



Overview of Inpatient Complaint Handling at Hospital X in 2022

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Abstract. Patient complaints are an expression of patient dissatisfaction with the services they receive, but for hospitals it should be considered as an indicator of organizational performance in an effort to improve service quality so that patients remain loyal to the hospital. This study aims to get an overview of the handling of inpatient complaints at X Hospital in 2022. This research is a descriptive study which uses primary data from interviews with the head of the marketing unit and secondary data from complaints reports of inpatients in 2022. The results of the study found that the method of submitting inpatient complaints still uses paper-based forms. The number of patient complaints was 106 patients from 483 inpatients in 2022. Complaints are divided into 6 themes related to inpatient service activities. Complaint handling is carried out by the complaint handling team within the X Hospital Marketing unit. Based on the theory that submitting complaints at Hospital X is included in the indirect category. It is recommended that complaints be submitted no longer using paper-based forms, but can use digital-based media to make it more efficient and easier to manage complaints.

Keywords: complaint handling, complaint themes, satisfaction in patient.

1. Introduction

The orientation of hospital services must be more responsive to patients through efforts to meet patient needs and always improve the quality of service to keep up with the times. If the hospital do not responsive to patients need, it is likely the hospital will be abandoned by patients [1].

Patient satisfaction with hospital services will have a positive impact where patients will return to use the same service. If some patients feel the service is not good, it will cause patient dissatisfaction and will have an impact in the future that patient will not return to using the service. Patient dissatisfaction with hospital services will cause complaints to hospital which are usually submitted to the hospital in the form of complaints. This complaint should be properly followed up by the hospital, otherwise it will have a negative impact on the reputation of the hospital [2].

Complaints can be interpreted as an expression of dissatisfaction with services which

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should be considered as an indicator of organizational performance in an effort to do their best to serve customers. Complaints are inevitable and a routine part of providing services. Patients have the right to complaints if they feel that there are hospital services are not in accordance with the standards have been set [3].

Several studies have found that the number of patient complaints about hospital services is still quite a lot, including at Panti Rapih Hospital, Jogjakarta in 2019, there were 502 patient complaints about several services [1]. Another study at Permata Medika Hospital in Semarang based on data from the Public Relations and Marketing Installation in the 2016-2018 period there were 196 complaints and the Wonogiri Health Charity hospital recorded a total of 78 complaints in 2021 [3]. These data show that patient dissatisfaction with hospital services which is conveyed in the form of complaints to the hospital still occurs frequently. This must be followed up by the hospital by resolving the complaints submitted. The resolution of this complaint is an effort to improve the performance of the hospital so that future services will be better [4].

Based on the study data on complaints at several hospitals above, the researcher wants to see an overview of complaints at Hospital X in South Jakarta.

2. Literature review

Complaint can be interpreted as an expression of dissatisfaction with the service which should be considered as an indicator of organizational performance evaluation even when the organization is making its best efforts to serve customers. 1. Patients have the right to file a complaint if they feel that their rights as a patient as defined in the law have not been respected [4].

Complaints are submissions of dissatisfaction, discomfort, and anger over the services or products of an institution. Complaints can arise as a result of a gap between the services provided by the hospital and the expectations received by the patient. Complaints can be interpreted as feedback on hospital services, so that if traced carefully this can be an input for efforts to improve and enhance the service process it self [5].

The complaint function is: a. Organizations are increasingly aware of their weaknesses or deficiencies in providing services to customers b. As a means of introspection for the organization to always be responsive and willing to pay attention to customer wishes c. Facilitate the organization in an effort to improve the quality of its services d. If complaints are handled immediately, customers feel their interests and expectations are considered thereby increasing customer loyalty to the service organization f. Correctand successful complaint handling can increase customer satisfaction [6].

There are 2 ways for patients to convey service dissatisfaction in the form of complaints,

first by direct way and second by indirect way. The direct way is; by visiting the complaint unit and by telephone directly to the complaint unit. While the indirect way is through; suggestion boxes, hospital websites, mass media, and legal channels [7].

Several themes of patient complaints against the hospital include: 1. The flow of the registration queue is not regular 2. The queue for drug administration is too long 3. Medicines that are not covered by BPJS 4. The doctor's practice schedule is not on time 5. The registration system is ineffective. [8] while other studies mention there are 8 themes that always get complaints from patients, include; 1. hospital admission services, 2. doctor services, 3. nurse services, 4. medicine and medical equipment services, 5. food services, 6. general physical condition of the hospital, 7. conditions of treatment facilities, and 8. administrative services for discharged patients [5].

3. Methodology

This study is a descriptive study which looks at the description of complaints from inpatients. The data used are primary data and secondary data. Primary data was obtained through interviews with the head of marketing who is also the officer handling complaints at hospital X while secondary data was obtained from complaint reports received at the Marketing Unit from inpatients in January - December 2022.

Secondary data is processed into the number of complaints during 2022 and classifies complaints into complaint themes. While interviews will be conducted to find out how to handle all incoming complaints

4. Results and Discussion

Hospital X has a Complaint Handling Team whose job is to handle all complaints from patients submitted to the hospital in various ways. Complaints can be made by patients through the suggestion box provided, telephone numbers directly to the marketing unit as well as service surveys for inpatients.

When inpatient discharge, they are required to fill out a satisfaction survey. In this satisfaction survey there is a component where patients can submit their complaints about services that do not meet their expectations. So that apart from hospital X getting the results of a satisfaction survey and also gets input from complaints in the form of complaints from these inpatients.

The media used to fill in the satisfaction survey still use paper forms and ballpoint as writing tools. After the patient fills out the form, the X Hospital Marketing department staff will enter it into the computer to be processed and managed. This method of filling in the survey has many drawbacks such as the possibility of losing or running out of the form, having to provide a ballpoint pen and all data having to be entered into the computer again for processing. In the current era where almost everyone has a

smartphone and almost every hospital can provide free wifi, it is very possible to fill out a complaint form digitally. So that data input through digital media can be directly recorded in the hospital database to be managed and handled.

4.1 Number of Complaints

There are 483 inpatients at Hospital X In 2022. All these patients filled out a satisfaction survey at discharge. From the 483 patients, there were 106 patients who filled out the complaint component and 377 did not fill out the complaint component. When viewed from this number, it can be calculated that there were 22% of patients who complained about the services received during the treatment period and as many as 78% of patients did not file complaints. If you look at the Regulation of the Minister of Health of the Republic of Indonesia no 30 of 2022 concerning National Quality Indicators of Health Services where a good indicator of patient satisfaction at a hospital is ≥ 76.61 , then the number of complaints at Hospital X is still within normal limits.

Complaints submitted by patients or families to the hospital directly are input in preventive efforts for the hospital to improve its services. So that complaints are not conveyed by patients or families to external parties of the hospital and will make it difficult for the hospital to handle them, therefore the hospital must provide media for submitting complaints either directly such as a complaint unit to accommodate complaints if the patient or patient's family wants to submit a complaint directly [7].

4.2 Complaint Theme

Complaints submitted by 106 inpatients were grouped into several complaint themes. After being grouped, there were 6 themes of complaints from Hospital X services received while the patient was being treated. The themes are as follows

Service Flow. The theme of the flow of services complained by patients is the flow of inpatient services starting from registration for inpatient care to administration when they go home. For this theme, there were 5 patients who complained or 4.7% of the total patients who complained.

Meals. The theme of the meals that is complained of is generally that the patient feels that the food served does not suit the patient's condition, where the texture is unattractive and the taste does not suit the patient's tastes. For this theme, there were 8 patients who complained or 7.5% of the total patients who complained.

Hospitality. The theme of hospitality that patients complain about includes the hospitality of the officers in the registration department, the nurses who treat patients in the ward. For this theme, there were 12 patients who complained or 11.3% of the total patients who complained

Information. The theme of information that patients complain about is information

about services received during treatment. Information about the development of the disease, doctor visits and actions that will be received during treatment. For this theme, there were 22 patients who complained or 20.8% of the total patients who complained.

Facilities. The theme of the facilities being complained about is the completeness and comfort of the inpatient room, including the air conditioner that is not cool, the cleanliness of the room and toilet facilities such as faucets that don't work properly. For this theme, there were 29 patients who complained or 27.4% of the total patients who complained.

Waiting Time. The theme of the waiting time being complained is when you go home, where you have to wait for administrative matters and the preparation of medicines to be taken home. For this theme, there were 30 patients who complained or 28.3% of the total patients who complained

The complaint theme categories depends on each researcher. A study at a hospital in Semarang area divided the complaint theme into 8 themes. They are 1. hospital admission services, 2. doctor services, 3. nurse services, 4. medicine and medical equipment services, 5. food services, 6. general physical condition of the hospital, 7. conditions of treatment facilities, and 8. administrative services for discharged patients. [10] While a study on patient complaints in Banjarmasin divided the complaint themes into 6 themes. They are unfriendly officers, proceeding errors, doctors not on time, financing, service information, security [7]. Although this study has the same number of complaint themes as study in Banjarmasin, there are differences in the types of themes [7].

4.3 Handling of Patient Complaints

Handling patient complaints at X Hospital is carried out by the complaint handling team within the Marketing unit. Based on an interview with the head of the X Hospital Marketing unit that handling patient complaints there are several steps that will be taken by the team. The first step is to identify the problem that becomes the theme of the complaint to find the main problem. The second step, if the main problem is known, then it will coordinate with units related to the main problem. The third step, if the main problem is related to several units at once, a meeting will be held with the management together with the relevant units to find a solution to the complaint problem.

For example, complaints about long waiting times when patients go home. The solution is where the patient complaint handling team will identify to find the main problem of this complaint. If the problem that the length of time is due to the administrative process having to wait for approval from parties outside the hospital such as health insurance, the complaint handling team will convey to the patient that the waiting time is long because the administrative process involves parties outside the hospital. However, if the waiting time is long due to internal processes, the complaint handling team will convey the problem to the relevant unit to improve the service process to make it faster. If necessary, hold a meeting with the management leadership to find solutions for

improvement.

5. Conclusion

Based on the theory that submitting complaints at Hospital X is included in the category of submitting indirect complaints, where attempts to submit patient complaints still use paper forms, the data will then be inputted into a computer for processing. This method becomes inefficient in today's digital age. It is recommended that complaints be submitted no longer using paper-based forms, but can use digital-based media to make it more efficient and easier to manage complaints.

The number of inpatients who complain in 2022 is 106 out of a total of 483 patients treated or as many as 22% of patients out of the total patients treated

The 106 patient complaints were divided into 6 themes, they are; 1. Service flow, 2. Food, 3. Hospitality, 4. Information, 5. Facilities, 6. Waiting time. The theme of the fewest patient complaints was service flow, namely 5 patients, while the most was waiting time of 30 patients.

Complaint handling at X Hospital is carried out by the Complaint Handling Team in the Marketing unit. In carrying out complaint handling, the Complaint Handling Team took several steps starting with identifying the main problem to holding meetings with units related to complaints submitted by patients.

6. Ethical Approval

This study does not directly involve patients, so it does not require ethical approval.

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