



Research

Description of Patient Satisfaction with the Cleanliness of the Hajj General Hospital Makassar

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ABSTRACT

Islamic hospitals are a form of Islamic health business that has an important role in providing health services to the community. One of the important aspects of hospital services is the cleanliness of the house according to the standards that have been set for the comfort of patients and institutions at the hospital. This study aims to provide an overview of patient satisfaction with hospital cleanliness at RSUD Haji Makassar. This research uses a qualitative method with a descriptive analysis approach, which collects data by interviewing and making direct observations regarding hospital cleanliness. The research results show that RSUD Haji has good hygiene standards as proven by patient testimonies and direct incidents when we made direct observations.

1. Introduction

The final paragraph of the author conveys the researcher's hypothesis and research objectives.

According to the Islamic Hospital Association, the Indonesian Islamic Health Effort Syuro Council (Mukisi) is a hospital whose entire activities are based on the principles of Maqashid al-Syariah al-Islamiyah (goals of Islamic sharia). Sharia Hospital Certification functions to improve the quality of service, as a means of Islamic da'wah in hospitals, to provide guarantees that hospital operations are carried out in accordance with sharia, both for management and patient services, as well as as a guide for hospital founders (owners) and managers in managing according to sharia principles. .(1)

Some examples of sharia implementation include the hospital's obligation to follow and refer to the fatwa of the Indonesian Ulema Council related to contemporary Islamic legal issues in

the field of medicine (al-masa'il al-fiqhiyah al-waqi'iyah al-thibbiyah), the availability of a guide to the proper procedures for worship, obligatory for patients (including purification and prayer for the sick), obligation to use halal medicines, food, drinks, cosmetics and goods that have received a Halal certificate, obtain approval from the Sharia Supervisory Board when using medicines that do not contain haram elements, as well as in forced (emergency) conditions when using drugs that contain haram elements, it is mandatory to carry out informed consent procedures/patient approval(1).

Islamic hospitals are a form of Islamic business, which in the entire process is in accordance with the contract and principles of muamalah (business) in Islam, namely mercy, peace, safety, prosperity, security and so on. In Islamic health services, health professions and medical service or support activities become worship to achieve Allah's approval by basing knowledge, attitudes and skills (competency demands) as well as behavior on Islamic values to treat, prosper and make patients independent. There are five aspects of Islamic health services, namely:

1. Islamic attitudes and behavior of officers
2. Facilities and facilities for Islamic health services
3. Procedures, procedures or mechanisms for Islamic health services
4. Islamic health service atmosphere
5. Financing Islamic health services

Islamic service is a comprehensive (holistic) service system, which includes physical, mental and spiritual based on the principles of modern science and technology which continues to develop while always referring to Islamic principles in terms of aqidah, worship and morals. One of the sayings of Rasulullah SAW regarding Islamic Hospitals which means:

"Get treatment! Indeed, Allah did not create a disease but created a cure for it except for one disease. Then they asked: what disease is that, O Messenger of Allah? He SAW answered: old disease." (HR Abud Daud and Turmuzi).

Before the emergence of Islam, medical practices were mostly carried out in the form of shamanic rituals, where each tribe had a spiritual expert who was highly respected as a reference for various types of illnesses that befell them, until finally the apostolic mandate was issued to Muhammad SAW to spread the teachings of Islam, then in all forms Shamanism, magic, astrology rituals in all their forms are forbidden and considered polytheism that Muslims must shun, not only that, the treatment process is also prohibited from using haram objects. And what is even more interesting is that Islam orders medical treatment.

2. Method

This research was conducted in September 2023 at the Makassar Regional General Hospital, Tamalate District, Makassar City using qualitative methods with a descriptive analysis approach, where primary data sources were obtained through interviews and direct observation. Where in-depth interviews were conducted with informants, namely the head of the employee division and one of the patients at the hospital who had utilized health services at the Haji Makassar Regional General Hospital, Tamalate District, Makassar City.

3. Results & Discussion

Hospital Overview

Haji General Hospital - Makassar, or known as RSUD Haji Makassar, is a religious hospital located in Tamalate, Makassar, South Sulawesi Province. This hospital in Makassar started with a grant from the Kingdom of Saudi Arabia as compensation for the Mina Tunnel tragedy which claimed the lives of many Hajj pilgrims from South Sulawesi in 1990. Inaugurated in 1992, RSUD Haji Prov. At that time, South Sulawesi had the status of a type C hospital.

Starting in 2010, RSUD Haji Prov. South Sulawesi physically, equipment and service procedures meet the standards of a Class B Non-Teaching Hospital. Since then, the development of one of the hospitals in Makassar has accelerated, for example providing 12 health services and so on. Not only 24-hour emergency room and inpatient services, RSUD Haji Prov. South Sulawesi is equipped with outpatient services which provide around 12 general and specialist polyclinics, including:

- ENT polyclinic
- Neurology Polyclinic
- Medical Check up Polyclinic
- Eye Polyclinic
- Nutrition Polyclinic
- Heart and Blood Vessel Polyclinic
- Dental and Oral Polyclinic
- Children's Polyclinic
- Surgical Polyclinic
- Gynecology and Obstetrics Polyclinic (brief introduction about the hospital)

Patient Satisfaction with Hospital Cleanliness

The flow of work carried out by cleaning officers at RSUD Haji Makassar is as follows(2):

1. Throw away the rubbish around the room or where they work, both medical and non-medical rubbish. The rubbish is taken from the rubbish box that has been provided and separated into medical rubbish and non-medical rubbish.
2. Clean the furniture in all rooms of the hospital environment. This means cleaning furniture such as tables, chairs, wiping windows, doors, equipment in the office, doctor's room, treatment room, emergency room, patient room, laboratory, nutrition department and so on.
3. Sweep the floors of the rooms and hallways in the hospital. To sweep the floor, officers usually use an obi or often called a kobi
4. Mopping the floors of rooms and hallways in the hospital. To mop the floor, officers use chemicals such as disinfectants which are useful for killing germs on the floor.
5. Clean toilets and bathrooms. Staff clean bathrooms in hospitals, including public

- bathrooms, for patients, doctors, nurses and office employees.
6. *General Cleaning* is work carried out by cleaning staff outside of the main tasks or routines that must be carried out every day.
 7. Cleaning gardens and courtyards in the hospital environment. Like cleaning grass and taking care of plants.

Table 1

The Hospital Assessment Element must have guidelines regarding hospital cleanliness standards

| The Hospital | Application | | Patient Party | Application | |
|--|--------------|---------|--|-------------|---------|
| | Alread dy | Not yet | | Alread y | Not yet |
| Does the hospital have guidelines regarding hospital cleanliness standards? | √ | | How is the cleaning service at this hospital? ? explain ! | | |
| What are the hygiene standards applied at this hospital? | | | | | |
| How standard waste management in this hospital? | | | | | |
| Is there a difference in waste management in each treatment room?(such as operating rooms and delivery rooms)? - If yes, how is it implemented? | | | | | |

Based on the results of interviews, cleanliness at the Haji Hospital has its own cleanliness standards. Judging from the initial stage related to waste management, it is sorting each where the Hospital has provided different containers for each type, both medical waste and non-medical waste. And in interviews with patients, many said that the cleanliness at RSUD Haji Makassar was very good, this was proven when we visited the hospital directly. The condition of the hospital is very clean and beautiful, both from the floor, lobby, good waste management, even the patient

rooms are also very clean because, when we enter the patient's room we are required to remove our footwear first and there is no rubbish piled up in the patient's room. The condition of the lobby is very clean and comfortable so that we visitors feel comfortable and at home sitting in the lobby. Regarding the condition of the park, it is clean and there is no rubbish scattered around. So it can be concluded that waste management and cleanliness at RSUD Haji Makassar is very good.

This is in line with research (Firdaus, N 2021) which states that Bhayangkara Hospital, Palangka Raya City, Central Kalimantan manages medical and non-medical solid waste by implementing waste separation between medical and non-medical waste based on Law of the Republic of Indonesia Number 32 of 2009 dated 3 October 2009 concerning Environmental Protection and Management, Law of the Republic of Indonesia Number 36 of 2009 dated 13 October 2009 concerning Health, and Decree of the Minister of Health of the Republic of Indonesia Number 1204 of 2004 dated 19 October 2004 concerning Hospital Environmental Health Requirements.(3)

4. Conclusion and Recommendations

Based on research results, RSUD Haji Makassar has cleanliness standards which include waste management, cleanliness of the lobby, cleanliness of medical staff rooms, cleanliness of patient rooms, cleanliness of bathrooms, and cleanliness of the hospital garden area. Haji Hospital reinforces that they have good hygiene standards as evidenced by testimonies from patients and direct incidents when we went to Haji Hospital.

Suggestions for the Makassar Haji Hospital are to maintain the cleanliness standards they have or perhaps improve these standards so as to create a good and healthy environment for both patients and medical personnel who work at the Hospital.

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