

National Health Insurance: An Exploratory Study of Patient Satisfaction

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Abstract : This study seeks to understand what factors might influence a patient's perception of health care under national health insurance in early implementation. In Indonesia, National Health Insurance was first implemented in 2014 and planned to achieve universal health coverage by 2019. However, the little understanding of this new policy lead to increase of complaint in hospital as a health care provider. This is a observational descriptive study with cross sectional design method. Data was collected through in-depth interview with 96 patient from Jemursari Islamic Hospital of Surabaya (Rumah Sakit Islam Jemursari Surabaya) who participate in National Health Insurance. Subject was selected by simple random sampling. The findings demonstrated that from five categories, 82,3% patient was satisfied in reliability aspect and 85,4% in assurance aspect, while in tangible, responsiveness and empathy aspect > 90% patient was satisfied. Meanwhile, in Indonesia, the minimum service standard of healthcare of patient satisfaction is 90%.

Keywords : patient's satisfaction, national health insurance, hospital, complaint

Conference Title : ICHMIH 2018 : International Conference on Hospital Management and Improving Healthcare

Conference Location : Osaka, Japan

Conference Dates : March 29-30, 2018