Analysis of Infrastructure for Covid-19 Patient Satisfaction at RSDI Banjarbaru City

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ABSTRACT

Patient satisfaction is a condition of fulfilling the wishes, expectations and needs of patients. Bases on data from March 2020 to March 2021, there was an increase in patients returning home at their own request by 3% and the lack of fulfillement of patient satisfaction values which were still below 90%. The aim of this study is to evaluate Infrastructure and compliance of covid-19 patients. The study desing used was cross sectional, whit a consecutive sampling and a sample size of 120 covid-19 patients. Data were analyzed using the spearman rank rest. Data collection was carried out from June 2021 to August 2021. The result of the study found that there was a relationship between phycsical facility and satisfaction with p value 0,001 and r 0,498. The better infrastructure provide, the higher pastient satisfaction.

Keyword: infrastructure, nurse, satisfaction