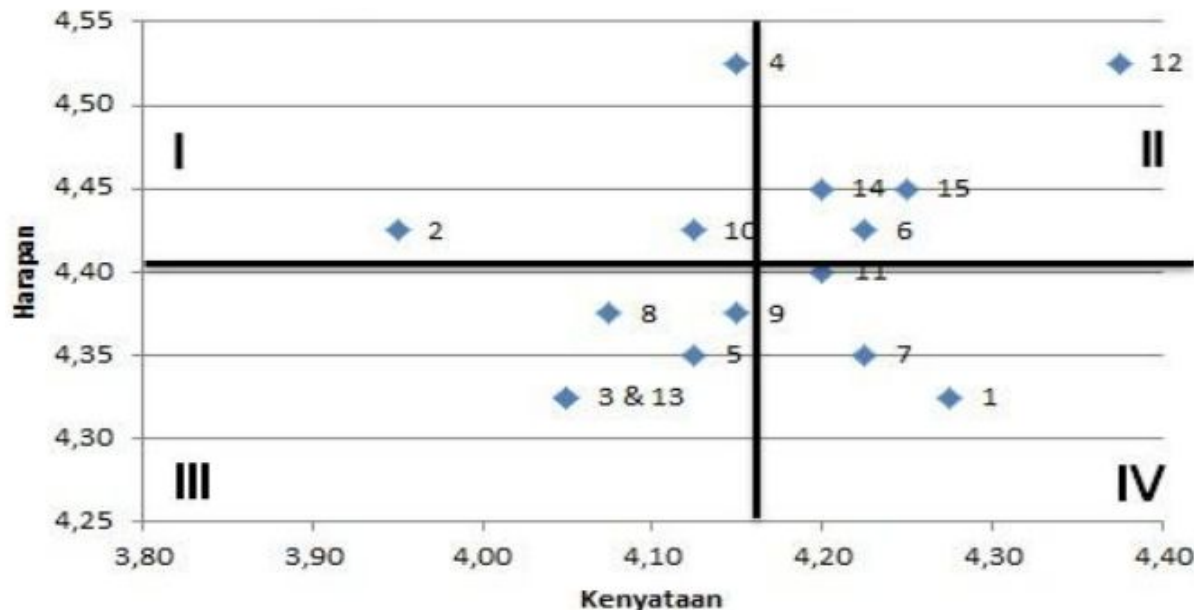
AVERAGE GAP ANALYSIS IN CENTRAL JAVA HOSPITAL

RS type	Average Score of Expectations	Average Score of Satisfaction	Gap	Category
A	4.40	4.16	-0.24	well
B	4.38	4.18	-0.20	well
C	4.57	4.36	-0.21	Very good

- ▶ the value of the gap between expectations and patient satisfaction is negative. This shows that the patient's expectations for radiology services have not been fulfilled by the Radiology Installation Hospital in Central Java.
- ▶ According to Herlambang (2016), health services to customers are sometimes not in line with expectations, one of which is due to the difference between the services experienced and the services expected

Results

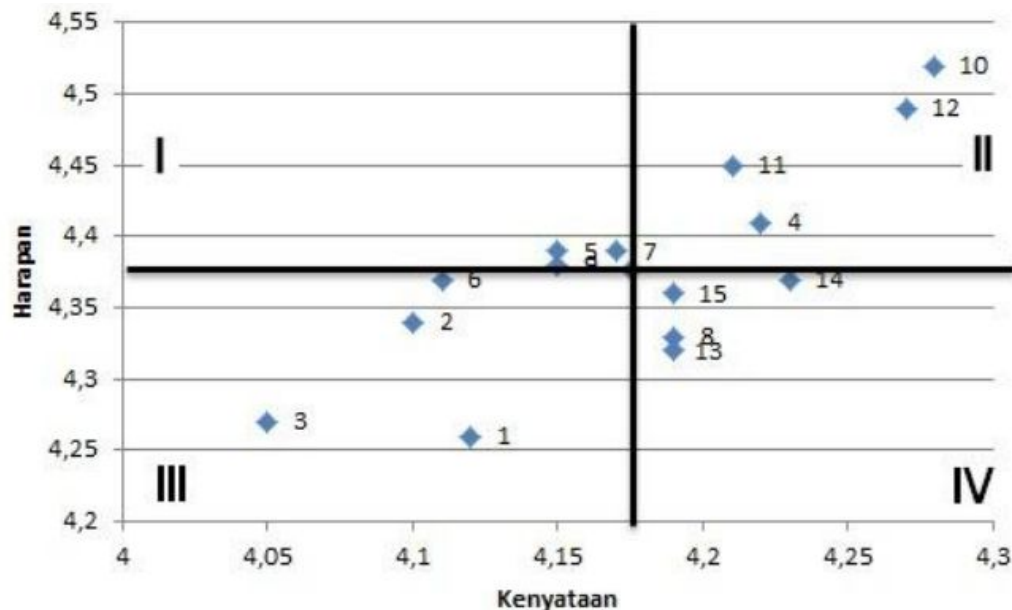
Cartesian diagram of Type A Hospital in Central Java



- ▶ Quadrant 1. The quality is lower than the customer expectation so that the radiology installation must improve the quality to be more optimal. The factors in this quadrant are: a) Cleanliness, tidiness and comfort of radiology equipment b) Radiology officers can respond quickly in handling every patient complaint c) Radiology officers prioritize patient safety

Results

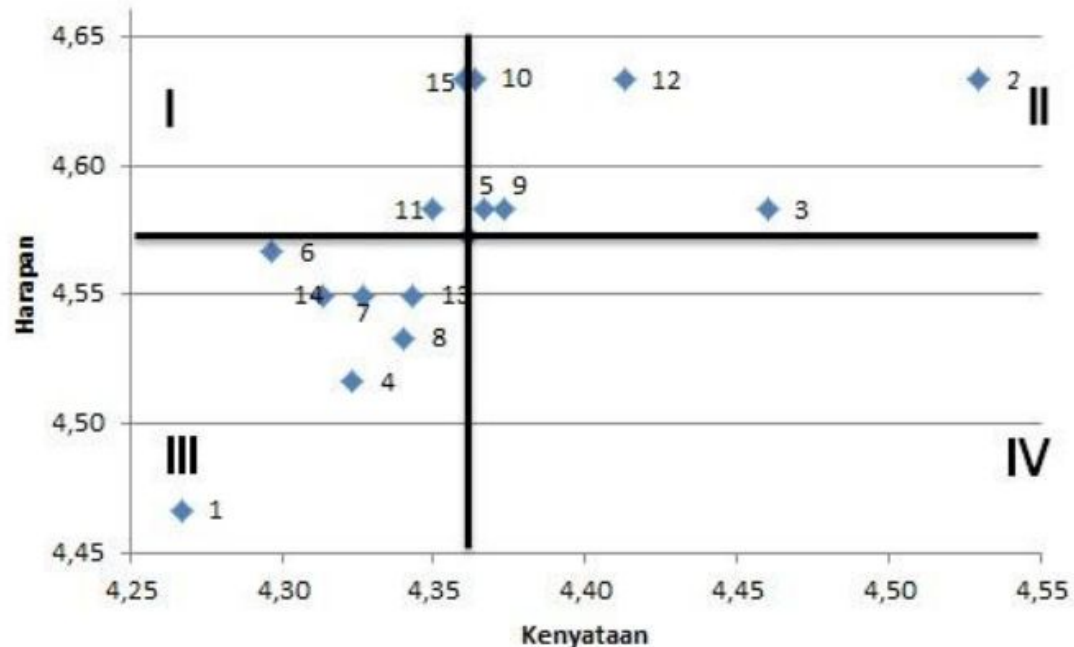
Cartesian diagram of Type B Hospital in Central Java



- ▶ Quadrant 1 : The quality is lower than the customer expectation so that the radiology installation must improve the quality to be more optimal. The factors in this quadrant are: a) Radiology officers are alert in service b) Radiology officers serve patients quickly and precisely c) The radiology staff is punctual in treating patients

Results

Cartesian diagram of Type C Hospital in Central Java



- ▶ The quality is lower than the customer expectation so that the radiology installation must improve the quality to be more optimal. The factors in this quadrant are: a) The radiology officer puts confidence in the patient b) The radiologist understands the patient's needs

Conclusion



- ▶ The level of patient satisfaction in type A hospital is 4, 16, type B, 4, 18 which means satisfied and Type C 4, 36 which is in the very satisfied.
- ▶ In type A hospital, things that must be considered and improved are: Cleanliness, tidiness, and comfort of radiology equipment, radiology officers can respond quickly to patient complaints, radiology officers prioritize patient safety.
- ▶ In type B hospital: officers Radiology is alert in service, officers serve quickly and precisely, officers are punctual in treating patients.
- ▶ In type C hospitals are: Radiology officers give confidence to patients, radiology officers understand patient needs.

Thank You

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the frame, creating a modern, layered effect against the white background.