



# Quality Assurance in The Surgical Ward of Hospital X in Bandung During the Covid- 19 Pandemic

Richa Noprianty<sup>1</sup>, Fikri Mourly Wahyudi<sup>2</sup>, Wahyu Wahdana<sup>3</sup>, Tata Juarta<sup>4</sup>

<sup>1,2,3,4</sup> *Bhakti Kencana University, Bandung, Indonesia*

*\*Corresponding author email: richa.noprianty@bku.ac.id*

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## Abstract

Health services are organised to meet the needs and demands of the community. If fulfilled, it will lead to client satisfaction. Hospital X in Bandung had a BOR of 91.67% in 2021 during the Covid-19 era. This BOR surpasses the WHO standard. Thus the quality of service needs to be assessed. The research was conducted to get an overview of the level of patient satisfaction with inpatient services at the surgical ward of Hospital X in Bandung. The study was conducted using an exploratory, descriptive approach to obtain an objective picture. Data was collected by filling out questionnaires to patients and families of 90 people. Samples were selected purposively with inclusion criteria: respondents must be treated for at least three days. The instrument was prepared concerning the "Hospital Service Quality Assurance" guidelines. The results showed that 53.4% of respondents stated that the quality of inpatient services at Hospital X in Bandung was in an outstanding category starting from the aspect of registration, nurse services, medical services, food and menus, comfort and cleanliness, medical facilities to administration, and finance. Health services carried out by hospitals are constantly changing along with the development of science and technology, and hospitals are preparing for hospital accreditation. It is recommended that hospitals continue to improve the quality of their services so that patient satisfaction with the services received can be maintained.

Keywords: Quality Assurance, Surgical Ward, Covid-19 Pandemic, Patient care services.

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## 1. Introduction

Health is one of the elements of general welfare that must be achieved in various health efforts and supported by the national health system to create an optimal degree of public health. A hospital provides one of these health services by providing quality care services and prioritizing patient safety principles. To achieve this, the participation of all health workers is needed so that care services can be carried out in an integrated and sustainable manner (Haines et al., 2007).

It is challenging for health workers in hospitals, especially during the pandemic of Covid-19 era, which occurred worldwide, including in Indonesia. Covid-19 was first confirmed in Indonesia in March 2021 and then kept increasing. Until May 2021, 1.736.670 people were infected with covid-19, whereas 1.600.857 were healed and 48.967 were confirmed dead (Alshuwaikhat & Abubakar, 2008).

As a preventive measure, the government implements the policy of "Pembatasan Sosial Berskala Besar (PSBB)" to decrease the risk of infection among healthcare providers. This impacts the quality of healthcare services, where the healthcare provider needs to take care of the covid-19 patient while minimizing the risk of spreading infection. All healthcare workers need to provide their professional care to the national health protocol so that it will guarantee the safety of the service given.

A health service is good when it can fulfill the patient's expectations. The more qualified the healthcare is, the more satisfied the patients are. The indicator to measure the quality of healthcare services is input, process, and output. Human resources determine input, and the process is determined by health service, which consists of admission, medical services, nursing services, food and menu, comforts and cleanliness, medical facilities and financial administration. Meanwhile, the output is determined by optimal service quality (Sidiq, 2022; Nursalam et al., 2018).

Data collected from hospital X in Bandung show inpatient visits from January to November 2019 only had 1.857 visits, decreasing compared to the year before, with 2.417 patient visits. These visits are so low compared to the average of all hospitals in West Java which has 59.075 visits yearly.

The medical record of BOR during the pandemic of covid-19 shows that >100% level, which is shown in Table 1 following:

**Table 1:** Comparisons of BOR in Covid dan Isolation Ward (2021)

No	Indicator	Periods (2021)						
		02 Juni	18 Juni	24 Juni	30 Juni	02 Juli	23 Juli	26 Juli
1	BOR of Covid Ward	100%	91.67%	116.67%	100%	100%	73%	67%
2	BOR of Isolation Ward	100%	91.67%	116.67%	100%	100 %	73%	67%

## 2. Method

This study used a quantitative method with an exploratory-descriptive approach. Data were collected with the one-shot model. The population and sample were inpatients in the surgical ward of hospital X in January 2022, with 73 patients taken care of for a minimum of three days. The instruments were prepared, concerning the "Hospital Service Quality Assurance", which consists of 45 statements, with three statements of admissions, seven statements of nursing services, six statements of medical services, eight statements of food and menu, 13 statements of comforts and cleanliness, three statements of medical facilities, and six statements of administration and finance. Scoring is divided into:

- 1) Bad service quality (*b*), if the score collected (*s*) only  $b < 30\%$  (total score  $s < 55.2$ )
- 2) Poor service quality (*p*), if the score collected (*s*) is between  $30\% \leq p < 50\%$  (total score  $55.2 \leq s < 92$ )
- 3) Good service quality (*g*), if the score collected (*s*) is between  $50\% \leq g < 75\%$  (total score  $92 \leq s < 138$ )
- 4) Outstanding service quality (*o*), if the score collected (*s*) is  $o \geq 75\%$  (total score  $s \geq 138$ )

## 3. Results And Discussion

The characteristics of respondents are collected through a questionnaire, which is then analyzed and shown in Table 2 below:

**Table 2:** Characteristics of Respondents of Inpatients in Surgical Ward in Hospital X

	Respondents	Frequency	Percentage
Age (a)	$a \leq 20$ years old	12	16.40%
	$20 < a \leq 45$ years old	33	45.30%
	$45 < a \leq 60$ years old	26	35.60%
	$a > 60$ years old	2	2.70%
	Total	73	100%
Sex:	Male	43	58.90%
	Female	30	41.10%
	Total	73	100%
Education:	Not graduating elementary school	3	4.10%
	Elementary School Graduate	2	2.70%
	Junior High School Graduate	8	11%
	High School Graduate	30	41.10%
	Higher Education Graduate	30	41.10%
	Total	73	100%
Job:	Unemployed	15	20.50%
	Private Sector Employee	23	31.50%
	Government Employee	14	19.20%
	Others	21	28.80%
	Total	73	100%
Type of Payment	BPJS	60	82.20%
	Non-BPJS	13	17.80%
	Total	73	100%

From Table 1, it is discovered that the characteristics of participants are dominated by respondents aged 20 to < 45 years old; most are male (58.9%), 41.1% are high school and higher education graduates, 31.5% are private sector employees, and most of the patients are BPJS Kesehatan user with 82.2%.

### 3.1. The Quality of Inpatients Services in the Surgical Ward at Hospital X

**Table 3:** The Quality of Inpatients Services at Hospital X

No	ITEM	Frekuensi dan Presentase							
		Bad		Poor		Good		Excellent	
		F	%	F	%	F	%	F	%
1.	Admission	0	0	0	0	27	37%	46	63%
2.	Nursing Services	0	0	0	0	24	32.9%	49	67.1%
3.	Medical Services	0	0	0	0	30	41.1%	43	58.9%
4.	Food and Menu	0	0	0	0	19	26%	54	74%
5.	Comfort and Cleanliness	0	0	0	0	21	28.8%	52	71.2%
6.	Medical Facilities	0	0	2	2.7%	14	19.2%	57	78.1%
7.	Administration and Finance	0	0	0	0	26	35.6%	47	64.4%
8.	Service Quality	0	0	0	0	34	46.6%	39	53.4%

#### 3.1.1. Admissions

The results show that most of the respondents (63%) stated that the services given by the admission officer are excellent. It is shown by respondents' answers to the statements regarding admission, such as the quickness of patient admissions and admission officer friendliness when giving service. On the other hand, this study also discovered that item number 3, the skill of admission officers, is considered poor (83.75%).

The results show that admission officers need to improve their skills in serving patients, given that admission is the main entrance and the face of the hospital, which will determine how far patients will be satisfied with the service provided. Admission is one of the bigger aspects which give the first impression to patients and their families, so the services needed for admission are fast, accurate, friendly, and professional. Another study shows that 73.71% of respondents are satisfied with the service quality when admitted to a hospital (Hariyati & Safril, 2018; Hariyati et al., 2017).

The admission of a hospital cannot provide its service by itself. They also need to be supported with another component in improving the health service quality to achieve the goal of patient's and stakeholders' hope. Admission must set and develop their standard, including the completion of facilities, such as patient's medical records, which must be available at all times and easy to find.

Inpatients also wish for good service. If patients get good service, it is highly possible they will return to the same hospital when they need medical service and would recommend the hospital to their family and friends (Aiken et al., 2012; Kripalani et al., 2007).

#### 3.1.2. Nursing Services

The results show that 67.1% of respondents stated that the quality of nursing services provided in the surgical ward is excellent. Patients and families feel the ease of calling nurses and think that the nurses are friendly and respond quickly to patient's needs. Nurses in the surgical ward also explain the treatment that will be given to the patients and families and are skilful in doing their nursing care.

The results also show that the lowest percentage of nursing service aspect is on item number "5" regarding the nurse's response speed to patients with 86.25%. This means the hospital needs further observation, considering almost 90% of patient's treatments were done by nurses giving nursing care. Thus it will significantly improve the hospital in the long run.

Patients and families were satisfied with the skill and professionalism of the nurses in the surgical ward with 58.3%, the ease of accessibility and flexibility of service given with 67.6%, while 73.5% of them were satisfied with the reputation and credibility of the nurses. Also, as many as 88% of respondents stated that the quality of nursing services was in the good category (Sisdiyantoro & Minarni, 2021).

The quality of nursing services is one indicator of quality assurance in health services and becoming one of the defining factors of a hospital's image. This happens because nurses are the biggest professional group in the hospital. The better the services given by nurses, the better the hospital's quality assurance. This can be assessed by observing the nurse's involvement in caring for patients (Ball et al., 2014).

#### 3.1.3. Medical Treatment Service

The results showed that most respondents (58.9%) stated that the quality of medical treatment service was in the excellent category. Patients and families said that the doctors quickly respond to patient's complaints and give clear information regarding the diseases. The aspect of friendliness and skill of the doctor were also considered excellent, (Sadati et al., 2016; Uhas et al., 2008)

On the other hand, statement number '11' of the ease of the doctor to be contacted when needed is considered poor with 83.33%. Doctors are responsible for medical treatment services, so they must be easily reached and always available when needed. They must provide clear and correct explanations to patients and families about plans and results of the examination, treatments or procedures for the patients, including the occurrence of expected and unexpected events.

Medical treatment services provided by hospitals must comply with professional service standards, aiming for optimal patient recovery through appropriate and accountable medical procedures and actions. The effectiveness of medical services depends on how health service standards are applied or used in a healthcare institution consistently and appropriately according to the local situation, (McGinnis et al., 2013; Andersen et al., 2007)

#### **3.1.4. Food and Menu**

The results showed that most of the respondents (74%) said that the quality of inpatient services in terms of food and menus was excellent. This can be seen from the cleanliness of the food served, the food menu and the explanation and information about the diet given to the patient. Food quality in the form of taste, appearance, variety, texture, cleanliness and quality of food service (food service system, cutlery, staff attitudes and performance) are factors of patient satisfaction with food service in hospitals, so it is necessary to carry out periodic evaluations about it (Cheong & Law, 2022).

The results of research on food and menus also found that the lowest presentation on statement item number '21', as much as 85.42%, regarding the arrangement of food or the appearance of food carried out and served by nutrition installation officers which is one of the supports for treatment and recovery. Food for patients is not only a matter of portions and menus but also related to diet and restrictions on types of food, so an explanation would be needed to prevent misinterpretation from patients about how to consume their foods (Chandradewi et al., 2022).

#### **3.1.5. Comfort and Cleanliness**

The study results showed that most respondents (71.2%) stated that comfort and cleanliness were excellent. Cleanliness of the room, cleanliness of the bed, comfort and tidiness of the bed, lighting, cleanliness of the bathroom and toilet, and conditions in the treatment room make the patient feel comfortable. Patients and families treated in the surgical ward are also satisfied with the completeness of the equipment in the ward, as well as the excellent supply in the bathroom and garbage disposal, which is always available and in a clean condition.

The statement component in terms of comfort and cleanliness also shows the lowest value in question item number '25', namely the noise of the inpatient room, as much as 85.83%. Patients treated in the surgical ward experience problems with their health, so they need a comfortable and calm atmosphere to rest, thus will help recover their disturbed physical condition. The recovery of patients is not only considered by the medicine given and consumed but also affected by the environment around them. Comfort and cleanliness can lead to patient's trust in healthcare organisations.

Even though they are not directly related to health services, comfort and cleanliness must still be maintained to provide satisfaction. Another study showed that as much as 68%-75% of respondents were satisfied with the quality of services offered by the hospital by the comfort and cleanliness of the inpatient ward (Sisdiyantoro & Minarni, 2021).

#### **3.1.6. Medical Facilities**

The results showed that most respondents (78%) stated that the quality of service in medical facilities was in the excellent category. The results also showed that the lowest score for the statement item component in terms of medical facilities was in item number '40', as much as 86.67%, namely the completeness of medicines contained in the hospital needed by the patient. Medicines provided by the hospital are not only a matter of completeness but also related to storage problems, paying attention to the expiry date.

Medical facilities are a supporting factor in the health services carried out by hospitals. In addition, medical facilities also include standard equipment that a hospital must own for diagnosis, treatment, care and so on. The completeness of medical facilities also determines the patient's satisfaction. Thus, hospitals need to pay attention to medical facilities and infrastructure to support the health services provided. Hospitals should improve and maintain their image of the hospital by improving the physical environment and medical facilities so customers will keep coming back when they need them (Mosadeghrad, 2014).

#### **3.1.7. Administration and Finance**

The results showed that most of the respondents (64.4%) stated that the quality of service from the administrative and financial perspective was in the excellent category. Patients and families treated in the surgical ward said the speed of officers in serving the administration and finances, the friendliness of officers to patients, and the clarity of cost details were excellent.

The research results on the administrative and financial components showed that the lowest score on question item number '44', namely the suitability of room rates with the facilities obtained by patients and families, was as much as 83.75%. Administrative and financial services have a positive influence on patient satisfaction. The better the consumer perceives administrative and financial services, the higher patient satisfaction. If the patient feels comfortable with administrative and financial services, it will encourage them to return for treatment when needed.

### 3.1.8. Service Quality

The results showed that most of the respondents (53.4%) stated that the quality of service was in the excellent category. Quality health services, as shown by the surgical ward staff, can satisfy every user of health services according to the level of satisfaction of the average population. The service quality needs to be implemented by the code of ethics and professional service standards that each profession has determined.

The quality of health services shows that the performance of health services can lead to a feeling of satisfaction in every patient and the staff. The better the quality of health services provided, the higher patient satisfaction. The influence of service quality on community satisfaction shows the results of the empathy variable, which has a dominant effect of 0.377 on community satisfaction. To achieve this, it is necessary to map the quantity and quality of nurses starting from the career path that will affect patient care (Mourshed & Zhao, 2012; Fadda, 2019).

## 4. Conclusion

The quality of Inpatient service in the surgical ward of Hospital X in Bandung scored as excellent (53.4%). This can be achieved because in the New Normal Era, after the pandemic of covid-19, with the decreasing of covid-19 cases, health workers can implement their professional care to patients more maximally. This is supported by patient safety and minimizing the risk of infection. Several aspects need to be improved and being evaluation for hospital X, especially in the part of admission officer skills in serving patients, the quickness of nurses in providing services to patients, the ease of contacting the doctor in charge when needed, medical service facilities, food plating arrangement, reduce of noise risk so patients can feel more comfortable, and also routine survey which measure the quality assurance of surgical ward in Hospital X.

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