

PATIENT PERCEPTION OF “CARING HEALTH SERVICE” AT DR. MOEWARDI HOSPITAL, SURAKARTA, CENTRAL JAVA

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ABSTRACT

Background: The Institute of Medicine (IOM) has defined quality of health care as “the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge”. “Caring” is indispensable element of quality of health care health personnel who provide health service with “caring” allows patients to feel comfortable in resolving their health problem. In turn, “caring” may help patients regain their health more rapidly. This study aimed to examine the association between patient perception of “caring health service” and personal characteristics.

Subjects and Method: This was a cross-sectional study conducted at the Emergency Unit, Dr. Moewardi Hospital, Surakarta, Central Java. A sample of 141 patients who got “caring health service” at this unit for at least for 2 hours was selected for this study. The dependent variable was perception of the “caring health service”. The independent variables were personal characteristics, including age, sex, education, and residence. The data were collected by questionnaire and analyzed by chi square.

Results: Patient perception of “caring health service” had no significant association with personal characteristics, including age (OR= 1.29; 95% CI= 0.53 to 3.11; p= 0.735), sex (OR= 0.70; 95% CI= 0.28to 1.65; p= 0.526), education (OR= 0.34; 95% CI= 0.13 to 0.92; p= 0.057), and residence (OR= 1.17; 95% CI= 0.49 to 2.84; p= 0.896).

Conclusion: There is no difference in the patient perception of “caring health service” by age, sex, education, and residence.

Keywords: perception, “caring health service”, personal characteristics

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