



## Description of Patient Satisfaction Undergoing Hemodialysis at Santa Elisabeth Hospital Medan

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**Abstract.** Patient satisfaction influences their desire to return to the same place, and if they are not satisfied, they will look for another place of health, prolonged helminths will result in patients experiencing psychological disorders and will result in the decline of patients caused by the threat of death, overall economic problems and medical problems. Cognitive factors can influence the health and well-being of patients with kidney failure because patients with kidney failure can feel psychologically tired because they have to undergo hemodialysis. The aim of this research is to determine the description of patient satisfaction undergoing hemodialysis at Santa Elisabeth Hospital. The design method for clinical treatment is descriptif which will analyze or observe a picture of the population of patients who underwent hemodialization at Rulmah Hospital Santa Elisabeth with a sample size of 50 respondents. The total sampling technique was taken. Research Results The results of this research were to determine the description of patient satisfaction undergoing hemodialysis at Santa Elisabeth Hospital in Medan with a total of 50 respondents. Where the research uses tables and provides an explanation of the frequency distribution of characteristics based on age, gender, religion, occupation, marital status, education. And this research was obtained from primary data obtained from the respondents themselves. After the data is obtained, it is processed and the results will be analyzed using univariate analysis.

**Keywords:** Clinical Treatment; Hemodallysis; Patient Satisfaction; Patients; Psychological Disorders.

### 1. INTRODUCTION

Health services are goods or services made by health facilities. One type of health facility is a hospital. Patients will become dissatisfied and have a lot of complaints due to poor service. Patients experience satisfaction after comparing the performance of the healthcare with their expectations. If the performance meets expectations, consumers will be satisfied. Patient satisfaction affects their desire to return to the same place, and if they are not satisfied, they will look for another place of health (Susanti et al., 2018).

Health services are an important factor in improving the health and welfare of everyone, and have the right to obtain health services from the government responsible for the availability of all forms of quality, safe, efficient, and affordable health efforts by all levels of society (Nurfadillah et al., 2021).

Based on data collected by the World Health Organization (WHO), the number of chronic kidney diseases increased last year. Acute and chronic kidney failure reaches 50% of patients, but only 15% are known and adequately treated Based on data collected by the World Health Organization (WHO), the number of chronic kidney diseases increased last year. Acute and chronic kidney failure reaches 50% of patients, but only 15% are known and adequately treated (Dian, Atmadja, and Kosnayani 2023).

Based on a statement from the World Health Organization (WHO), the number of patients with chronic kidney failure has increased over the past year. More than 500 million people worldwide suffer from chronic kidney failure, and about 1.5 million of them require hemodialysis therapy to survive. Chronic kidney failure is one of the most common causes of death in the world, with the number of deaths reaching 1.1 million, and there was a 31.7% increase from the previous year (Idzharrusman et al., 2022).

The Indonesia Renal Registry stated that the prevalence of active patients undergoing hemodialysis in 2018 doubled from 2017, where in that year there were only 77,892 active patients undergoing hemodialysis, while in 2018 there were 132,142 active patients, and 66,433 new patients with a slightly higher prevalence of male patients compared to the number of new female patients, which was 57% male patients and 43% female patients. However, data from the Center for Disease Control (CDC) in the United States shows that women are 18% at higher risk of developing chronic kidney disease than 13% of men (Indra, 2023).

One of the management methods for patients with chronic kidney failure is hemodialysis therapy. Hemodialysis cannot directly cure chronic kidney failure and often causes psychological problems in patients undergoing hemodialysis. One of these psychological problems is concern about his unpredictable illness and disturbances in his life (Nuraeni, 2022).

The hemodialysis process is carried out two to three times a week for three to five hours. Long periods of hemodialysis can also change a person's or patient's attitude to be maladaptive. Hemodialysis takes a long time and also results in the appearance of several complications such as hypotension and muscle cramps. These complications can provide physiological stressors in patients undergoing hemodialysis. In addition to these complications, long-term complications caused by hemodialysis therapy are cardiovascular diseases which are the main cause of death (Nabilla et al., 2020).

Santa Elisabeth Hospital Medan is a type B private hospital that received the title of plenary accreditation. This hospital has a hemodialysis facility that is able to provide hemodialysis services to as many as 20 patients every day. Information from the medical records of Santa Elisabeth Hospital Medan in 2022 shows that outpatients who suffered from chronic kidney failure and underwent hemodialysis that year reached 4,610 visits with an average of around 384 visits per month. This number is the number of visits where one patient usually performs hemodialysis 2–3 times a week. Meanwhile, the average number of patients per month served in the hemodialysis room is approximately 50 patients, where these patients perform hemodialysis at least 2 times a week.

Everyone has a different attitude towards hemodialysis. This is due to the level of patient behavior in undergoing hemodialysis. At the beginning of undergoing hemodialysis, the patient's response seemed to be unacceptable to the loss of kidney function, angry and sad about the events experienced so that it took a long time to be able to adapt to the hemodialysis process (Hotimah, 2022).

Patient satisfaction is also the goal of health services, when patients are satisfied with health services because when patients are satisfied with the health services they receive, patients tend to comply with the advice given by nurses, doctors and other service providers. On the other hand, when patients are not satisfied with the services at an agency, the patient is less likely to return to the health service so that the healing process is also delayed (Agnes Moria 2022).

Good communication can help increase trust between patients and healthcare workers. By improving therapeutic communication skills, hospitals can improve patient health services and increase patient satisfaction and interest in return visits (Dyan Kurniasari 2024)

The chronic impact of undergoing hemodialysis can affect the process of satisfaction in the service and the environment. What patients feel is a concern for doctors and nurses. Because in general, treatment in hospitals is focused on recovering physical conditions without paying attention to the patient's condition such as anxiety and depression (Irawati 2023).

Based on an initial survey conducted by researchers by interviewing patients undergoing hemodialysis through interviews obtained by researchers, 6 out of 10 patients who underwent hemodialysis said to be satisfied and 4 other patients said they were quite satisfied. Based on this background, it seems that further research is needed on "Overview of Patient Satisfaction Undergoing Hemodialysis at Santa Elisabeth Hospital Medan in 2024" and can provide a deeper understanding of patient satisfaction undergoing hemodialysis and can be the basis for the development of how to overcome it.

Based on the above background, the author knows how important the services received are to patient satisfaction, the researcher is interested in conducting research on "Overview of Patient Satisfaction Undergoing Hemodialysis at Santa Elisabeth Hospital Medan in 2024".

## **2. LITERATURE REVIEWS**

The results of Permata Sari's research in 2022 show that prolonged hemodialysis will cause patients to experience psychological disorders and affect patient satisfaction caused by the threat of death, economic problems, and impotence. Cognitive factors can affect well-being in people with kidney failure because patients with kidney failure can feel psychologically exhausted because they have to undergo hemodialysis for life.

According to Dwifunctionania (2022, n.d.), service to satisfy customers does not have to be at the expense of self-esteem or self-image because providing services is not based on the conquest of one party to another. It is better to carry out services to realize the best benefits for all parties. In total, 1,142 out of 1,211 respondents who answered the question about patient satisfaction (94.3%) were rated as positive or very positive.

According to Detty (2020), satisfaction is a person's feelings about pleasure or disappointment as a result of a comparison between performance and expectations. According to Nurfadillah (2021), satisfaction is a person's feeling of happiness or disappointment that arises after comparing their perception or impression of the performance or results of a product with their expectations.

Hemodialysis is believed to improve the survival of patients with chronic kidney failure. The survival ability of patients with chronic kidney failure who undergo hemodialysis is influenced by various factors, such as the severity of the disease experienced, the condition of various body systems that are disturbed by toxins due to chronic kidney failure, fluid and food intake arrangements, and compliance with the hemodialysis schedule (Bayhakki, 2017).

## **3. METHODS**

The design of this study is descriptive, where it will observe, describe, or observe the picture of patient satisfaction undergoing hemodialysis at Santa Elisabeth Hospital Medan. The population in this study was 50 patients undergoing hemodialysis at Santa Elisabeth Hospital Medan.

The sampling technique in this study is total sampling, where all patients undergoing hemodialysis at Santa Elisabeth Hospital Medan in 2024 as many as 50 respondents will be used as research samples. This sampling method selects samples from the population based on the research objectives, so that the samples can represent previously known population characteristics (Nursalam, 2020). The main variable observed was satisfaction of undergoing hemodialysis among patients at Elisabeth Hospital Medan. This variable is the main focus in

an effort to understand patient satisfaction undergoing hemodialysis at Elisabeth Hospital Medan.

At the data collection stage, an instrument is needed that can be classified into five parts including biological measurements, observations, interviews, questionnaires, and scales by Nursalam (2020). In the demographic data instrument, respondents consisted of initial names, age, gender, religion, occupation, status, and education level. The patient satisfaction instrument has 25 questions on a Likert scale. There are 4 answer options, namely: Very Satisfied = 4, Satisfied = 3, Dissatisfied = 2, and Very Dissatisfied = 1. The results of the questions were divided into several classes, where the highest score of the four indicators was 100 and the lowest was 25, so that the scores were: very satisfied = 82–100, quite satisfied = 63–81, and dissatisfied = 44–62.

The scale used in this study is the ordinal scale, where the score is calculated using a statistical formula according to Sudjana in Laoli (2021). In this study, the researcher did not conduct a validity and reliability test because it used a standard questionnaire taken from the book Nursalam (2020).

This research has also been ethically feasible from the health research commission of STIKes Santa Elisabeth Medan with letter number No: 177/KEPK-SE/PE-DT/V/2024.

#### 4. RESULT AND DISCUSSIONS

##### Respondent demographic data

**Table 1.** Distribution of respondents based on demographic data (age, religion, occupation, gender, education, marital status) on Patients undergoing hemodialysis at Santa Hospital Elisabeth Medan in 2024.

<b>Characteristic</b>	<b><i>F</i></b>	<b>%</b>
<b>Age</b>		
Adolescence 17 -25	1	2
Early adulthood 26 - 35	2	4
Late adulthood 36 – 45	6	12
Early retirement age 46 – 55	17	34
Late Elderly Age 56 – 65	16	32
Seniors aged 65>	8	16
<b>Total</b>	<b>50</b>	<b>100</b>
<b>Gender</b>		
Male	32	64
Female	18	36
<b>Total</b>	<b>50</b>	<b>100</b>
<b>Religion</b>		

Protestan	33	66
Islam	6	12
Catholicism	11	22
<b>Total</b>	<b>50</b>	<b>100</b>
<b>Jobs</b>		
PNS	4	8
Self-employed	30	60
IRT	7	14
Farmer	6	12
Employees	3	6
<b>Total</b>	<b>50</b>	<b>100</b>
<b>Marital Status</b>		
Unmarried	3	6
Married	47	94
<b>Total</b>	<b>50</b>	<b>100</b>
<b>Education</b>		
SD	2	4
SMP	6	12
SMA	26	52
College	16	32
<b>TOTAL</b>	<b>50</b>	<b>100</b>

**An overview of patient satisfaction undergoing hemodialysis at Santa Elisabeth Hospital Medan in 2024.**

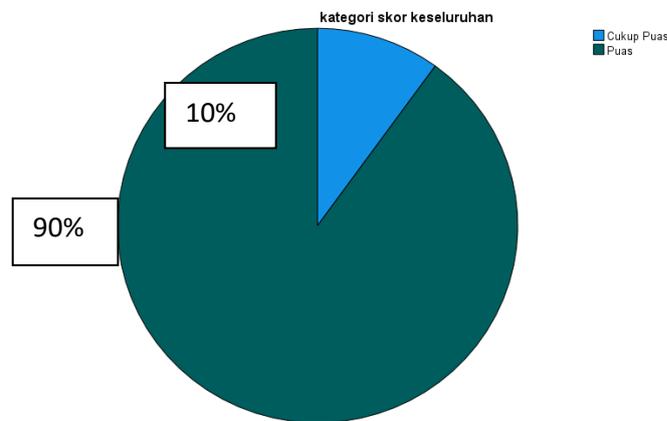
**Tabel 2.** Frequency distribution is based on the satisfaction criteria of patients undergoing hemodialysis at Santa Elisabeth Hospital Medan in 2024.

<b>Criteria</b>	<b><i>F</i></b>	<b>%</b>
Dissatisfied	0	0
Quite satisfied	5	10
Satisfied	45	90
<b>Total</b>	<b>50</b>	<b>100</b>

Based on table 2 of the distribution data, the frequency and percentage of patient satisfaction described at Santa Elisabeth Hospital Medan in 2024 were obtained from 50 respondents who experienced the highest satisfaction category, 45 people (90%) were satisfied and 5 people were satisfied (10%).

## DISCUSSION

### Overview of Patient Satisfaction Undergoing Hemodialysis at Santa Elisabeth Hospital Medan in 2024



Based on distribution data, the frequency and percentage of patient satisfaction who underwent hemodialysis at Santa Elisabeth Hospital Medan in 2024 was obtained from 50 respondents who experienced the highest satisfaction category, which was satisfied as many as 45 people (90%) and satisfied as many as 5 people (10%).

The researcher assumes that the satisfaction of patients undergoing hemodialysis therapy at Santa Elisabeth Hospital Medan is created due to the good service of the hospital staff, both medical personnel, nurses and other officers. Physical evidence seen in the hemodialysis room shows that the completeness of the equipment, the readiness of the officers, and the cleanliness of the tools used, a good, clean and neat environment and a quiet situation will make patients more comfortable to be interested in undergoing hemodialysis treatment and can create a reduction in anxiety. A clean environment also makes patients far from infectious diseases so that those who make patients feel satisfied will undergo hemodialysis at Santa Elisabeth Hospital Medan.

Patient satisfaction is the perception and attitude that the patient can have or see as a recipient of nursing services as a whole, which arises as a result of the performance of the health services he or she obtains. Satisfaction is one of the keys and important aspects for determining the quality of health service delivery. There is a level of satisfaction with health services starting from the process of entering to exiting felt by patients.

According to Anik Inayati (2021), nurses as health workers who meet with the community a lot are expected to be able to maintain quality and quality services, because the quality of nursing services is an indicator of the quality of health services and becomes the image of a health service agency. One of the main keys to quality nursing services is that the

services provided can provide satisfaction for patients. Increasing patient satisfaction will improve the quality of life related to health services. Better patient satisfaction will increase revenue and increase the excellence of the healthcare facility.

According to Marliana & Elon (2022), hemodialysis is an absolute therapy needed by people with chronic kidney failure. Patient satisfaction is an important factor in increasing patient compliance in undergoing hemodialysis is nurse services in the dimensions of reality, reliability, responsiveness, assurance and empathy are indicators of patient satisfaction. According to patient satisfaction is a level of patient feeling that arises as a result of the performance of health services obtained after the patient compares it with what he expects. Patients will only feel satisfied if the performance of the health services they obtain is the same or exceeds what they expect and vice versa, dissatisfaction will arise or the patient's feeling of disappointment will occur if the performance of the health services obtained is not in accordance with their expectations. Therapeutic communication that is consistently applied by nurses in providing nursing services will have an impact on the achievement of patient satisfaction in service. This satisfaction will also have an impact on the quality of nursing services, especially and the quality of hospital services. In addition, this satisfaction will also have an impact on the use of hospital facilities, and patient trust in hospital services.

According to Silitonga, Pardede, Sinaga & Tambunan (2020), the satisfaction of patients undergoing hemodialysis therapy can be created with good service by hospital staff, both medical personnel, nurses and other officers. The physical evidence seen at the research site showed that the completeness of the equipment, the readiness of the officers, and the cleanliness of the tools used, looked good. A good, clean and tidy environment and a quiet situation will make the patient more comfortable and reduce the patient's anxiety during the dialysis process, and in addition to that the environment must be clean will avoid the transmission of other diseases.

According to Novita, Tahjoo & Jus'at (2022), the factor that affects patient compliance in undergoing hemodialysis is the competence of nurses. Nurse competence is very important to have because it is related to patient satisfaction which will have an impact on patient compliance with the hemodialysis program. Hemodialysis services are outpatient services that require special nurse competence. The competence of nurses in hemodialysis services consists of knowledge, skills and attitudes that are in accordance with the standards that nurses must have in hemodialysis therapy. Patients undergoing hemodialysis experience various problems that arise due to kidney dysfunction, information is needed related to the knowledge that the nurse provides related to hemodialysis, such as signs of weight loss symptoms, odema,

malnutrition, hemodialysis preparation and diet regulation in hemodialysis patients. The competence of nurses in providing information needed by patients will increase the level of knowledge of patients has, thereby increasing patient compliance with the hemodialysis program (Simbolon & Simbolon 2019).

According to Krismiadi & Wunblolong (2023), nurses' caring behavior is the main core in nursing services. Patients will feel satisfied with the caring behavior or care that the nurse gives to him or her as a recipient of nursing services. Services are said to have good quality if the patient as a recipient of nursing services is satisfied with the services he receives.

According to Mukaromudin, Mulyadi & Novhriyanti (2024), professional support for health workers, especially nurses, is needed to improve the quality of life of chronic kidney disease patients undergoing hemodialysis by implementing comprehensive nursing care, including compliance in undergoing hemodialysis therapy. The role of the nurse is very important and affects patient compliance in carrying out hemodialysis therapy.

## 5. CONCLUSION AND SUGGESTION

Based on the results of the study with a sample of 50 respondents regarding the satisfaction of patients undergoing hemodialysis at Santa Elisabeth hospital Medan in 2024, it was concluded that the satisfaction of patients undergoing hemodialysis was obtained in the satisfied category of 45 people (90%). And 5 people (10%) were quite satisfied.

For example, researchers who are interested in researching patient satisfaction who participate in hemodialysis must focus again on the satisfaction of the responsiveness or responsiveness aspect.

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