THE ASSOCIATION BETWEEN PATIENT SATISFACTION, NUTRITION EXPERT CONSULTATION PRACTICE, AND THE QUALITY OF NUTRITION SERVICE AT INPATIENT WARD, HANAU HOSPITAL

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ABSTRACT

Background: The principal activities within the scope of nutrition service in hospitals are patient nutrition care and food preparation. Indicators of the quality of nutritional services are the planning of nutritional care in accordance with the service standards for successful nutrition consultation, the accuracy of the diet served, food presentation, taste of the food, and the leftovers of the patient. The minimum amount of food left by patients is less than 20% according to the Hospital Minimum Service Standards. This study aimed to evaluate the relationship between the level of patient satisfaction with food services and the practice of nutritionist consultation as evaluated from the leftovers of patients in the inpatient ward in Hanau Hospital.

Subjects and Method: This was a cross-sectional study conducted at the Hanau Hospital. The number of respondents in this study was 67 people. The independent variable was the level of patient satisfaction with food services and nutritionist consulting practice services. The dependent variable was food waste assessed by the Visual Comstock method. Food waste data were obtained using the Visual Comstock method. Assessment of patient satisfaction were using a questionnaire. The practice of consulting nutritionists was assessed by observation using a standard operational checklist sheet for nutrition consultation procedures. The data were analyzed using Rank's Spearman.

Results: From the assessment of nutritionist consultation services during nutrition consultation, it was found that 44.8% patients were in the sufficient category and 43.3% patients were in the good category. 53.7% patients were satisfied with the food services provided, both from the timeliness of serving the food, the taste of food, and the appearance of the waiters, while 15% were dissatisfied. Measurement of food waste showed that the average food waste was 30.2%. Patient satisfaction level was not related to nutritional service on the leftovers of the patient. The practice service of nutritional consultation was not related to patient satisfaction assessed by the leftovers of the patient.

Conclusion: Based on the patient’s leftovers, there is no relationship between the level of patient satisfaction with nutrition services. Also, there is no relationship between the nutritional consultation and patient satisfaction.

Keywords: food service, leftovers, nutritional consultation, patient satisfaction

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