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# Patient Health Services at Individual Practice Doctors in Muna District

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### ABSTRACT

**Introduction:** The phenomenon that occurs in the field shows that now many practicing doctors are opening practices like the BPJS program which opens family doctor services. In general, one district has 4,7 and 10 practicing doctors and each practicing doctor has BPJS patients. however, there is a discrepancy in the field, namely that there are still general practitioners who have many BPJS patients and some of them are few patients. In terms of science or competence and facilities, it shows that for general practitioners to have the same knowledge but the reality in the field is that there are still many practicing doctors who are few times their patients. Therefore I feel interested in finding out if it is the doctor who has the problem, the patient or the facility.

**Method:** The type of research in this study is with a qualitative method, which is a study aimed at describing and analyzing phenomena, events, activities, social, attitudes, beliefs, perceptions of people individually and in groups.

**Result:** Research results show that Based on the informant's statement, it can be seen that patients who come for treatment to the clinic of an individual practice doctor get good service and the officers are very friendly so that patients do not have the desire to move to another primary facility.

**Conclusion:** In general, health services at individual pre-training doctors contribute greatly to improving patient satisfaction in Muna Regency.

### Introduction

The World Health Organization or WHO (World Health Organization) encourages all countries to develop health insurance including health insurance participants for all their populations. In developing the guarantee, all residents in nigeria already have national health

insurance by providing three levels of health care, namely primary, secondary and tertiary. All three must enjoy a special relationship between the patient and the health worker in order to establish a good communication and information system for the flow of the referral system.<sup>[1]</sup>

In the Regulation of the Minister of Health of the Republic of Indonesia Number 001 of 2012,

in article 4 paragraphs 1 and 2 it is explained that Health Services are carried out in stages, according to medical needs starting from the first level of health services. And the second level of health services can only be provided upon referral from the first level of health services. In this regulation, it has been explained that all tiered referral flow systems must be in accordance with the provisions of.<sup>[2]</sup>

Health BPJS aims to provide health insurance that is beneficial for health maintenance and protection in meeting basic health needs. Although it has not been operating for a long time, its existence and benefits can be widely felt by the community. This is evidenced by the increasing public interest in becoming a participant of Health BPJS so that utilizes a digitization system or online referral system which began to be tested on August 15, 2018. Along with the trial of referral services with a digitization system or online referral system, it actually has a lot of good impacts and various conveniences in terms of referrals, but it is caused by patients who do not understand the ease of referral with an online system or digitization, causing patient complaints and poor assessment of referral services.<sup>[3]</sup>

## Method

The type of research in this study is by qualitative method, which is a study aimed at describing and analyzing phenomena, events, activities, social, attitudes, beliefs, perceptions of people individually and in groups. Data collection was obtained through semi-structured interview techniques. Semi-structured interviews using open-ended question types are interview techniques that are carried out openly and assisted by interview guidelines. Interview activities are very dependent on the interview process and answers from each sample of sources, researchers collect the same type of data for each source. The interview technique is adapted to the existing interview procedure so that the interview process can run smoothly. The interview will be conducted using a cell phone recording tool so that the informant's answers can be heard and analyzed repeatedly based on the results of the recording.

## Result

**Table 1** showed that the average informant aged > 45 years was 8 people and the age of 45 years was 1 person. For the gender of the respondents, namely more in women, there were 6 people and men with 3 people. For education, the majority of high schools with a total of 8 people and S1 with 1 person. For more jobs IRT with a total of 5 people and self-employed 4 people.

**Table 2** showed that out of 2 key informants, there were 2 doctors, namely 1 doctor aged 38 years with a male gender and a working period of 7 years while 1 doctor was female with an age of 35 years with a service period of 5 years.

"yes. We are well served even the officers are friendly, during this diclinic treatment sya never felt disappointed for his service even I did not have the intention to move to another doctor. Even when his doctor did not open the practice one day I waited at another time because so far the illness I suffered from was not very sudden....."(informant IV)

"yes we are well served here, the doctors and nurses are friendly so we become comfortable to go to this clinic" ( informant VIII / regular informant).

"Yes. During my treatment in this clinic, I felt comfortable, because the service was fast, the doctors and nurses were friendly and the results of the examination were fast..... (informant V)

Yes. After 10 years I was treated at this clinic, felt comfortable and never even wanted to change doctors. The facilities are as desired. During the time I was treated here I was never disappointed with the doctor because it was good and well served..... (informant VII)

"yes. I am comfortable seeking treatment in this clinic, the patient does not wait long, is quickly noticed and we have never been ignored..... (informant II).

"umbe on. I am happy to be treated at this clinic kune..... How the doctor is very good at just 4 (four) times I have been here I have a standard match with the doctor because he knows how much my illness is...ha.. Ha... ha.....(informant V/regular informant).

"yes. My family and I also seek treatment at this clinic, the doctor is friendly, the nurse also continues that if the referral saminta must be explained first in detail the procedure so I no longer ask questions and always be referred to a hospital complete with tools. That's why I'm going for this dysclinic treatment..... (informant VI/regular informant).

"yes. Taberobat in this clinic is always made easier, from the service, to the doctor is also good. That's why I also tell my family to just go for treatment at this clinic instead of also going all the way across the sea, it's better to have a good service. My sasuka is this way.....ha....ha....ha. .... (informant VII/ordinary informant).

"yes. My husband and I also if sick have treatment at the clinic here, the service is good and the doctors and nurses are also friendly. .... (informant VIII/ordinary informant).

"Okay. Since the beginning of treatment at this clinic, namely from 2020 until now my relationship with the doctors and nurses in this clinic has always been good, maybe because the service is good and the doctors are also good so I feel very comfortable aya and my husband also if sick get treatment at the clinic here, the service is good and the doctors and nurses are also friendly. .... (informant III/ordinary informant).

"Close. I have never been disappointed with the service in this clinic, besides being friendly to the staff, the facilities are also complete, the service is also good so I don't think there is anything to mind if you seek treatment at this clinic. .... (informant V/regular informant).

"Okay. If the doctor does not practice and we are sick well we go to another health facility but it is a sudden illness such as diarrhea but if you only check blood sugar, cholesterol or uric acid we are still biased to wait anyway, or the doctor again there is a family event so eeee. .... (informant VI/regular informant).

"It's very close, because there is a family bond as well so besides me seeking treatment as a patient I also sometimes wonder about how to prevent it if you get sick with sugar, high blood pressure or diarrhea so that you can do prevention at home or when with family. .... (informant VII/ordinary informant).

"Okay. To move to another doctor or to another clinic well I can't decide also now because until now there have been no bad reports about this clinic or the services in this clinic. So I'm safe just I guess.. .... (informant VIII/ordinary informant).

**Table 1.**  
**Characteristics of an ordinary Informant**

| <b>Informan</b> | <b>Initialy</b> | <b>Age</b> | <b>Gender</b> | <b>Education</b> | <b>Work</b>   |
|-----------------|-----------------|------------|---------------|------------------|---------------|
| I               | Mr. Y           | 45         | L             | SMA              | Self employed |
| II              | Mrs.R           | 47         | P             | SMA              | IRT           |
| III             | Mrs.St          | 50         | P             | SMA              | IRT           |
| IV              | Mr. LD          | 67         | L             | SMA              | Pensioner     |
| V               | Mr. Do          | 55         | L             | SMA              | Self employed |
| VI              | Mrs.An          | 50         | P             | SMA              | IRT           |
| VII             | Mrs.Dn          | 60         | P             | SMA              | IRT           |
| VIII            | Mr.Rd           | 49         | L             | S1               | Self employed |
| IX              | Mrs.Na          | 55         | P             | SMA              | IRT           |

**Table 2**  
**Characteristics of Key Informants**

| <b>Informan</b> | <b>Initialy</b> | <b>Age</b> | <b>Gender</b> | <b>Education</b>   | <b>Service Life</b> |
|-----------------|-----------------|------------|---------------|--------------------|---------------------|
| I               | dr. He          | 38         | L             | S1 +<br>Profession | 7 years             |
| II              | dr.ft           | 35         | P             | S1 +<br>Profession | 5 years             |

## Discussion

Based on the informant's statement, it was shown that patients who came for treatment to the clinic of individual practicing doctors received good service and the staff were so friendly that the patients did not have the desire to move to another primary health facility. This research is supported by Fatmawati's research, 2016, namely the quality of doctor services is a very important component to be considered in general patient health services. The fulfillment of the dimensions of the quality of doctor services including technical skills, interpersonal relationships, availability of information and patient involvement will make patients loyal to take advantage of health services in hospitals. Supported by the theory, it is stated that the quality of doctor services is the key to realizing patient loyalty, where patients will tend to become loyal because they believe in the doctor's ability to overcome health problems experienced by patients. The technical skills of doctors who have been as expected make patients loyal to the hospital so as to foster interest in coming back for treatment in the hospital.<sup>[4]</sup>

The results of this study are supported by previous studies obtained by the results of research there is a significant influence on the quality of marmara hospital doctor services on patient satisfaction and loyalty. The similarity of the results of this study with previous studies shows that the technical competence of doctors is an important component in achieving patient loyalty to the hospital. The technical competence of doctors is part of the quality of health services that must be prioritized in hospitals in order to gain loyalty from patients.<sup>[5]</sup>

This research uses qualitative design with a phenomenological approach. From this study, it was found that independent general practitioners provide more preventive than curative services to patients. Patients with serious illnesses will be

referred to more complete health facilities. Only those of an emergency nature are acted upon in the independent health clinic such as maternity mothers, postpartum maternal care, traffic accidents and other diseases that have emergency conditions.<sup>[6]</sup>

According to the researchers' assumptions, it shows that the majority of patients who visit the doctor's practice clinic have a good perception, this is because health services to patients are always prioritized and the hospitality of health workers does not discriminate against patients.

The ability to carry out tasks is the main element in assessing a person's performance but without being supported by a will and motivation, the task will not be able to be completed. Doctors and nurses in carrying out their duties have motivation, because motivation is one of the elements in individual behavior. Nevertheless, motivation is not the only element that influences the behavior of individuals (doctors, nurses) in organizations but motivation is very complex because it concerns the needs and desires of each nurse that are different from each other.<sup>[7]</sup>

The motivation of nurses and doctors in providing services has a very positive effect on patient satisfaction so that many patients visit health facilities due to excellent service.<sup>[8]</sup>The researcher's assumption when conducting interviews with patients is that the majority of patients who visit the individual doctor's clinic feel very satisfied with the services obtained from the clinic both in terms of education or counseling and health actions.

In the medical profession communication between doctors and patients is the most important component and is an important point in providing a servant to patients. The effectiveness of good communication between the doctor and the patient will create success in the patient's treatment process, the treatment provided aims to improve

the patient's health status. Some studies that have been carried out state that to achieve success in good communication between doctors and patients has several elements including verbal and nonverbal communication, empathy given by doctors, efficient delivery of information, creating a good interpersonal relationship, exchange of information, and medical decision making.<sup>[9]</sup>

The patient will feel comfortable being served by a doctor who is able to build a good interpersonal relationship with the patient. The existence of a sense of comfort will make the patient happy to be handled by the doctor concerned and does not hesitate to come back to the same doctor for treatment when experiencing health problems. Interpersonal relationships can affect loyalty can be explained because when the doctor is able to establish a good interpersonal relationship with the patient, the patient will feel comfortable, cared for, cared for so that he trusts to be handled by the doctor concerned. The patient's sense of comfort and trust awakened from the results of interpersonal relationships makes the patient not feel hesitant to come back to the same doctor when experiencing health problems. Hospitals that are able to provide high-quality services in the eyes of patients will form a good interpersonal relationship between the two parties and greatly affect the level of patient loyalty.

The results of this study are supported by previous research, obtained the results of personal interaction research affecting customer loyalty intentions. Supported by a theory that states that the interpersonal relationship between the doctor and the patient will form a bond that makes the patient feel comfortable so that the patient does not hesitate to come back for treatment to the doctor who has served him well.<sup>[10]</sup>

The researcher's assumption when conducting interviews with patients is that the majority of patients who visit the individual doctor's clinic feel very satisfied with the services obtained from the clinic both in terms of education or counseling and health measures so that interpersonal relationships run well.

## Conclusion

In general, health services at individual pre-training doctors greatly contribute well in increasing patient satisfaction in Muna Regency. For more details, it can be concluded as follows, namely Patients who do medical examinations at practicing doctors are satisfied because they get good service and the officers are very friendly so that patients do not have the desire to move to other primary health facilities, patients who come for treatment at the clinic of individual practicing doctors feel very satisfied and even they are motivated to invite their families to go to the clinic, In addition to the service, the hospitality of the officers is very supportive so that the clinic, which originally had few patients, has now become more numerous and Patients who come for treatment to the clinic of individual practice doctors feel very satisfied with the services provided and interpersonal relationships are always well established and have even been considered like their own family.

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