

## **TUBERCULOSIS PULMONARY SERVICE PERFORMANCE REVIEWED BY PATIENTS' PERSPECTIVE IN RSUD CIANJUR DISTRICT IN DECEMBER 2014 – JANUARY 2015**

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### **Abstract**

*Tuberculosis (TB) diseases, particularly pulmonary TB is still a health problem in Indonesia even in the world today. Since 1995 WHO (World Health Organisation) recommended a new strategy in the fight TB is the DOTS strategy (Directly Observed Treatment Short-course), even now here is a new program that DOTS plus. In Indonesia DOTS strategy have also been implemented in hospitals, although not reaching all hospitals. Since 2000 developed a partnership program with the hospital TB government and private hospitals to expand the implementation of a quality strategy for patients DOTS TB. DOTS TB used to determine the performance of the service that TB Pulmonary from the point of view of a patient in the hospital district government Cianjur. This type of research is descriptive research, with kuisioner QUOTE-TB. The number of samples in hospitals Cianjur by 67 respondents with cross sectional study design were analyzed using computerized. Selection of research subjects with consecutive sampling. in Cianjur district hospitals of seven dimensions of service which consist of 40 aspects are considered. The aspects that still need improvement are within hospitals that are not easily accessible (100,0%), respect privacy (52,2%), benches were quite comfortable (95,5%), blocking transport costs for treatment (53,7%), transportation assistance food and aid (76,1%), and information about the disease and available services TB sputum examination (100,0). overall show that the respondents are satisfied with the performance of services in the clinic TB DOTS in hospitals Cianjur, but there are some aspects that should be improved*

**Keyword** :tuberculosis, performance, QUOTE-TB

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### **INTRODUCTION**

**T**uberculosis (TB) pulmonary is an infectious disease caused by Mycobacterium Tuberculosis microbe. The transmission source of TB is TB BTA (+) patients/sufferers when coughing or sneezing; the patients spread microbe/germs in the air in the form of droplets. Factors that influence the possibility of people becoming TB patient is from their low endurance, such as poor nutrition or HIV/AIDS (Indonesian Health Department 2008).

It is estimated that TB germs have infected one third of the world's population. WHO declared a global emergency of TB problem in 1993. In 2009 it was estimated that the disease global burden caused by TB was 9,4 million cases of which among of them was 3.3 million cases (35%) occurred in women. Most cases

occured in Southeast Asia (35%), Africa (30%), and the Western Pacific (20%). It was estimated that 11-13% cases were HI-positive, of which 80% of the cases occurred in Africa.

In 1993 the WHO declared TB as an world emergency (global emergency). There was approximately 95% of cases and 98% of deaths were from TB in the world which were located in developing countries. WHO in its Annual Report on Global TB Control 2011 stated that there were 22 countries that are classified as high-burden countries against tuberculosis, including Indonesia. (WHO, 2011).

According to the Global Tuberculosis Control in 2013, the number of patients in Indonesia ranked the fourth in the world after India (2,0-2,5 million), China (0,9 to 1,2 million) South Africa (0,9 -1,2 million) in 2011. (Indonesian Health Department, 2013).

The number TB patients in Indonesia were estimated at around 5,8% of the total patients in the World. In 2012 the number of new cases BTA (+) in Indonesia reached 202 301 cases, this number was lower than the one in 2011. While the prevalence of TB patients in Indonesia in 2013 was 297 per 100.000 population, with new cases each year reach 460.000 cases; thus, the number of cases until 2013 reached 800.000-900.000 cases. While the incidence of TB cases with Acid Resistance Basil (BTA) positive (+) were about 130 per 100.000 population. (Indonesian Health Department, 2013).

To achieve the goals and TB countermeasures target, DOTS strategy should be expanded to all health care units. Many potential UPK that needs to be involved in the DOTS strategy, among others, hospitals, BP4, UPK prisons /jails, UPK police, UPK workplaces, and others. Generally UPK like hospitals have great potential in finding patients with TB (case finding), but have limitations in maintaining regularity and continuity of treatment for patients (case holding) when compared to the Puskesmas (health centers). Therefore, it is necessary to build a good network of internal and external (ndonesian Health Department, 2006). Internal networking is networking made in hospitals covering all units working with tuberculosis patients. Activity coordination is carried out by DOTS teams in hospital. External networking is built between health departments, hospitals, health centers and other UPKs in the countermeasures of tuberculosis with DOTS strategy.

The implementation of Independence Implementation Health Center (PPM) in the hospital becomes the main approach of the various PPM models in Indonesia. In Indonesia, the hospital participating in PPM DOTS strategy was based on the data in 2006 from the TBC National rogramme in Indonesia consisted of 72 general hospitals, 70 private general hospitals, and 8 pulmonary hospitals in Java. The Service provider in the hospital was a part in DOTS training conducted by the National Standard TB program (Proban of; 2010). With this PPM implementation it is expected that it can help the treatment of TB cases in according to the invention of Basic Health Research (Rikesdas; 2010).

## **METHOD**

The study was conducted in Cianjur Regional General Hospital (RSUD) in poly DOTS Cianjur Hospital, precisely located on jalan Rumah Sakit No. 1. The research was conducted from 15 December 2014 until 16 January 2015. The design of this research used descriptive research with cross sectional design population. The research sampling were TB pulmonary patients who sought treatment at poly DOTS Local Hospital (RSUD) Cianjur with a population of pulmonary TB patients' visits to Poly DOTS averagely 205 people in a month

## RESULT AND DISCUSSION

The research result showed characteristically female patients (56,7%) were slightly more than male patients (43.3%). Patients' most ages were in early adulthood around the ages of 20-30 years old, it showed that respondents outpatient visits were dominated by productive age group. This statement was consistent with the research of Nurdin (2008) that was approximately 75% of TB patients were at the age group which mostly was economically productive (Indonesian Health Department, 2009).

According to the educational background, most respondents in local hospital (RSUD) Cianjur were graduated from junior high school for 25 respondents. This showed that the education level will affect the ability of a person, including an understanding of home to the requirements of health, knowledge of pulmonary tuberculosis disease. Thus, with enough knowledge a person will understand the behavior of living clean and healthy. According to the type of occupation, most respondents in local hospital (RSUD) Cianjur were Housewife for 22 respondents.

It can affect any risk factors that must be faced by the individuals, the type of occupation also affects the family's income that has an impact on the pattern of daily living. Based on Respondents' Perception toward Seven Dimensions of TB Service Quality The results of the questionnaire of the part of importance showed that the aspect of the personnel was ready for service became a very important aspect because of the presence and readiness of personnel in serving patients was helpful to facilitate the DOTS running program, the lowest aspect was to go to another facility. Going to another facility was the lowest option/choice of the respondents because TB treatment and service in local hospital (RSUD) Cianjur was good enough so that patients felt that it was not necessary to go to another facilities.

The result of the questionnaire of part of performance that had become the complaint to the respondent was that the hospital was not easily to reach because there were many respondents with positive TB had houses very far from the hospital, the average respondents was in remote district and access road to the town was hard, then due to the provision it was stated that the hospital to diagnose positive TB should be checked at local hospital (RSUD) Cianjur initially and after that the patients were referred to the nearest health center of the home. Then the lowest aspect was the difficulty of communication.

It was occurred because the respondents did not understand the information that was given by the health personnel. The result of the questionnaire of part of the performance and importance was very related in the success of the DOTS program in local hospital (RSUD) Cianjur, where the result of importance aspects of personnel was ready to serve was very important and in the questionnaire of part performance aspect of the hospital distance that was not easily accessible, it was in line with Manaf. According to Manaf (1999) Pulmonary TB program's success was influenced by the DOTS program, service quality, health education, effective treatment, logistics, training and supervision. Based on The Relationship Between Patients and Personnel The results of the questionnaire portion importance shows that aspects of choosing sufficient time to discuss becoming a very important aspect because respondents feel they need someone of health workers who know about the disease so that he know and understand what diseases suffered as well as the procedures for taking the drugs to heal, then aspects the lowest was selected by the respondents, namely respect for the patient because the officers in hospitals Cianjur respondents rated quite satisfied with the officer that the average respondent respect.

The results of the questionnaire part of the performance aspects of the most abundant being complaint is the aspect of respect for privacy, this shows that the service of health workers in hospitals Cianjur aspects respect the patient's privacy is still lacking and must be improved so that patients feel more comfortable in expressing complaints of illness, while aspects the lowest is discrimination in service, this can cause the respondent did not obtain satisfaction in TB care. The results of the questionnaire part of the performance and importance is closely linked to the success of the DOTS program in hospitals Cianjur, where the results of the most important aspects of the importance and adequate time for discussion and the importance of the most widely be respectful of privacy complaints. This is in line with Grönroos, according Gonroos (2000) attitudes with regard to the attitude of the employees in providing services to customers, workers always pay attention, trying to help resolve the problems patients properly and be happy, be kind, to be polite and concerned with patient complaints.

Based on Infrastructure results of the questionnaire showed that the parts importance aspect is quite comfortable bench becomes a very important aspect because of a bench or seat is a means to wait respondents to get the service aspect of the lowest TB. Sedangkan selected respondents, safe drinking water

The results of the questionnaire part of the performance aspects of the most abundant being complaint was the bench is quite convenient, because the hospital is less concerned with the existing facilities in the clinic, especially poly DOTS. Seharusnya hospital care for and improve so that patients feel comfortable getting TB services. While most aspects low of safe drinking water, this shows that the drinking water facilities in hospitals Cianjur is good enough.

The results of the questionnaire part of the performance and importance is closely linked to the success of the DOTS program in hospitals Cianjur, where the results of importance the most important aspect is the bench were quite comfortable and the lowest is the aspect of safe drinking water, it is in line with Suchyar. According Suchyar (1999), there are several indicators that support the quality of health care relationships, among other things: a clear description of a nurse, doctor service speed, affordability and tidiness of the room.

On the dimension of fees and payments in hospitals Cianjur importance in the questionnaire section there are 42 people (62.7%) of respondents chose cost for TB care becomes very important aspect and the aspect of the most low at extra cost as many as 15 people (22.4%). results of the questionnaire showed that the importance part of the cost aspects of TB care becomes very important aspect because of expensive medicines while TB treatment within 6 months, although TB treatment is no subsidy from the government but respondents need memperhitungkan other costs. While most aspects low at an additional cost in this case the respondent may be the budget for the added costs less and is more focused on its TB funding.

The results of the questionnaire part of the performance and importance is closely linked to the success of DOTS programs in hospitals Cianjur, where the results of importance the most important aspect is the cost for TB care and the performance aspects of the most abundant being complaint is the cost transportasi blocking for treatment, it is in accordance with the Gani and Griyften. According Griyften (1995) the price to be paid from their own pockets tend to have an influence on health service utilization, whereas according to (Gani, 1994) in situations where the payment is made from their own pockets, the demand is more dependent on the price. Whereas in situations where services are provided free of charge or covered by the assumption of opportunity cost plays an important role.

The results of the questionnaire section importance shows that aspects of the transport aid becomes a very important aspect because respondents require adequate transportation, fast, convenient and safe to reach the nearest health facilities, particularly hospitals Cianjur as referral hospitals in the area. While most aspects of food aid due to the lower is the food aid is not more important than the transportation assistance.

The result of performance aspects of the most abundant being complaint is transportation assistance and food aid. Transportation assistance; therefore the hospital should facilitate the respondents who would go to hospitals Cianjur with transport facilities that are safe, comfortable and fast. As for food aid hospital should help by providing nutritional food are met.

The results of the questionnaire part of the performance and importance is closely linked to the success of the DOTS program in hospitals Cianjur, where the results of the most important aspect of importance is the transport aid and to the performance of the most widely become complaint is makanan. Hal transportation assistance and assistance is in line with Needham. According to (Needham, 2005) Facility services that far with good service and reliable drugs that encourage patients to seek treatment (Needham, 2005)

The results of the questionnaire showed that the parts importance aspects of information about the disease TB is curable become a very important aspect due to inform the respondent that the disease can be cured, because during this time the rumors circulating in the community that tuberculosis is a disease and incurable curse, While aspects of the lowest is the period of treatment because in this case the provision of information about TB disease can be cured more than a long period of treatment.

While on the questionnaire contained performance section 9 (13.4%) of respondents chose most aspects into the complaint to the respondent is a drug side effect information. Aspects of the most low of information about TB disease can be cured by 1 person (1.5%). The results of the questionnaire part of the performance aspects of the most abundant being complaints are due to drug side effect information

consumption time period TB drugs for 6 months and it felt nausea. while most low aspect is information about TB disease can be cured.

The results of the questionnaire part of the performance and importance is closely linked to the success of the DOTS program in hospitals Cianjur, where the results of the most important aspects of importance is information about TB disease can be cured and performance at most be a complaint is information about drug side effects. This is in line with Becker. Menurut Becker (1976) of treatment failure have a relationship with the failure of the information submitted

On the dimensions and testing procedures in hospitals Cianjur in the results of the questionnaire showed that the aspect of importance section provided services sputum becomes a very important aspect because sputum or sputum containing acid-fast bacilli (AFB) is an examination that must be performed to diagnose TB positif. Sedangkan someone is the lowest aspect is the physical examination because it is a major examination of sputum for TB diagnosis rather than a physical examination.

The result of performance aspects of the most abundant being the result of complaints including sputum examination, where the results can not be retrieved after being examined but at least two days of new sputum examination results can be seen the results, and this makes the respondents uncomfortable because they do not save on transport costs and inefficient time.

## CONCLUSION

Patient perception of the performance of TB services at the General Hospital of Cianjur is good enough. Assessment of the performance of TB care in hospitals Cianjur, assessed by questionnaire in which there are seven dimensions of quality of service, namely section A questionnaire on the characteristics of the respondent (there are 8 questions) then part B which consists of the performance and importance. Part performance consists of: aspects of service availability (9 questions), the relational aspect of patients with the attendant hospital services (8 questions), infrastructure aspects (4 questions), the aspect of cost and payment (3 questions), aspects of the support (2 questions), aspect provision of information (7 questions), and aspects of the procedures and testing (7 questions).

While on the importance consisted of aspects of service availability (9 questions), aspects of the provision of information (7 questions), the relational aspect of patients with the attendant hospital services (8 questions), infrastructure aspects (4 questions), aspects of procedures and testing (7 questions), the aspect of cost and payment (3 questions), and aspects of the support (2 questions)

The aspect that is considered good enough in hospitals Cianjur namely: officers ready to serve, enough time for discussion, benches were comfortable enough, the cost for TB care, transportation assistance, information about the disease and available services TB sputum examination.

While aspects that require improvement for hospitals Cianjur namely: within hospitals that are not easy to reach 67 respondents (100.0%), respects the privacy of 35 respondents (52.2%), which is quite convenient bench 64 respondents (95.5%), blocking the transport costs for treatment 36 respondents (53.7%), food aid assistance transportasi 51 respondents (76.1%), drug side effects information 9 respondents (13.4%), provided services sputum examination, offers TB treatment, examination physical and sputum examination of 67 respondents (100.0%).

## Suggestion

1. Revisiting Standard Operational Services (SOP) regarding services in Poli DOTS so that the quality of patient care is maintained.
2. To improve the quality of human resources to do the training, especially on human relationships with other humans. Things that can be trained how to communicate better, a good attitude and a good empathy superiors and fellow co-workers to patients.
3. To improve the quality of existing facilities; Cianjur hospitals can continue to improve the facilities,

- infrastructure and environmental health of the hospital and maintain existing facilities, especially facilities in TB care.
4. To improve the availability of services, in particular aspects within hospitals that are not easily accessible by the patient; Cianjur hospitals can work together with the nearest health clinic with patients to facilitate medical treatment to hospitals Cianjur.
  5. To improve the delivery of information from health workers, hence the need for debriefing after being given information about the drug and the disease so that patients know and understand, if necessary PMO keep control patients to avoid withdrawal.

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