

# HIV Patients Satisfaction towards Nutrition Care in Referral Hospitals in Indonesia: A Qualitative Study

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**P**atient satisfaction is regarded as predictor of healthcare utilization, especially nutrition care. Nutrition care plays a significant role on improving health status and quality of life because these patients are very susceptible to malnutrition. This study aims to describe the HIV patients' expectancy towards nutrition care in hospital. In this study was a qualitative research using a phenomenology approach done in four HIV referral hospitals in Yogyakarta. Respondents were all HIV positive patients that had been hospitalized for at least three days between October 2012 and May 2013. Data were collected through in depth interview. Assessment of nutrition care classified into two aspect: meal services and interaction between patients and dietitians. In terms of meal services, the majority of respondents were satisfied with the food being provided to them. On the other hand, more patients were regarded the interaction aspect as the most important aspect in nutrition care.

Keywords: patients' satisfaction, patients' expectation, HIV and AIDS, nutrition care



**Kepuasan Pasien HIV terhadap Pelayanan Gizi di Rumah Sakit Rujukan HIV  
di Indonesia: Penelitian Kualitatif**

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**ABSTRAK**

Kepuasan pasien merupakan prediktor utama bagi pelayanan kesehatan terutama pelayanan gizi. Pelayanan gizi memainkan peran penting dalam meningkatkan status kesehatan dan kualitas hidup karena pasien HIV rentan terhadap resiko malnutrisi. Penelitian ini bertujuan untuk menggambarkan harapan pasien HIV terhadap pelayanan gizi di rumah sakit. Pada penelitian ini menggunakan metode kualitatif dengan pendekatan fenomenologi yang dilaksanakan di empat rumah sakit rujukan HIV di Yogyakarta. Responden yang terlibat adalah semua pasien HIV positif yang dirawat di rumah sakit setidaknya selama tiga hari antara bulan Oktober 2012 - Mei 2013. Pengumpulan data dilakukan dengan wawancara mendalam. Penilaian terhadap pelayanan gizi dikelompokkan menjadi dua yaitu pelayanan makan dan interaksi antara pasien dan ahli gizi. Dalam hal pelayanan makan, secara umum responden merasa puas dengan makanan yang diberikan. Selain itu, sejumlah responden menganggap bahwa aspek interaksi merupakan aspek yang paling penting dalam pelayanan gizi.

**Kata kunci:** Kepuasan pasien, harapan pasien, HIV dan AIDS, pelayanan gizi

## **A. INTRODUCTION**

The cases of HIV and AIDS increase significantly in Indonesia every years from 7.195 people in 2006 to 76.879 people in 2011 (Ditjen PP and PL, 2006 and 2010). It is a major challenges in health because these patient with HIV and AIDS are very susceptible to health problems. The challenge for health institutions to provide the perfect service. These service not only of medical but also concerns all services including nutrition. Nutrition care plays a significant role to patient with HIV and AIDS because these patient are very vulnerable to malnutrition (de Pee and Semba, 2010).

On the other hand, found a lot of actions that not appropriate and full of stigma. This can be make the service not maximal so that patients become less satisfied with the services provided (Jackson, 1992). If the patient isn't satisfied then it will affect treatment adherence in a given run (Gatenet, 2008). This is due to patient satisfaction is well regarded as predictor a healthcare utilization, especially for patient with HIV and AIDS so that if the patient isn't satisfied then given therapy will decrease and quality of live is also decreased. Therefore, this study purpose to describe the HIV patients' expectancy towards nutrition care in hospital.

## **B. METHOD**

This study was a qualitative research using phenomenology approach done in four HIV referral hospitals in Yogyakarta. Respondents were all HIV and AIDS patients who are hospitalized in a referral hospital with specific criteria, they are Indonesian citizen, can be communicate actively, able to read and write, receiving treatment in the hospital at least three days and are willing to follow the study until finished between October 2012 and May 2013. The sample used in the study amounted to 15 people. Data were collected through a semi structured in depth interview and transcribed at verbatim.

## **C. RESULT**

Respondents in the study came from four referral hospital in Yogyakarta, Indonesia. Hospitals used were three government hospitals and one based religion hospital. Respondents in this research amounted to 15 people consist of seven men and eight women. Assessment of patient satisfaction with HIV and AIDS who are hospitalized obtained from in-depth interviews. Results of interviews with respondents can be concluded that in general the respondents are satisfied with the nutrition care received during in hospital. This study classified patient value towards nutrition care into two aspect: meal service and interaction between patients and dietitians.

a. Meal service

Meal service activities in the hospital is one of the services more easily measured nutritional quality than the other nutrition care such as assessment of nutritional status, nutritional interventions, monitoring and evaluation of nutrition and counseling (aspects of the interaction). Thus, majority of respondents rate the level of satisfaction nutrition care based diet quality provided. While the response assessment obtained quite diverse. Here are the results of the assessment interview against meal service during hospitalized.

*“Ya puas, mau bagaimana lagi, dimana–mana makanan rumah sakit sama saja. Saya puas sajalah. (Nutrition care against meal service are satisfying ).”*

(Respondent 6)

*“Kurang uyah sithik....Yen makanan rumah sakit niku podu wae, sing enak daging–daginge. Nanging kulo mboten ngarani, soale ngladheni piayi akeh je.”*

Of taste a little less salt. All hospitals have the same flavor that tastes good only meat. However, i didn't comment because officials serve the many people in here

(Respondent 1)

*“Sendok yang kurang (spoon provided is in a accordance with the expectations of the patient), karena kan sendok plastik to. Jadinya saya bawa sendok sendiri dari rumah.”*

(Respondent 4)

b. Aspect of interaction

In addition to the meal service, aspect of interaction between nutrition workers (dietitians and nutrition attendants) with patient is also one part of the assessment satisfaction for nutrition care provided in hospitals. Some respondents argued that aspect of interaction is needed to achieved therapeutic success.

*“Ya berharap ketemu (dietitians). Kalau bisa dikasih cara–cara makan (guidelines for diet) yang lebih baik biar cepat pulih.”* (Patients expect to meet with a dietitians in order to quickly recover)

(Respondent 12)

*“Harapan pengen ketemu (dietitians), tapi bingung gimana, kadang konsultasi sama dokternya. Makanan (foods are prohibited and recommended) sama dokter sama ahli gizi beda.”* (Patients want to meet dietitians but confused how to meet them)

(Respondent 11)

*“ Aku dikasih brosur (leaflet diet) pun aku puas. Soalnya aku bisa baca kan bisa dibawa pulang.”* (Patients want to read leaflets)

(Respondent 8)

From the above interview that most of the respondents expects the interaction with a dietitians. However,the fact is there are some of respondent said that hasn't been visited by dietitians at least three days during in the hospital. Whereas for patients with HIV and AIDS, nutritional role is very important because these patient have to risk of malnutrition.

*“Belum pernah tu mbak, belum pernah ada yang bilang saya ahli gizi (introduced as a dietitians), gitu. Ya seharusnya kan mengenalkan diri to mbak.”* (Patient had never met with dietitians)

(Respondent 10)

*“ Belum, belum ada yang kesini.(Dietitians have never came)”*

(Respondent 2)

Another fact is also that the respondents who has visited a dietitians stated that the duration of the provision of nutritional care is very rush.

*“Cukuplah meski agak keburu – buru gitu (visit a dietitians), tapi gak papa.”*(Patients had enough with the visit a dietitians though a little rush)

(Respondent 8)

*“Kemaren cuma ditanya–tanyain sehari makan apa, cuma sebentar kok (Dietitians visit duration is very short).”*

(Respondent 5)

From interviews also found that respondents expect to get better treatment from nutrition workers (dietitians and nutrition attendants). This can be seen from result interviews.

*“Di sini yang penting kan cari pengobatan, dilayani dengan baik itu udah cukup.”* (The patients assume that in the hospital, they look for only treatment. So that served well, this very enough)

(Respondent 11)

*“Harapannya sih yang baik – baik (given good service) lah mba,. Biar cepet sembuh gitu.”* (Patient’s expectation is a good service so that quickly recover)

(Respondent 3)

Respondent also assess that nutrition worker’s attitude especially nutrition attendants is well enough. This attitude is the friendliness and politeness in providing nutrition care.

*”Satu pramusajinya sopan, dua dikasih semangat, tiga masuk harus ketok (nutrition attendants always ask permission when entered in the patient’s room).”*

(Respondent 6)

*“Tapi kalau pelayanannya (overall nutrition care) 8 karena ramah dan cepat.”* (The overall value of nutrition care is eight because this service is fast and friendly)

(Respondent 9)

On the other hand it was found that there are unfavorable image of nutrition worker attitude performed in terms of service. So there are respondents who feel less satisfied with the attitude of nutrition workers.

*“ Ya gitu mbak ndak ketuk pintu ndak izin, terus sampai sini (di dekat tempat tidur pasien) cuma dok..dok (mengetukan tangan ke meja/ lemari pasien di sisi tempat tidur) terus nampannya di taruh di meja paling banter cuma bilang nih..makanannya. Ga dipersilahkan dengan sopan. Ya tapi itu paling tak biarin*

*mba.*” (Patient said that the nutrition attendants didn’t ask permission when entering the patient’s room and not welcome in polite. However, the patient didn’t reprove)

(Respondent 7)

*..ehmm kalau pramusajinya dulu ada yang sinis tapi sekarang sudah nggak.*” (nutrition attendants there used to be a cynic but now it isn’t)

(Respondent 8)

In the aspect of respondent’s satisfaction based on the results of in-depth interviews, patient satisfaction is if the nutrition workers (dietitians and nutrition attendants) are friendly, polite, giving leaflets diet, skillful and quick in handling the problem, so the respondents feel confident and comfortable with nutrition care provided.

#### **D. DISCUSSION**

Health care in hospitalized patients is provided by the hospital include medical care, nurses care, nutrition care, distribution of drug, distribution of food and provision of adequate facilities and equipment (Suryawati, 2006). Therefore, the nutrition care is an important part of health care that should be given to hospitalized patients. Each of these health services have an important role in the success of the therapy given to patients, so that patient satisfaction is important to assess the quality of health care (Tjiptono, 2004). Patient satisfaction is a level of feelings that arise after patients receive health care (Pohan, 2007). In line with the research Babikas et al (2004) which states that satisfaction is the relationship between customer perceptions of the performance of a service provider. In this case, the level of patient satisfaction is obtained by way of qualitative study. Qualitative methods was done by in-depth interviews with respondents who are willing to get involved.

Results of in-depth interviews to patients can be divided into two aspects, meal service and aspects of the interaction of patient with nutrition workers (dietitians and nutrition attendants). In general, patients were satisfied with the meal service provided by the hospital. Although there are some patients still complain about the taste of food and the availability of eating utensils given. In addition, some

patients consider nutritional aspects of interaction with nutrition workers is an important aspect in doing therapeutic. This is because patients with HIV and AIDS are more susceptible of depression and stress that can lower the quality of life (Berger et al, 2001). Aspects of the interaction can be emotional support given by health workers. Result of interviews it was found that there are still many areas that need to be fixed such as duration of nutrition care that are not rush, giving leaflets to patient diet and visit of dietitians including Nutrition Care Process (NCP). Nutrition Care Process (NCP) is assessment of nutrition that was performed after patients were treated one to three days to determine whether patients are at risk of malnutrition (Lacey, 2003). Research of Umarella (1998) found that patient satisfaction with the services less nutrition category, where only 49.15% said they were satisfied with the nutrition care. nutrition care need to be improved so as to achieve maximum patient satisfaction.

## **E. CONCLUSION**

To attain success in treatment, patients' satisfaction should be maintained. Nutrition care should be improved in the area of meal services; however, greater effort should be made to improve interaction between patients and dietitians. Considering this, a clear guideline perhaps should be set to regulate this process.

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