

Effective Communication of Doctors in Hospitals Regarding the Quality of Inpatient Services: A Literature Review

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Abstract. *This article discusses the concept of effective Communication of Doctors on the Quality of Inpatient Services. Outpatient and inpatient clinics can both benefit from continuously offering higher-quality care than their competitors. The most important thing is to ensure that patients are satisfied with the service they receive. The services they offer are restricted to what they have learned in medical school, which is only the most fundamental of medical skills. To help patients better grasp their health conditions as well as their options and limitations through verbal and nonverbal communication, doctors work together to come up with creative solutions. An interpreter is required if the doctor and patient don't speak the same language.*

Keywords: Effective Communication, Inpatient Services, Doctor Patient satisfaction, Service Quality, Outpatient

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INTRODUCTION

Hospital services are an essential part of the service sector. The quality of hospital services or patient satisfaction is the most important factor in determining the standards of a hospital's quality. In a hospital, quality of service refers to the care that patients receive from medical staff who do their jobs with professionalism, sensitivity, and responsiveness to their requirements in order to enhance the health of patients in accordance with the best available science, skills, and standards. The patient will be disappointed if he or she believes that the hospital's services are of a lower quality than expected. He considers and attempts to manage his facility in a social and economic way (Al-Asaf, 2015)

Outpatient and inpatient clinics can both benefit from continuously offering higher-quality care than their competitors. The most important thing is to ensure that patients are satisfied with the service they receive. Patients will make a comparison between the services they received and the services they expected after undergoing medical treatment. Patients will lose interest in health care providers if the services they receive fall short of their expectations. They will return to the health care provider if the services they receive meet or surpass their expectations. When it comes to (Wulandari, 2016),

For patients, the most important considerations in selecting a service are the level of medical care, the facility's location, and the cost. Hospitals must ensure that their services and patient perceptions are of the highest quality in order to enhance patient satisfaction and trust. ¹ It is important that the service provided to patients is of high quality and that it is easy and quick for them to access. Inpatient services will be used strategically by the patient, and he or she will feel satisfied with the results (Mahyana et al., 2020).

In Indonesia, the quality of health care is poor, the rates or costs incurred are not comparable to the services received, hospital administrators in Indonesia have not prioritized patients as consumers, and doctors in Indonesia don't give their patients time to consult or are in a hurry to deal with patients. These are some of the factors that drive people to seek treatment outside of the country. There is a stereotype that doctors in Indonesia are cold and uncommunicative with their patients. This demonstrates a lack of interaction between patients and physicians (Gerson et al., 2014)

A doctor's ability to effectively communicate with their patients affects their opinion of the quality of the medical care they receive. A patient's willingness to recover fast (self-management) is increased when they believe they can recover from disease by doing healthy measures because of the benefits of excellent communication by health practitioners (Tjiptono, 2013)

Patients and the general public are more likely than ever to express concerns about the inability of health care providers to effectively communicate with them, thanks to the widespread availability of global communication. The most common criticism about doctors is that they don't want to hear from their patients. When it comes to doctors' contact with their patients, the American Society of Internal Medicine isn't convinced. Some patients are dissatisfied with medical care not because they lack confidence in the doctor's abilities, but because they believe they are not receiving adequate attention. Doctors should not be hurried in their responses to patient complaints and should be ready to listen attentively to them (Salo - Mullen et al., 2015). Patients, doctors, and others benefit much from effective health communication. In order to detect the patient's stress, a doctor is more likely to create a more accurate and thorough diagnostic that includes rates, nurses, doctors, services, facilities, and marketing information

A doctor's duties are also laid forth in medical ethics code of ethics article 10. To be a doctor, one must be honest and use all of his or her knowledge and talents for the benefit of the patient. If he is unable to carry out an examination or treatment, he is required to refer the patient to a doctor with expertise in the disease, with the patient's permission. As a result, a doctor must apply his or her knowledge to the fullest extent possible when treating patients. Doctors must also provide emergency aid to their patients in Article 13 of the Code of Medical Ethics, however many patients are having to wait too long for their doctor to arrive. In addition, a doctor's patients want him to be well-groomed and presentable. Because a doctor's look can have a significant impact on the doctor's authority and confidence in front of his or her patients

Patients are reluctant to ask inquiries because they believe doctors have a superior status in the medical community. This can be due to a variety of factors, including embarrassment, fear of being labeled as foolish, or just a lack of understanding on the patient's part due to the doctor's native tongue. Unconsciously, the patient portrays his physician as noble and error-free because he has high expectations of the

doctor. As a result, the patient relinquishes control of his or her life to the doctor, who makes the final call on the course of treatment without consulting the patient. Getting people to open up to doctors is particularly challenging because doctors are often rude or unsympathetic to their patients. In Russell's research, he shows that the active party has authority over the passive and weak party and plays the role of reliance. Patients are frequently unable to communicate effectively with doctors because they lack a basic understanding of how to do so (Jegade et al., 2017).

In order to build a trustworthy connection with patients, doctors must communicate effectively. The adoption of a communication process is also supported by the patient's trust in the doctor and the doctor's availability to explain information connected to the patient's medical history. When we have faith in someone or something, it gives us a lens through which to see the world, and it serves as a foundation for making decisions and shaping our attitudes toward the subject of those decisions. As a result of the rarity of doctors who are willing to spend time conversing with their patients, doctors place a high value on effective communication.

LITERATURE REVIEW

The concept of communication

(1) communication unites all the disconnected elements; (2) it exchanges thoughts or ideas; (3) it delivers information; and (4) it equates two or more items relating to power over a person or a group to one or more other things. Communication can be defined in many ways, such as: Other definitions of communication include: (1) verbal interchange of thoughts or ideas; (2) the ability to comprehend and be understood by others; and (3) the ability to communicate with others. When something was originally owned by a single person but now belongs to multiple people, the process of communication is known as "multiple ownership." (4) Communication is a deliberate delivery of messages from the source to the recipient in order to influence the recipient's behavior.

Communication Process

Describe communication by answering the questions Who Says What Through Which Channel and To Whom with What Effect, according to Harold Lasswell (Who said what through which channel and to whom and with what effect?). There are two parts to the communication process that provide answers to Lasswell's paradigmatic questions: (1) the communicator (source), who is the party that transmits or issues a stimulus, and (2) the communicant (receiver), who is the party that receives the stimulus and provides a response. When the communicant receives a stimulus from a communicator, the communicant's response can be active or passive; (3) The message (message) is the content of that stimulus. Tools or means used by the communicant (media) to communicate messages or information to the communicant are known as channels (media) (Effendy, 2011).

Communication Type

There are two basic forms of communication: verbal and nonverbal. Verbal communication makes use of symbols such as words to express ideas or feelings, elicit emotional responses, or describe things seen or remembered. The act of communicating without the use of words

Effective Communication of Doctors with Patients

According to the Indonesian Medical Practice Law Number 29 of 2004, the term "doctor" refers to doctors, specialists, dentists, and specialist dentists who have graduated from medical or dental education both at home and abroad recognized by the Government of Indonesia. an invite (Medical Practice Law, 2004).

A doctor as someone who has earned a doctoral degree from a medical school and a government-issued license to practice medicine. Medical knowledge (clinic) and the ability to practice one's talents are two more definitions of what it means to be a "doctor." Providing medical aid is a common formulation for putting medical training and expertise to use in patient care

"Doctor" is defined operationally as a health worker who becomes the patient's initial point of contact with his doctor to handle all health issues faced regardless of the type, organology, age group and gender. in conjunction with other health care professionals, employing principles of effective and efficient service and upholding professional, legal, ethical, and moral duties; comprehensive, complete, continuous, and in coordination and collaboration with The services they offer are restricted to what they have learned in medical school, which is only the most fundamental of medical skills.

Competence, strong doctor-patient and doctor-colleague relationships, and commitment to professional ethics are only a few of the critical components of high-quality medical care, according to Indonesia's Medical Consul. It is necessary to have a certain level of competence in order to participate in community activities without supervision.

In order to provide medical services for patients, doctors need to solve the problem, cure the disease, and care for the patients so that problems can be solved, including providing advice and counseling to ensure that the disease doesn't recur and if necessary, ensuring disease prevention, all of which must be accomplished simultaneously (care the patient). Aiming to gratify or fulfill the needs of patients and their family members The first and second aspects are concerned with medical knowledge and skills, while the third and fourth aspects are focused on attitudes, communication, and the ability to weigh information (judgment) In 2016.

Predicates, obligations, and other essential functions are assigned to the term "doctor." Even though it is important to remember that doctors are also responsible for carrying out anthroposocial tasks and realizing the individual responsibility of caliphate in the context and reality in which they operate, they must not overlook the importance of the intellectual side of their training and development. It is imperative that physicians maintain their adherence to scientific disciplines so they can reconcile their understanding of medicine with today's society's realities.

In order to aid patients with their health concerns, doctors and dentists maintain regular communication throughout the assessment, therapy, and treatment processes in individual practice rooms, polyclinics, hospitals, and puskesmas. Communication between doctor and patient that is both effective and efficient is essential to building trust between the two parties and, ultimately, to effectively conveying information and eliciting cooperation between the two parties. To help patients better grasp their health conditions as well as their options and limitations through verbal and nonverbal communication, doctors work together to come up with creative solutions.

Health Service Quality Concept

When it comes to healthcare quality, it refers to how well the available resources in hospitals or health centers are being utilized in accordance with professional standards and service standards while also meeting societal norms, ethics, legal requirements, and cultural expectations in a way that is reasonable, efficient, effective, safe, and satisfying, taking into account the government's and the public's limitations and capacities (Ministry of Health, 2016). Providing high-quality health care is based on the three pillars of quality, affordability, and availability. Customer-focused (customer-oriented) services are those that are available (available), easily accessible (accessible), adequate (acceptable), reasonably priced (reasonably priced), and straightforward to administer (controllable) the following year, (Nelviza & Ardenny, 2017).

Doctor Service

Professionalism, self-awareness, and self-development are the building blocks of doctors' competences in providing health services. They are supported by pillars in the form of information management, scientific foundations, clinical skills, and health management. Patients' or clients' complaints or issues are used as a starting point for tracing the disease's past, doing physical examinations, and conducting supporting examinations as part of a doctor's medical practice. Patients must be treated holistically and comprehensively in all of these activities, and doctors must put their professional ethics above their own personal interests/benefits.

Health care can be provided by doctors. Cultural and linguistic disparities are two of the most significant roadblocks to effective doctor-patient communication. An interpreter is required if the doctor and patient do not speak the same language. The problem is that in many cases, there is no suitable interpreter, and doctors have to find a suitable individual for the task. Because of cultural differences in understanding of disease origins and nature, patients may be unable to comprehend the diagnosis and therapy delivered. This can generate communication issues. At times like these, the doctor's job is made more difficult by the patient's inability to articulate his or her concerns about health and healing and the difficulty of receiving the doctor's advice from the patient. As long as the doctor is able to convey all necessary information to the patient, and the patient wants to know the diagnosis, prognosis, and treatment options, then the patient will be in a position to make educated judgments about the best course of action. In such cases, the doctor should do everything in his power to gain a thorough understanding of the patient's views about health and healing and to effectively explain his recommendations to that patient. A medical euphemism

According to this paradigm, it's critical to understand how patients feel their illness, as well as the underlying socio-psychological elements that may influence their treatment. This indicates that the doctor is actively listening to what the patient has to say. Successful doctor-patient relationships and medical decisions are built on the understanding that patients are also experts in their own right. They are. Doctors may be knowledgeable about disease causes, treatment alternatives, and preventative techniques, but only the patient is privy to his or her own sickness, social circumstances, routines, risk attitudes, beliefs, and preferences (Arianto, 2017).

The ability of a doctor to interact effectively with his patients in order to accomplish a variety of objectives. It is important for doctors and patients to have a healthy interpersonal interaction, communicate information, and make medical decisions in order to accomplish these three goals (Arianto, 2017)

Factors Affecting the Quality of Health Services

Patients' perceptions of the quality of health care are influenced by a number of factors, including: (1) A negative relationship exists between tariffs and the demand for health care services. The less demand there is, the higher the tariff. As a patient's decision becomes more difficult, this unfavorable association becomes more apparent. The doctor's decision has a significant impact on the degree of patient demand for hospital services. There are a variety of medical actions that can be taken depending on the doctor's judgment. The community's normative statement does call for affordable hospital care for the poor. It is important to note, however, that low fees and inadequate subsidies can lead to worse quality treatment for the poor, which is a key challenge in hospital management. Because of this, it is imperative that the hospital and doctors work together harmoniously in order to deliver the best possible service to their patients. When a patient's final goal is to recover from the condition, the doctor's attention, security, compassion and thoroughness in the treatment procedure are crucial. Patients can be more easily cared for and recovered if they have good communication skills. (3) Nurses are paramedics who have been trained to provide nursing care with dedication, friendliness, politeness, attention, and patience through good communication in order to provide a sense of security and patient confidence that will lead to better outcomes. (4) Assistance, Determine how long customers will have to wait for services/services and find something to occupy them while they're waiting, so they don't get bored. One of the most important factors influencing consumers' perceptions of the quality of health care services is timely delivery; (5) Hospitals, as places to receive health services, have an image of themselves with the condition of good facilities so that service users can feel comfortable. Hospital amenities, such as parking lots, waiting room comfort, noise, hospital hygiene, restrooms, and others, contribute to patient dissatisfaction with hospital services. The design of a facility's layout has an impact on how customers form their opinions.

CONCLUSION

The services doctor offer are restricted to what they have learned in medical school. It is important for doctors to maintain their adherence to scientific disciplines so they can reconcile their understanding of medicine with today's society's realities. To help patients better grasp their health conditions as well as their options and limitations through verbal and nonverbal communication, doctors work together to come up with creative solutions. An interpreter is required if the doctor and patient don't speak the same language. Because of cultural differences in understanding of disease origins and nature, patients may be unable to comprehend diagnosis and therapy delivered. Successful doctor-patient relationships are built on the understanding that patients are also experts in their own right. Low fees and inadequate subsidies can lead to worse quality treatment for the poor, which is a key challenge in hospital management. Nurses are paramedics who have been trained to provide nursing care with dedication, friendliness and politeness. Determine how long customers will have to wait for services/services and find something to occupy them while they're waiting, so they don't get bored.

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