

Analysis Of Patient Satisfaction With Low Back Pain Who Received Treatment At Morowali Hospital

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ABSTRACT

Hospital RSUD Morowali is a government issued hospital morowali built since the 2003 budget year through dana DHS-ADB, APBN and APBD with lots of land 5 Ha and the spacious building 5.155,48 m². The existence oregional task force (SKPD) RSUD Morowali in accordance with the regentsrule Morowali Number :188.3/0930/RSUD/2008 October 17, 2008 RSUD Morowali it's been working since 2006 and has received permission from central Sulawesi provincial health services Number :445/04.68/DINKES 1 27 Februari 2008. The purpose of this study is to explore the satisfaction of patients with low back pain who come for treatment at Morowali Hospital and get achronology of problems from the observation results, namely 1) Exploring patients with low back pain who are treated at Morowali Hospital? 2) Exploring patient satisfaction who are treated at Morowali Hospital? a). Exploring the services of officers (nurses, doctors, physiotherapists) b). exploring the completeness of management tools and physiotherapy tools Lbp c). Exploring the treatment provided (nurses, doctors, physiologists). This study uses qualitative research techniques such as sampling, observation, in-depth interviews and documentation. Then the data is analyzed, data presented, and conclusions drawn. The results of the research that have been obtained are generally satisfied with patients who come for treatment at the Morowali Regional General Hospital (RSUD) but they are constrained by the cost of physiotherapy treatment because the physiotherapy treatment in the hospital is not affordable and they decide not to do continuous therapy because of the cost constraints and the patient concludes that the treatment they are doing is not There is change and dissatisfaction

Keywords: Hospital, Low Back Pain, Satisfaction

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INTRODUCTION

According to the Word Health Organization (WHO) Low Back Pain (LBP) is the most common musculoskeletal problem, affecting 570 million cases worldwide. The International Labour Organization (ILO) reports that musculoskeletal disorders are currently experiencing an increase in cases in many countries. The incidence in Korea of musculoskeletal disorders has increased by about 4,000 cases. According to the Directorate General of Health Services of the Ministry of Health of the Republic of Indonesia (Kemenkes RI), the prevalence of Low Back Pain (LBP) in Indonesia is 18%. The incidence rate in Indonesia based on patient visits from several hospitals is around 3-17% of Low Back Pain (LBP) complaints Data from the Indonesian Specialist Medical Association (Perdossi) in 2022 there are 819 people (35.86 percent) of low back pain and Central Java epidemiological data reports that from patient visits in several hospitals there are around 40 percent, RISKESDAS basic

health research, (2018) based on those who have been diagnosed by health workers with the highest area being on the island of Bali around 19.3%. According to data at Dr. Soetomo Hospital in 2014, dr. Isti Suharjanti, SpS (K) said, of the ten types of diseases being treated, LBP is third after stroke and epilepsy which require special action and attention (Ministry of Health of the Republic of Indonesia, 2018). High frequency of mobility, supporting the weight of the body and adjacent to the tractus digestivus and tract urinary tract tissues which if experiencing pathological changes cause pain in the lower back (Indrawati, 2019 Patient satisfaction is the service that the patient feels during treatment or there is a relationship between the services they receive both technically and psychologically, where increasing the relationship between the desired service and actually received by the patient will increase patient satisfaction.

Central Sulawesi Province at Undata Palu Hospital from year to year has experienced an increase in cases of low back pain (LBP) in 2014 as many as 54 cases, in 2015 as many as 81 cases, in 2016 there was a decrease of 64 and in 2023 as many as 996 cases. Meanwhile, at Morowali Hospital, every month and year there is an increase in low back pain (LBP) sufferers around 70 to 80 people who come for treatment at Morowali Hospital per month, while the number of low back pain (LBP) sufferers per year ranges from 500 to 1000 patients who come for treatment in 2022.

METHODS

According to Maleong experts (2007), qualitative research is classified as a research procedure that produces descriptive data in the form of written or spoken words from people and observed behaviors. Maleong explained that in a descriptive qualitative approach, the data collected is data in the form of words, pictures and not numbers. This data can be obtained from the results of interviews, field notes, videos, photos, and personal documentation. The results of this study are in the form of excerpts from the transcript of the interview results that have previously been processed and then presented in a descriptive manner. In this study, a qualitative method is used with a case study approach that analyzes a problem with detailed limitations, has in-depth data collection and includes various sources of information and this research is limited by time and place as well as the cases studied in the form of programs, events, activities or individuals.

RESULTS

Hospitals are government institutions that carry out health functions that provide basic facilities, referral health efforts and supporting health efforts where in the implementation must pay attention to social functions. As a social function in the health sector, the Morowali Regional General Hospital, hereinafter abbreviated as Morowali Regional General Hospital, is a public service that always markets the role, function and management of the hospital. The Morowali Regional General Hospital (RSUD) is a referral center hospital in Morowali Regency which was built in 2003 and began to be operational in 2016. The strategic geographical location makes Morowali Hospital have a bright prospect supported by the smooth flow of land and sea transportation. In addition, several insurance companies such as PT. Jasa Raharja, BPJS Kesehatan and BPJS Employment have entered into a cooperation agreement for referral health services for their participants. With the rapid development of science and technology and changes in people's mindsets and behaviors, Morowali Hospital is trying its best to utilize existing resources in improving the quality of health services provided. Thus, it is hoped that the services provided can be more satisfactory to the community, especially those who visit the hospital

To support the success of service activities, the availability of human resources is very decisive. The services carried out at Morowali Hospital are supported by 868 people consisting of civil servants (224 people), PPPK (265 people), Contract Workers (374), Resident Doctors (5 people), Efforts to increase the availability of manpower to support services are carried out through the recruitment of personnel through the selection of CPNS, Contract Workers, and PPPK. In addition, Morowali Hospital also collaborates with the Faculty of Medicine, Hasanuddin University to provide senior Resident personnel.

The informants in this study are low back pain (LBP) patients who come for treatment directly at the Morowali Regional General Hospital (Morowali Hospital) in this research process, patients are willing, especially low back pain patients, to be informants to be interviewed in depth, semi-structured (indep interview) and are in accordance with the inclusion criteria made by the researcher. also

conducted triaggration with patients who had been treated for a long time who came to Morowali Hospital and a brief description of the informant is as follows:

It	Age (Year)	Kind Sex	Work	Ket
1.	29	Man	Pleasure Imip	Report
2.	45	Man	Farming	Report
3.	33	Man	Pleasure Imip	Report
4.	39	Woman	Entrepreneurial	Report
5.	35	Man	Imip Employees	Triangulation
6.	26	Man	Imip Employees	Report
7.	44	Woman	Entrepreneurial	Report
8.	40	Man	Farming	Triangulation

DISCUSSION

Findings from the focus of the study, Low Back Pain (LBP) describes pain between the lower edge of the ribs and the buttocks. The disease can last for a short time (acute), subacute, or for a long time (chronic). LBP can attack anyone. LBP makes it difficult to move and can affect quality of life, limit work activities, and mental well-being. LBP can be specific or non-specific. Specific LBP is pain caused by a specific disease or structural problem in the spine or when the pain radiates from another part of the body. Non-specific LBP occurs when a specific disease or structural reason to explain pain cannot be identified. LBP is not specific in about 90% of cases. An estimated 619 million people live with LBP and are the leading cause of disability worldwide. LBP is a major public health problem. LBP is often associated with a loss of work productivity, causing a huge economic burden on individuals and society (WHO, 2023).

Exploring low back pain sufferers who are being treated at Morowali Hospital, Informant 3 stated, namely I know spinal back pain because it has been 7 months since I have suffered from the disease since then I have been doing routine treatment at this morowali hospital because in my opinion the disease of spinal back pain is very active. Informant 5 I suffer from low back pain or spinal back pain for about 4 years and do routine treatment in the hospital, all activities are disrupted, one of which is very effective at work, sir, if you don't get treatment, you can't bear the pain, you won't get an income, besides that you don't eat, so I do routine treatment at this Morowali hospital.

Exploring the satisfaction of patients who receive treatment at Morowali Hospital, Patient satisfaction is defined as the customer's response to the discrepancy between the previous level of interest and the actual performance he or she feels after use. Patient/customer satisfaction is at the heart of patient/customer-oriented marketing. Satisfactory and quality service will shape patient/customer loyalty, and satisfaction is very closely related to the "word of mouth", so the satisfactory service will also bring in new customers. The 6th informant for the problem of service satisfaction provided by the hospital I do not know for sure because I am a new patient who comes for treatment even though I have suffered from low back pain for 3 years. The 4th informant, namely the service provided is very good, but I am not satisfied with the treatment because for 5 months I have come for treatment has not changed

Exploring the services of officers (nurses, doctors, physiotherapists), According to Kotler (in Tjiptono; 2007) defines service as any action or act that can be offered by one party to another party which is basically intangible (intangible) and does not produce any ownership. The 2nd informant stated that the service provided by the hospital was very good, but lacked clear information from health workers regarding the problem of the disease that creaked. The 8th informant added and emphasized from the two informant statements, namely that the service provided by the Morowali Hospital is quite

good, but there are some things that are still lacking where the provision of information is still minimal and requires patients to always ask the officers. Moreover, the patient asks the nurse the information provided, he must wait for the doctor to come for a visit, and if the doctor comes, he must be told to wait for the specialist doctor again, so the patient needs to ask questions repeatedly.

Exploring the completeness of Lbp management and physiotherapy tools, Physiotherapy problems in the case of low back pain or low back pain in the form of pain and spasms in the muscles in the lower back area, limitations in the scope of joint motion and a decrease in functional movement, of course, interfere and can inhibit the activity of a person so that they cannot do their activities optimally based on the problems contained above, then the role of physiotherapy in overcoming or reducing the problems in the lower back area, namely by providing modalities in the form of infrared, transcutaneous, electrical, nerve stimulation and William flexion exercise therapy to reduce pain, increase relaxation in the muscles in the lower back area, so that it can reduce spasm in the muscles in the lower back, so as to increase muscle strength, joint range of motion, and functional activity in patients with low beck pain. The 8th informant said that the equipment used by the hospital was quite complete but did not bring a change in healing to the patient. Informant 5 Trianggulasi added the two statements from For the physiotherapy equipment provided by the hospital, I don't know the name of the tool, but during treatment at this hospital, I never received a referral, which means that the hospital facilities have been facilitated well and the obstacle is the problem of the cost of doing physiotherapy is very expensive and the cost is difficult to reach if you have to routinely do physiotherapy.

CONCLUSION

Broadly speaking, patients who come for treatment at the Morowali Regional General Hospital (RSUD) have been satisfied, especially patients with Low Beck Pain (LBP), but they are constrained in the cost of physiotherapy treatment because the physiotherapy treatment in the hospital is not affordable and they decide not to do continuous therapy because of cost constraints and patients conclude that the treatment they are doing has not changed and feel dissatisfied.

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