Patient Satisfaction on Covid-19 Handling in Primary Health Centers

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Abstract. Primary health centers play important roles in preventing, detecting, and helping people to cope with the problems associated with the COVID-19 infection. Therefore, it is necessary to strengthen and optimize the role of primary health center, including pharmaceutical care. This prospective descriptive study aimed to evaluate the level of patient satisfaction on COVID-19 handling in seven primary health centers Medan, Sumatera Utara, Indonesia period January to April 2021. A self-designed questionnaire was distributed to a total of 617 patients admitted to the 7 primary health centers to assess the characteristics of the patients and the required data about patient satisfaction about nine-item pharmaceutical services provided, supporting facilities, and infrastructures. The patient satisfaction was assessed using a 4-point Likert scale categorized into very dissatisfied, dissatisfied, satisfied and very satisfied. The obtained data were analyzed using descriptive and Chi-Square analyses. Most (67%) of the respondents were females. The present study indicated that most respondents satisfied with the services provided.

Key words: Pharmaceutical care, primary health centers

Abstrak. Puskesmas memiliki peran penting dalam mencegah, mendeteksi, dan membantu masyarakat mengatasi masalah yang terkait dengan infeksi COVID-19. Oleh karena itu, perlu penguatan dan optimalisasi peran Puskesmas, termasuk pelayanan kefarmasian. Studi deskriptif prospektif ini bertujuan untuk mengevaluasi tingkat kepuasan pasien terhadap penanganan COVID-19 di tujuh Puskesmas Medan, Sumatera Utara, Indonesia periode Januari hingga April 2021. Kuesioner yang dirancang sendiri dibagikan kepada 617 pasien yang berobat ke 7 puskesmas tersebut untuk mengakses karakteristik pasien dan data yang diperlukan tentang kepuasan pasien terhadap sembilan item pelayanan kefarmasian yang diberikan, sarana penunjang, dan prasarana. Kepuasan pasien dinilai menggunakan skala Likert 4 poin yang dikategorikan menjadi sangat tidak puas, tidak puas, puas dan sangat puas. Data yang diperoleh dianalisis menggunakan analisis deskriptif dan Chi-Square. Sebagian besar (67%) responden adalah perempuan. Penelitian ini menunjukkan bahwa sebagian besar responden puas dengan layanan yang diberikan.

Kata kunci: Pelayanan Kefarmasian, Puskesmas

1. Introduction

A primary health center is the health center where basic health services, including pharmaceutical services, could be initially obtained by most people having problems with their health [3].

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Pharmaceutical services provided in a primary health center are integral parts of the implementation of health efforts, which play an important role in improving the quality of community health services. Guidance used by pharmaceutical staffs in providing pharmaceutical services at a primary health center is the regulation issued by Minister of Health, Number 26 of 2020 concerning Standards of Pharmaceutical Service at primary health center [4].

The primary health center, which has been the spearhead of health services to reach the community in its working area, has an increasingly important role to prevent and combat COVID-19 infection. Thus, it is necessary to strengthen and optimize the role of the primary health center [4]. The spread of COVID-19 cases using the WHO and PHEOC data sources from the Ministry of Health dated November 20, 2020 shows the global situation. The total global COVID-19 confirmed cases on 21 November 2020 were 56,982,476 cases with 1,361,847 deaths (CFR 2.4%) in 219 infected countries and 178 local transmission countries. Number of countries affected by COVID-19 is growing every day. The situation in Indonesia indicated that the number of people being examined is 3,526,607 people with 493,308 confirmed COVID-19 cases, with details of 413,955 recoveries and 15,774 deaths (CFR 3.2%). The report on November 21, 2020, also stated that Indonesia was the country with the highest confirmed cases of COVID-19 in the ASEAN-affected countries, followed by the Philippines, Myanmar, Singapore, and Malaysia. The development of confirmed cases in Indonesia itself shows that North Sumatra is in the 9th position out of 10 provinces in Indonesia, with a CFR rate of 4.0% [4]. Positive cases of COVID-19 in Sumatera Utara were first confirmed on March 21, 2020. Positive cases spread in 28 districts/cities and were centered in 5 regions, namely Medan, Deli Serdang Regency, Simalungun Regency, Pematang Siantar, and Binjai [1]. The city of Medan confirmed positive for COVID-19 as of November 22, 2020, as many as 7,421 people with details of 6,057 recovered, 312 people died, and 1,052 people are in the process of being treated. This case is spread in 21 sub-districts in the city of Medan including Medan Selayang, Medan Helvetia, and Medan Johor as the 3 districts with the highest spread of COVID-19 [4].

2. Methods

This prospective descriptive study was conducted in seven primary health centers located in Medan, Sumatera Utara, Indonesia period January to April 2021. These primary health centers were Selayang, Glugur, Amplas, Tuntungan, Teladan, Simpang Limun, and Padang Bulan with total respondents involved were 617. The required data including level of patient satisfaction on the pharmaceutical services provided, supporting facilities, and infrastructures were assessed using a self-designed questionnaire. The patient satisfaction with health services provided to handle COVID-19 infection was grouped using a 4-point Likert scale consisted of very dissatisfied, dissatisfied, satisfied, and very satisfied. All data assessed were organized and analyzed using descriptive and Chi-Square tests in the program of SPSS 22.0.

3.   Results and Discussion

3.1.   Results

Distribution of the respondents recruited from the 7 primary health centers is shown in Table1.

Table 1 shows that proportion of respondents recruited slightly varies from one primary health center to others period January to April 2021. The highest proportion (16.2%) of the respondents was recruited from Teladan primary health center, while the lowest one (13.0%) was obtained from Padang Bulan primary health center. This condition may be due to variation in the COVID-19 spreading in these areas.

Table 1.   Respondents in Each Primary health center

Primary health center	Number of respondents	Percentage (%)
Amplas	86	13.9
Glugur Darat	86	13.9
Padang Bulan	80	13.0
Selayang	90	14.6
Simpang Limun	85	13.8
Teladan	100	16.2
Tuntungan	90	14.6
Total	**617**	**100.0**

Characteristics of the respondents were listed in Table 2. Most (67.1%) of the respondents were females. Their age varies ranging from 17 years old to older than 51 years. Most (49.6%) of them graduated from senior high school. More than a quarter (26.9%) of the respondents were housewives.

Table 2.   Characteristics of Respondents

Characteristics of Respondents		N (617)	Number percentage (%)
Gender	Male	203	329
	Female	414	67.1
Age	17-20	77	12.5
	21-50	347	56.2
	>51	193	31.3
Education	Did not finish elementary school	37	6.0

	Primary School	52	8.4
	Junior High School	13	2.1
	Senior High School	306	49.6
	College	209	33.9
Occupation	Student	54	8.8
	Housewife	166	26.9
	Private Employees	89	14.4
	Government Employees	52	8.4
	Trader	92	14.9
	Others	164	26.6

Proportion of patient satisfaction levels in each primary health center is listed in Table 3.

Table 3. Proportion of patient satisfaction levels in each primary health center

Patient Satisfaction	PA n=86	%	PGD n=86	%	PPB n=80	%	PS n=90	%	PSL n=85	%	PTD n=100	%	PTT n=90	%
Very Dissatisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Satisfied	0	0	0	0	1	1,3	0	0	0	0	1	1	1	1,1
Satisfied	50	58.1	27	31.3	32	40	83	92.2	43	50.6	56	56	50	55.6
Very satisfied	36	41.9	59	68.6	47	58.8	7	7.8	42	49.4	43	43	39	43.3

Results of patient satisfaction levels on pharmaceutical services as well as the availability and quality of facilities and infrastructure grouped into very dissatisfied, dissatisfied, satisfied, and very satisfied are shown in Table 4.

Table 4. Satisfaction Levels of the Patients (n=617) about Pharmaceutical services, Facilities and Infrastructure

No	Criteria	Very Not satisfied	Not satisfied	Satisfied	Very satisfied
Human Resources					
1.	Pharmacists response to patients	0	3.4	78.1	18.5
2.	Pharmacist friendliness to patients	0	2.6	61.9	35.5
3.	Clarity of pharmacists to provide drug information	0	2.6	62.6	34.8
4.	Drug service speed	0	11.7	58.2	30.1
5.	Pharmacists pay attention to patients	0	11.0	67.4	21.6

6.	Experienced and trained pharmacists in responding to patient complaints	0	5.7	70.2	24.1
7.	speed in responding to patient complaints	0	11.7	72.1	16.2
8.	Pharmacists provide services regardless of social status	0	1.9	77.0	21.1
9.	The openness of pharmacists on patient complaints	0	6.8	77.6	15.6
Facilities and infrastructures					
10.	Medicines and medical equipment	0	7.3	60.9	31.8
11.	Waiting room difference	0	4.5	69.2	26.3
12.	Waiting room tidiness	0	2.6	65.6	31.8
13.	Waiting room cleanness	0	5.3	66.1	28.5
14.	Waiting room comfort	0	3.2	70.8	25.9
15.	Waiting room lighting	0	3.6	59.3	37.1
16.	Availability of brochures, leaflets, posters, and others for drug/health information	0	11.8	75.2	13.0
17.	Clearly visible Pharmacist pamphlate	0	9.1	66.5	24.5
18.	Area for drug delivery adequate	0	5.5	72.0	22.5
19.	Neatness of pharmacist appearance	0	2.3	67.3	30.5
20.	Cleanness appearance Pharmacist	0	1.5	67.1	31.4

3.2. Discussion

Overall, the present study indicated that most respondents satisfied with the nine provided pharmaceutical services. The assessment criteria that gave the most satisfactory score was the pharmacist's response to the patient (78.1%) and there were as many as 35.5% of the patients who were very satisfied with the pharmacist's friendliness to the patient. Likewise, with facilities and infrastructure, more than 50% of patients were satisfied with the availability of infrastructure. The availability of brochures, posters, and others as information on drugs/health became the most satisfying assessment points for the category that reached 75.2%. Satisfaction is a person's feelings of pleasure or disappointment that arise after receiving pharmaceutical services estimated to be in line with expectations. If the service provided is far below expectations, then the patient will be very dissatisfied. If the service is below expectations, then the patient is dissatisfied. If performance meets expectations, the patient is satisfied. If the service given exceeds the

expectations, the patient is very satisfied (patient satisfaction will be fulfilled if the providers from the primary health center follow what the patient expects [2]. Patient satisfaction was patient's pleasure of attitude and information obviously assessed based on human resources (pharmacist) as well as the availability and quality of facilities and infrastructure, pharmaceutical services are said to be good by patients, it can be seen from the fact whether the services or services provided meet the patients' needs. Patient satisfaction with services is a comparison between their perceptions of the services received and their expectations before getting these services. If the expectations are met, it means that the service has provided an extraordinary quality and will also lead to high power. Conversely, if the expectations are not achieved, it means that the quality of service does not meet what is expected [5].

4. Conclusion

The present study I proved that the level of patient satisfaction about pharmaceutical services, facilities, and infrastructures available at the primary health center was categorized as satisfied.

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