

NURSING CHALLENGE TOWARDS THE ACCOMPLISHMENT OF PATIENT SATISFACTION IN PUBLIC HEALTH CENTRE

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Abstract

Public health centre (called “Puskesmas” in Indonesia) constitutes a base health care unit for society at subdistrict region. Nurses encounter a challenge in providing health care that can accomplish patient satisfaction. Then, national health development can be reached over the Indonesian regions. This research was to recognize the correlation between nursing care and patient satisfaction at one of Public Health Centres at Jember County. This is a descriptive correlation, with 44 patients as samples. Analysis was using Chi Square. An approximately 77.3% of patients had a low satisfaction and most of patients considered that nursing care was less good, being 86.4% of respondents. The result showed that nursing care is significantly associated with patient satisfaction ($P 0.018$; $\alpha 0.05$). A good nursing care has opportunity as much as 10.667 times more in getting high patient satisfaction. Nursing care standards should be applied well in the public health centre to enhance the patient satisfaction.

Keywords: *nursing care; patient satisfaction; public health centre*

Introduction

Health development in Indonesia, one of it, can perform through basic health care providing called Puskesmas. Public health centre is technical executor unit of health official duty of Regency or County that are responsible for health development at one district/subdistrict region. Nowadays, some Public Health Centres are equipped with a ward and medical equipments to provide health care. Department of Health of Republic of Indonesia (2012) notice that Jember is the second highest of city own Public Health Centre, after Surabaya's, which has total 49 units.

Survey on patient satisfaction at one of Public health centre at Jember points out average patient still unpleased to health care at the Public Health Centre. Patients complain about nursing care such as insufficient responsiveness on