

SHARIA HOSPITAL AS AN ADDED VALUE: A SYSTEMATIC REVIEW

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ABSTRACT

Background: Sharia hospital is a hospital that provides health services in accordance with Sharia principle. According to framework Sharia based quality management system, the application of Sharia standard in the hospital management system may increase the quality of health care and improve patient satisfaction. This study aimed to review systematically Sharia hospital as an added value.

Subjects and Method: A systematic review was conducted by searching published articles from databases, including Google scholar, PubMed, Scopus, and ProQuest. The keywords were “hospital compliant Sharia”, “patient satisfaction”, “Sharia hospital”, and “Islamic hospital”. The inclusion criteria of this study were English, full text, and open access journal. The articles were reviewed using PRISMA flow diagram.

Results: Two studies from Malaysia reported the Sharia hospital principle was associated with patient satisfaction. Patient satisfaction related to factors including the availability of the facility for praying, appearance of staff, and attitude of health workers in providing health services. Studies in Iran reported that care delivered by same-sex health worker also affected the satisfaction of female patients.

Conclusion: The application of Sharia principle in hospitals influences patient satisfaction.

Keywords: Sharia hospital, patient satisfaction

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