

ABSTRACT

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ANTECEDENTS OF PATIENT HEALTH ENGAGEMENT IN THE RADIOTHERAPY SERVICE (EVIDENCE FROM A PRIVATE HOSPITAL IN INDONESIA)

(xv + 168 pages; 16 figures; 25 tables; 9 appendix)

The growth of private radiotherapy (RT) facilities, especially in emerging countries, is linear with the increase in cancer incidents. Private hospitals' challenge is to provide quality care and simultaneously grow the business. Unfortunately, limited studies elucidate the outcome of radiotherapy from the patient's perspective and the provider's performance, especially in emerging countries. This study investigates the relationship between antecedents of patient health engagement (PHE) and how it is associated to revisit intention (RVI) and intent to recommend (ITR) in private hospital RT facilities. This study was done through a quantitative, cross-sectional technique with a patient questionnaire survey modified from a radiotherapy experience questionnaire (RTEQ) and patient health engagement (PHE). Partial least squares structural equation modelling (PLS-SEM) were used to analyze the data from 173 respondents who had undergone radiotherapy in one centre with specific criteria. The result of this study demonstrated that seven of the eight experience antecedents of PHE measured by reliable and valid RTEQ were significantly related to PHE (p-value <0.05). At the same time, the degree of PHE has a significant relationship with RVI and ITR (p-value <0.05). The conclusion of this study is patient information needs (INF) elements from the patient experience, followed by situational repose (SR), were shown to have a prominent relation to PHE. The management of private RT facilities needs to focus more on these elements to encourage PHE to establish hospital performance.

Reference : 84 (1974 - 2022)

Keywords : Patient health engagement; patient experience; revisit intention; intent to recommend; radiotherapy patient

ABSTRAK

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ANTESEDEN DARI PATIENT HEALTH ENGAGEMENT DALAM PERAWATAN RADIOTERAPI (SEBUAH PENELITIAN DARI RUMAH SAKIT SWASTA DI INDONESIA)

(xv + 168 halaman; 16 gambar; 25 tabel; 9 lampiran)

Pertumbuhan fasilitas radioterapi (RT) swasta, terutama di negara-negara berkembang sejalan dengan peningkatan insiden kanker. Tantangan rumah sakit swasta adalah memberikan layanan berkualitas serta meningkatkan pertumbuhan bisnis. Sayangnya, belum banyak studi yang menjelaskan *outcome* radioterapi dari sudut pandang pasien dan penyedia layanan, terutama di negara-negara berkembang. Studi ini menyelidiki hubungan antara anteseden *patient health engagement* (PHE) dan bagaimana hal tersebut mempengaruhi *revisit intention* (RVI) dan *intent to recommend* (ITR) di fasilitas RT rumah sakit swasta. Penelitian ini menggunakan teknik kuantitatif, *cross-sectional* dengan survei kuesioner pasien yang dimodifikasi dari *radiotherapy patient experience questionnaire* (RTEQ) dan *patient health engagement* (PHE). Model PLS-SEM digunakan untuk menganalisis data dari 173 responden yang telah menjalani radioterapi di satu rumah sakit dengan kriteria tertentu. Hasil penelitian ini menunjukkan bahwa tujuh dari delapan anteseden PHE yang diukur dengan RTEQ reliabel dan valid, serta memiliki hubungan yang signifikan terhadap PHE (p -value $<0,05$). Penelitian ini juga menunjukkan PHE memiliki hubungan yang signifikan terhadap RVI dan ITR (p -value $<0,05$). Kesimpulan dari penelitian ini adalah *informational needs* (INF), dan diikuti oleh *situational repose* (SR), terbukti memiliki hubungan yang signifikan terhadap PHE. Fasilitas radioterapi swasta perlu lebih fokus terhadap elemen tersebut untuk mendorong PHE sehingga meningkatkan kinerja rumah sakit.

Referensi : 84 (1974 - 2022)

Kata Kunci : *Patient health engagement; patient experience; revisit intention; intent to recommend; radiotherapy patient.*