

# PATIENT-CENTERED CARE: HOW DO PATIENTS PERCEIVE ITS IMPLEMENTATION?

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## ABSTRACT

**Background:** Modern healthcare systems are rapidly changing to adopt a more patient-centred approach to care. Patient-centered care (PCC) is a main determinant of care quality. Patient-centered care has many associated benefits, and has been shown to improve health communication, increase patient self-care and adherence to treatment regimens, improve continuity of care, and increase patient satisfaction. This study aimed to analyze patient's perception in PCC implementation.

**Subjects and Method:** This was a qualitative study conducted at a general practitioner clinic in Malang. A sample of 6 patients was selected for this study. The theme of this study was patient's perception in PCC implementation. The data were collected using in-depth interview and analyzed by content analysis.

**Results:** Of the 6 informants, 4 informants reported that they were informed and given the opportunity to choose health service, but the other 2 informants reported that they were not informed and were not given the opportunity to choose health service.

**Conclusion:** Most patients at general practitioner clinic get information and are involved in choosing health service.

**Keywords:** patient-centered care, perception, patient

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