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PUSKA-FKM UI

SERVICE QUALITY ASPECT AND PATIENT EXPERIENCES IN HOSPITALS UNDERGOING JCI VERSUS KARS ACCREDITATION GROUP

1st InaHEA Congress
Novotel Hotel Bandung, 24-25 Januari 2014

Background



In an effort to ensure that hospital health care is delivered safely and effectively, the Government of the Republic of Indonesia requires hospitals to undergo periodic accreditation

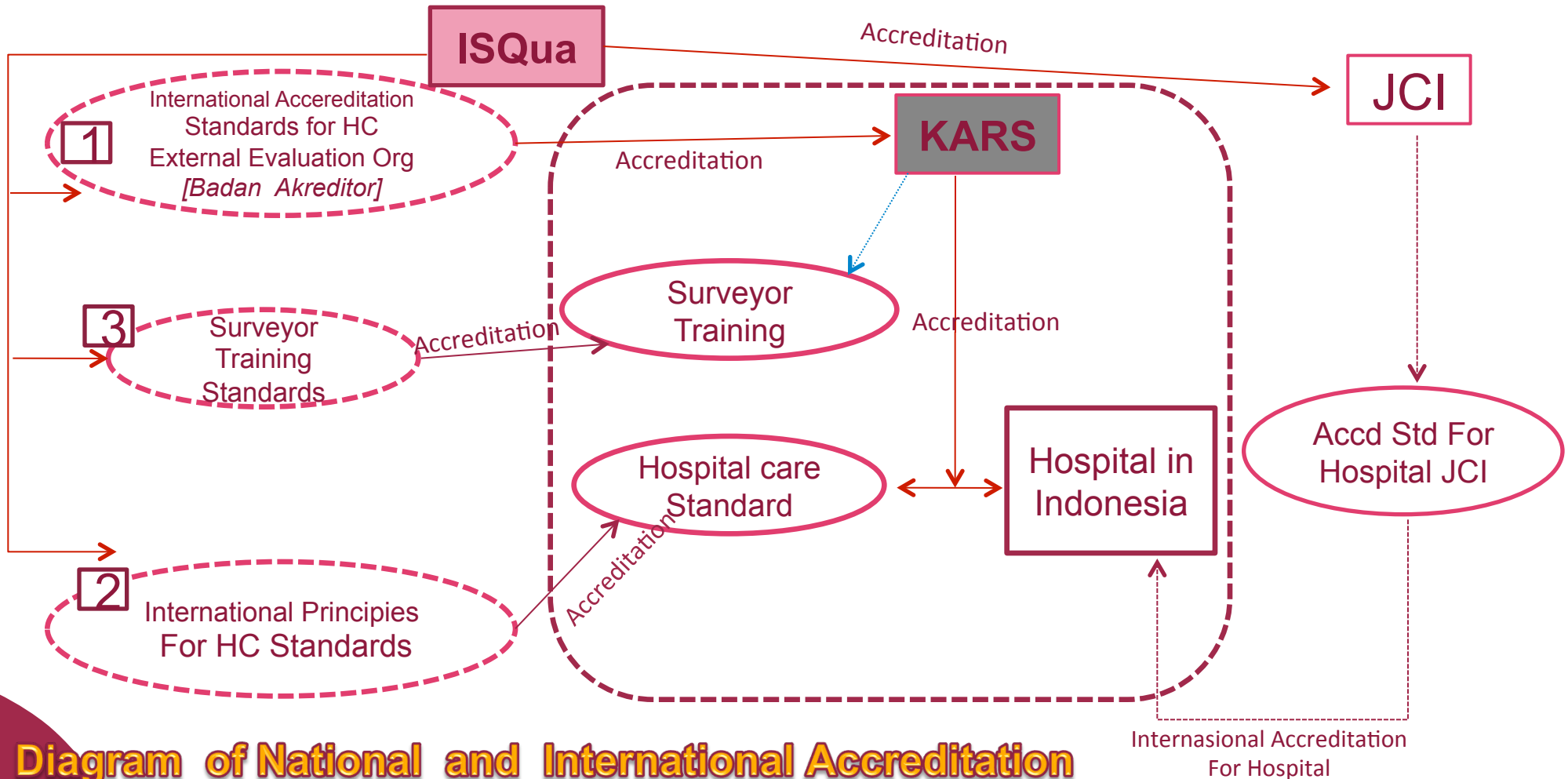
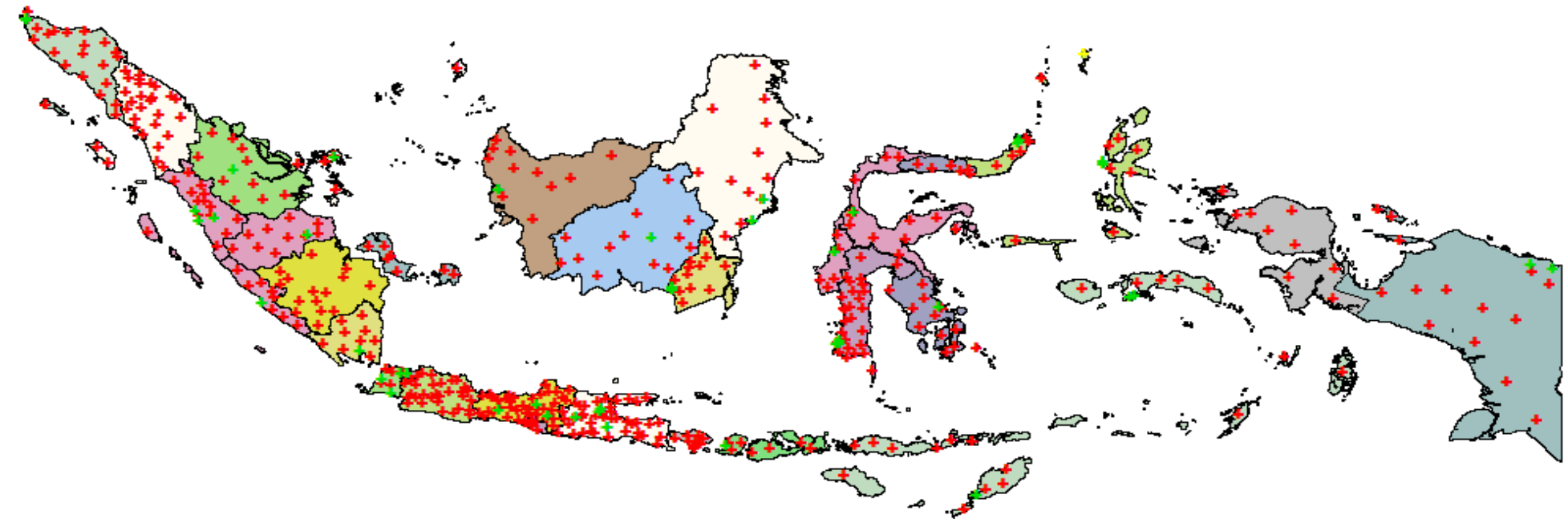


Diagram of National and International Accreditation

Distribution of Government Hospital in Indonesia



-  Provincial Hospital
-  District Hospital



Background



There is limited analysis exploring whether there is a relationship between the accreditation status and the service quality and patient experiences.

- Walker et.al, 1992, *Gap between the customer's expectations and the management perceptions.*
- Weingart et al, (2005) quality of care by asking patients experiences.
- Gonzales, et al, (2005) patient perception is main indicator to evaluate and improve QoC

The CFW/PUSKA UI and URC → “Hospital Accreditation Process Impact Evaluation (HAPIE)” activities in 9 Class A Public Hospital.

Objective and Methodology of the study

- To examine whether there are differences in service quality and patient experiences in hospitals undergoing JCI versus KARS accreditation.
- The design of the study was cross sectional study using chart (medical record) review and patient survey.
- Hospitals can be categorized into three groups: 1) Hospitals seeking JCI accreditation, 2) Hospitals due to obtain KARS accreditation before October 2015 and 3) Hospitals not seeking KARS accreditation before October 2015.

	Method	Sample Size
Quality of Care	Clinical Review: Pneumonia AMI Vaginal delivery Hip fracture	100 patient charts in each hospital → The total of sample size was 956 patients' charts and
Patient Experiences	Patient Interview	120 patients' interview in each hospital. 1080 patients' interview.



Physical Examinations NOT recorded for Pneumonia

Variables		Seeking JCI n = 90	Seeking KARS n = 60	Not seeking KARS n = 120	All Hosp n=270	<i>P value</i>
Information of Basic Physical examinations recorded	Mean	48.9	18.3	17.5	28.1	0.000
	Upper	59.7	30.4	25.5	33.9	
	Lower	38.2	9.5	11.2	22.9	
Frequency of monitoring observation of temperature NOT recorded	Mean	7.8	1.7	0.8	3.3	0.015
	Upper	15.4	8.9	4.5	6.2	
	Lower	3.2	0.0	0.0	1.5	
Wheezing NOT recorded	Mean	28.9	13.3	6.7	15.6	0.000
	Upper	39.4	24.6	12.7	20.4	
	Lower	19.8	5.9	5.9	11.4	
Rhonchi NOT recorded	Mean	8.9	5.0	1.7	48.1	0.053
	Upper	16.8	13.9	5.9	80.9	
	Lower	3.9	1.0	0.2	25.9	



Proportion of Unknown for Admission and History of treatment of Pneumonia

Variables		Seeking JCI n = 90	Seeking KARS n = 60	Not Seeking KARS n = 120	All Hosp n=270	<i>P value</i>
Previous asthma or COPD (unknown)	Mean	53.3	88.3	85.0	75.2	0.000
	Upper	63.9	95.2	90.9	80.2	
	Lower	42.5	77.4	77.3	69.6	
Antibiotics received before admission (unknown)	Mean	55.6	83.3	81.7	73.3	0.000
	Upper	66.0	91.7	88.1	78.5	
	Lower	44.7	71.5	73.6	67.6	
Type of antibiotics has given before admission (unknown)	Mean	68.9	88.3	86.7	81.1	0.001
	Upper	78.2	95.2	92.2	85.6	
	Lower	58.3	77.4	79.3	75.9	



Proportion of Unknown for Admission, History of treatment and Patient condition at discharge of Pneumonia

Variables		Seeking JCI n = 90	Seeking KARS n = 60	Not Seeking KARS n = 120	All Hosp n=270	<i>P value</i>
Dose antibiotics has given before admission (in mg) (unknown)	Mean	83.3	98.3	91.7	90.4	0.008
	Upper	90.4	100.0	95.9	93.6	
	Lower	74.0	91.1	85.2	86.2	
Duration of therapy antibiotics before admission (in days) (unknown)	Mean	80.0	95.0	93.3	89.3	0.002
	Upper	87.7	99.0	97.1	92.7	
	Lower	70.2	86.1	87.3	84.9	
Proportion of Unknown for Patient condition at discharge	Mean	2.2	1.7	14.2	7.4	0.000
	Upper	7.8	8.9	21.7	11.2	
	Lower	0.3	0.0	8.5	4.6	
	<i>P value</i>	0.599	0.313	0.000		



Condition of Discharged of AMI

Variables	Seeking JCI		Seeking KARS		Not Seeking KARS		All Hosp		P value
	n = 90		n = 60		n = 120		n = 270		
	n	%	n	%	n	%	n	%	
Condition At Discharges									0.00
Cured	4	4.4	26	43.3	41	34.2	71	26.3	
Death	13	14.4	6	10.0	9	7.5	28	10.4	
Not cured yet, Judicial Discharge	7	7.8	6	10.0	19	15.8	32	11.9	
Getting better	52	57.8	17	28.3	28	23.3	97	35.9	
Discharged, condition unspecified	11	12.2	1	1.7	6	5.0	18	6.7	
Other	0	0.0	0	0.0	3	2.5	3	1.1	
Unknown	3	3.3	4	6.7	14	11.7	21	7.8	
Total (n)	90	100	60	100	120	100	270	100	



Clinical Examination of AMI NOT Recorded

Variables		Seeking JCI		Seeking KARS		Not Seeking KARS		All Hosp		P value
		n = 90		n = 60		n = 120		n = 270		
		n	%	n	%	N	%	n	%	
Cholesterol Examinations (prop unknown)	Percentage	24	26.7	4	6.7	27	22.5	55	20.4	0.008
	Upper		37		16.2		31		25.7	
	Lower		17.9		1.8		15.4		15.7	
LDL Examinations (prop unknown)	Percentage	26	28.9	4	6.7	27	22.5	57	21.1	0.004
	Upper		39.4		16.2		31		26.5	
	Lower		19.8		1.8		15.4		16.4	
Triglyceride Examinations (prop unknown)	Percentage	24	26.7	4	6.7	28	23.3	56	20.7	0.008
	Upper		37		16.2		31.9		26.1	
	Lower		17.9		1.8		16.1		16.1	



Medical History NOT Recorded of AMI

Variables		Seeking JCI		Seeking KARS		Not Seeking KARS		All Hosp		P value
		n = 90		n= 60		n = 120		n =270		
		n	%	n	%	n	%	n	%	
Previous Angina Pectoris (Prop of Unknown)	Percentage	45	50	45	75	99	82.5	189	70	0.000
	Upper		60.7		85.3		88.8		75.4	
	Lower		39.3		62.1		74.5		64.2	
Prop of Unknown for Hypertension	Percentage	0	0.0	4	6.7	31	25.8	35	13.0	0.000
	Upper		4.0*		16.2		34.6		17.6	
	Lower		0.0		1.8		18.3		9.2	
Prop of Unknown forHypercholesterolemia	Percentage	31	34.4	11	18.3	59	49.2	101	37.4	0.000
	Upper		45.2		30.4		58.4		43.5	
	Lower		24.7		9.5		39.9		31.6	



Medical History NOT Recorded of AMI

Variables		Seeking JCI		Seeking KARS		Not Seeking KARS		All Hosp		P value
		n = 90		n = 60		n = 120		n = 270		
		n	%	n	%	n	%	n	%	
Prop of Unknown for ASMA/ COPD	Percentage	83	92.2	57	95.0	98	81.7	238	88.1	0.011
	Upper		96.8		99.0		88.1		91.8	
	Lower		84.6		86.1		73.6		83.7	
Prop of Unknown for previous heart failure	Percentage	56	62.2	51	85.0	94	78.3	201	74.4	0.003
	Upper		72.2		92.9		85.3		79.5	
	Lower		51.4		73.4		69.9		68.8	
Prop of Unknown for Diabetic	Percentage	16	17.8	16	26.7	62	51.7	94	34.8	0.000
	Upper		27.3		39.7		60.9		40.8	
	Lower		10.5		16.1		42.4		29.1	



Medical Examination – Not recorded (Laceration)

Variables		Seeking JCI n=90		Seeking KARS n=60		Not seeking KARS n=120		All Hospital n=270		P value
		n	%	n	%	n	%	n	%	
Proportion unknown of Laceration	Percentage	12	13.3	5	8.3	35	29.2	52	19.3	0.000
	Upper		22.1		18.4		38.2		24.5	
	Lower		7.1		2.8		21.2		14.7	

Completeness of Information Regarding Delivery Report



Variables		Seeking JCI		Seeking KARS		Not Seeking KARS		All Hosp		<i>p-value</i>
		n=90		n=60		n=120		n=270		
		n	%	n	%	n	%	n	%	
Episiotomy performed	No	35	38.9	17	28.3	15	12.5	67	24.8	
	Yes	32	35.6	41	68.3	49	40.8	122	45.2	
	Unknown	23	25.6	2	3.3	56	46.7	81	30.0	
Minimum Hb during hospitalized (NR)	Percentage	8	8.9	7	11.7	27	22.5	42	15.6	0.017
	Upper	14.9		20.0		30.1		19.9		
	Lower	2.9		3.3		14.9		11.2		
Blood Transfusion	No	43	47.8	29	48.3	2	1.7	74	27.4	0.000
	Yes	1	1.1	3	5.0	3	2.5	7	2.6	
	Unknown	46	51.1	28	46.7	115	95.8	189	70.0	



Condition at Discharge for Hip Fracture

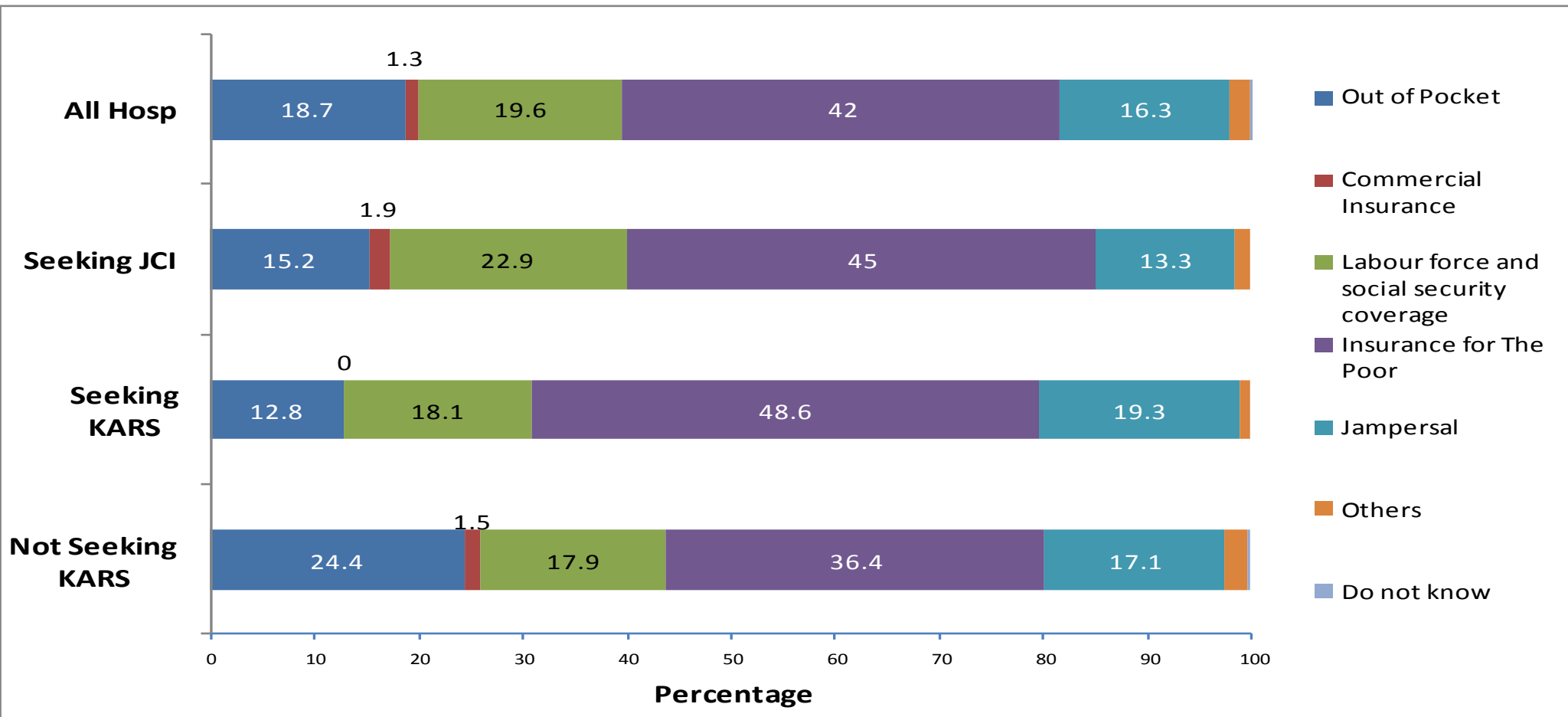
Variables	Seeking JCI		Seeking KARS		Not Seeking KARS		All Hosp		P Value
	n = 58		n = 37		n = 51		n = 146		
	n	%	n	%	n	%	n	%	
Condition at Discharges									
Cured	21	36.2	29	78.4	25	49.0	75	51.4	0.00
Death	2	3.4	1	2.7	2	3.9	5	3.4	
Not cured yet, Judicial Discharge	10	17.2	6	16.2	18	35.3	34	23.3	
Other	0	0.0	0	0.0	1	2.0	1	0.7	
Getting better	15	25.9	1	2.7	0	0.0	16	11.0	
Unknown	10	17.2	0	0.0	5	9.8	15	10.3	



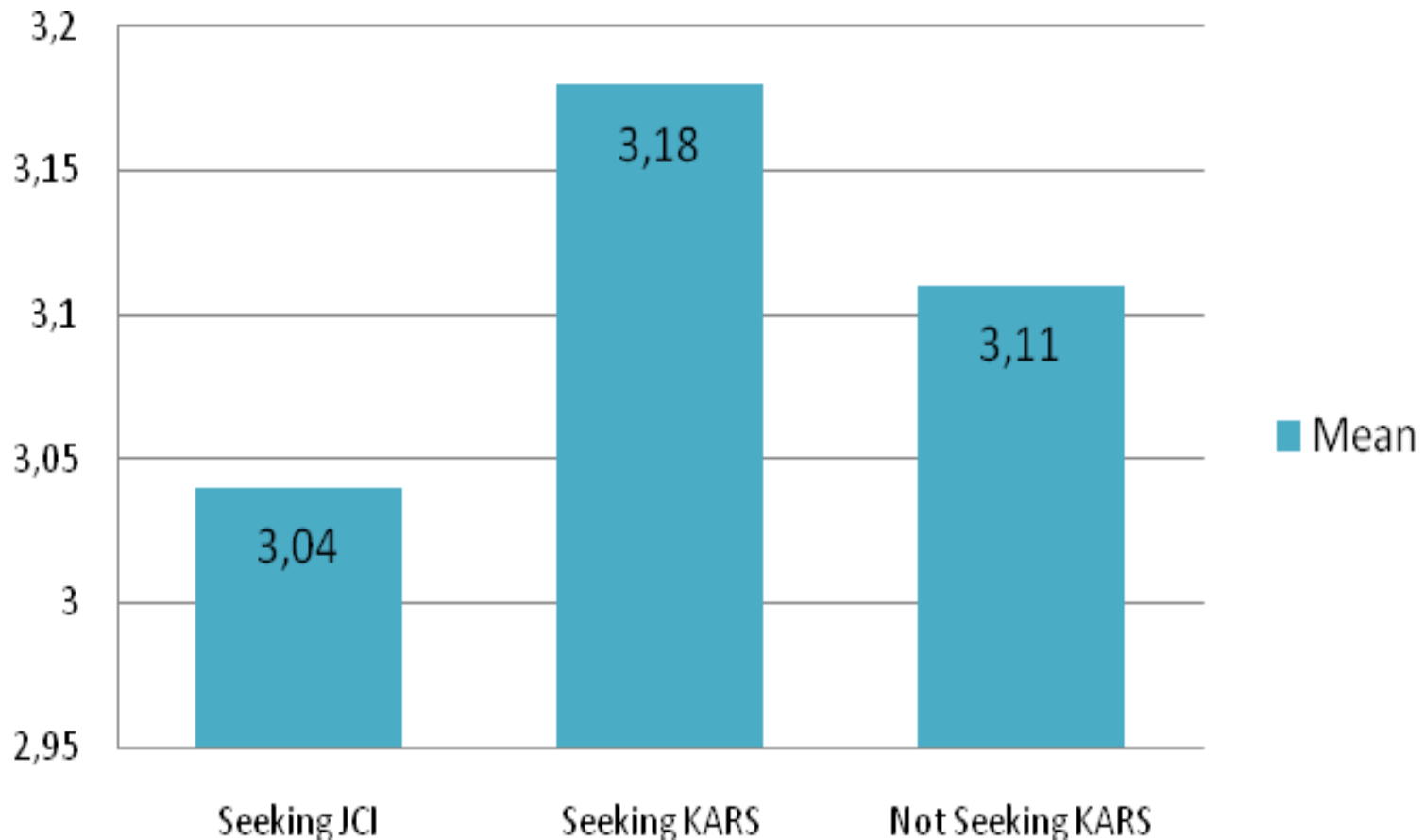
Clinical Practice of Fracture Hip – Surgery and Prophylactic Antibiotic

Variables		Seeking JCI		Seeking KARS		Not seeking KARS		All Hosp		P value
		n = 58		n= 37		n = 51		n=146		
		n	%	n	%	n	%	n	%	
Standard intervention recorded	Percentage recorded	18	31	16	43.2	30	58.5	64	43.8	0.014
	Upper		44.5		60.5		72.4		52.3	
	Lower		19.5		27.1		44.1		35.6	
Proportion receiving antibiotic prophylactic	Percentage	22	37.9	16	43.2	36	70.6	74	50.7	0.002
	Upper		51.6		60.5		82.5		59.0	
	Lower		25.5		27.1		56.2		42.3	

Method of Payment Patient Interview

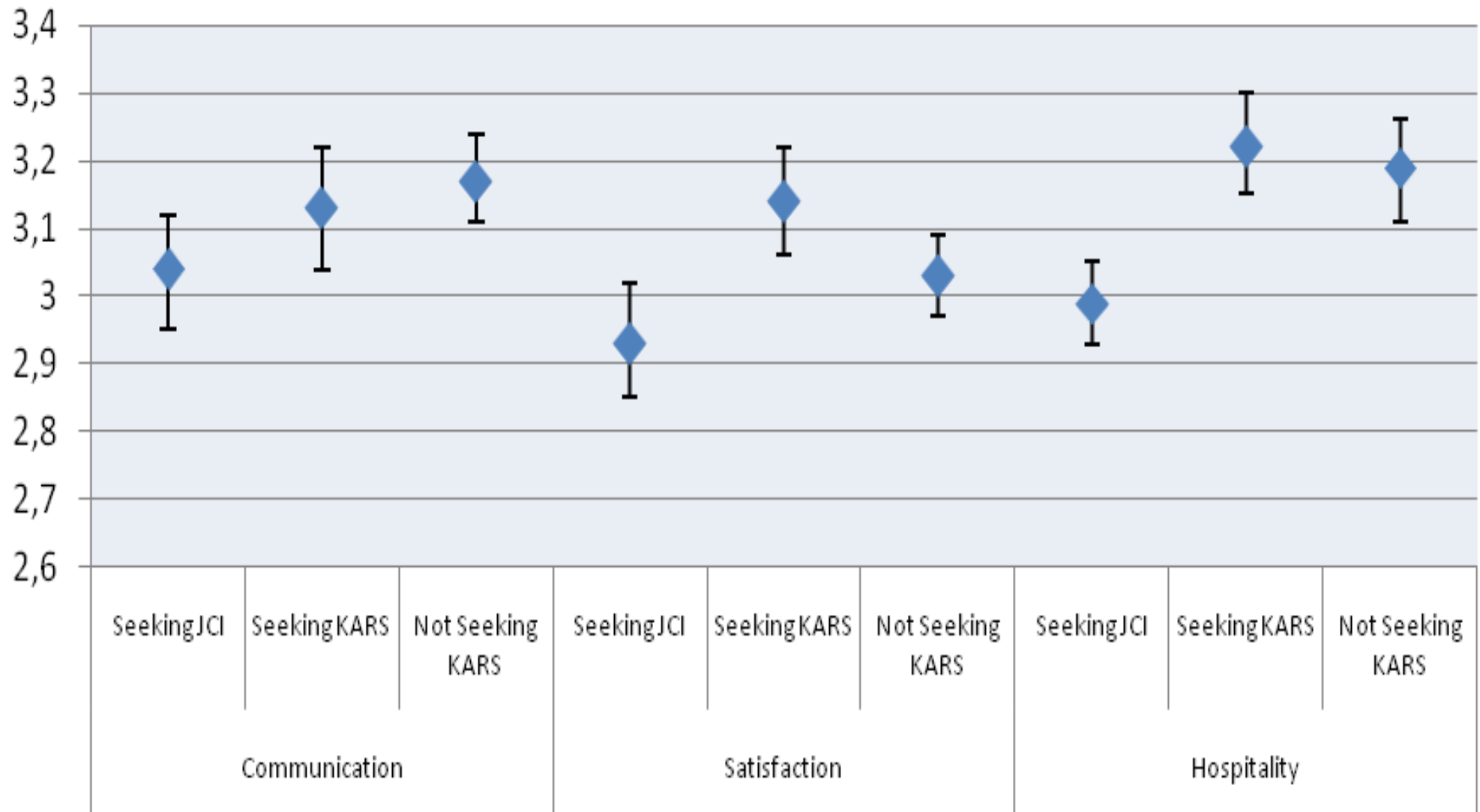


Patient Satisfaction

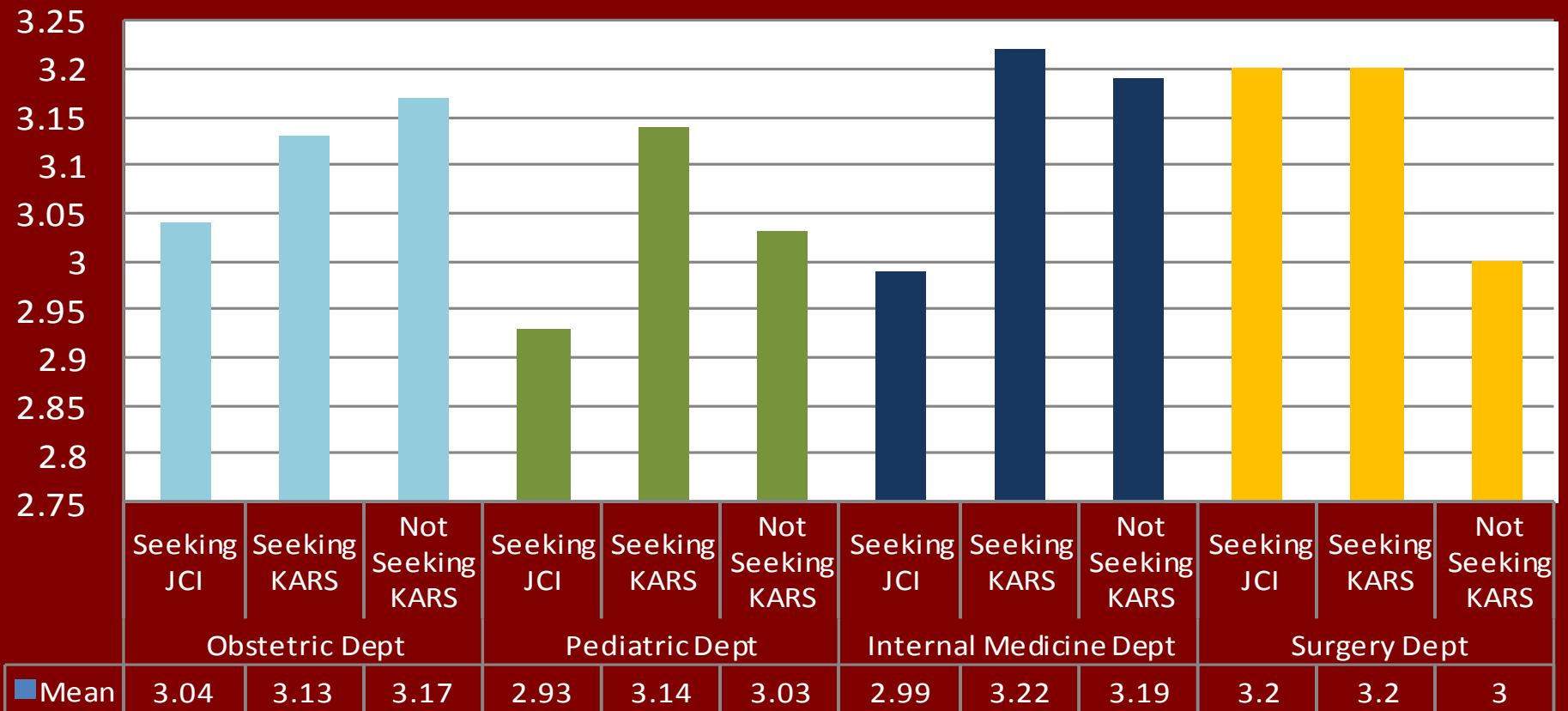




Patient Experiences by Hospital Group (Communication, Satisfaction, and Hospitality)



Patients' Experiences Each Department



Adjusted by: Sex, education, age and method of payment

Conclusion



- Results from **Clinical Review** do not show a consistent pattern of difference among the three hospital group, although for most of variables, hospitals seeking JCI accreditation appear to have slightly better than others.
- In contrast, result from **Patient experience**, hospitals in the group hospitals Seeking JCI had the lowest average scores, for most of indicators
- Recording of examination or patient illness history is still a problem. Patient anamneses were not comprehensively recorded to include predisposing factors that may influence patient prognosis.