



DOI: <https://doi.org/10.38035/ijphs.v3i1>
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The Influence of Healthcare Services, Nursing Actions, and Communication on Post-Operative Patient Satisfaction at HNGV Hospital, Dili, Timor-Leste

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Abstract: This study aims to examine the influence of healthcare services on patient satisfaction after surgery, assess the impact of nursing interventions on postoperative patient satisfaction, evaluate the effect of communication between healthcare providers and patients on postoperative patient satisfaction, and identify the dominant factors influencing postoperative patient satisfaction at Hospital HNGV, Dili, Timor-Leste. The study adopts a systematic approach by conducting a literature search through reputable journal databases such as Google Scholar, Wiley Online Library, and Sage Journal. Inclusion criteria include articles published within the last 10 years. Subsequently, the authors conducted a search and selection of relevant studies for review using the PIOS framework (Population, Intervention, Comparison, Outcome). The findings of this study conclude that effective communication is a key factor in improving the quality of healthcare services. Structured communication interventions were found to reduce family anxiety and increase patient satisfaction, with approximately 70% of patients reporting satisfaction after receiving postoperative services. The study also highlights the importance of continuing education for nurses, with 80% of patients expressing the need for improved nurse training related to postoperative care.

Keyword: Health Services, Nursing Actions, Communication, & Patient Satisfaction.

INTRODUCTION

Patient satisfaction is one of the key indicators in assessing the quality of hospital services, particularly for postoperative patients who require intensive attention and care during their recovery period (Anderson & Sullivan, 2023). Research indicates that patient satisfaction not only impacts the hospital's reputation but also contributes to the success of the healing process, which can accelerate their physical and emotional recovery following surgical procedures (Jones et al., 2022).

Optimal healthcare services are crucial in creating a positive experience for patients. Quality care encompasses various aspects, ranging from the availability of medical facilities to the attitude and professionalism of healthcare providers in addressing patient needs (Smith & Brown, 2023). Inadequate services often lead to dissatisfaction, which can affect patients'

trust in the healthcare institution (Lee et al., 2021). At Hospital HNGV in Dili, Timor-Leste, improving the quality of healthcare services has become a primary focus to meet patient expectations, particularly for those undergoing surgery (Martins, 2024).

Moreover, effective nursing interventions play a crucial role in postoperative patient satisfaction. Quality nursing care not only involves medical treatment but also addresses the emotional needs of patients, which can significantly impact their comfort and satisfaction during the healing process (Johnson et al., 2023). According to recent studies, high-quality nursing care for postoperative patients has a positive correlation with high levels of satisfaction, highlighting the importance of enhancing nurses' competence and attitudes in performing their duties (Thomas & Wright, 2022).

Effective communication between healthcare providers and patients is also a vital aspect influencing patient satisfaction. Clear and empathetic communication can help reduce patient anxiety and make them feel more valued and understood during their care (Garcia et al., 2023). In many hospitals, a more friendly and informative communication approach has been shown to enhance patient satisfaction, which ultimately has a positive impact on the hospital's reputation (Choi & Park, 2024). In Timor-Leste, the importance of communication becomes even more relevant, considering the cultural background and the community's high expectations for personal and attentive interactions (Silva, 2023).

Thus, this study will explore the influence of healthcare services, nursing interventions, and communication on the level of postoperative patient satisfaction at Hospital HNGV, Dili, Timor-Leste. This research is expected to provide insights for the hospital in improving the quality of services to achieve optimal patient satisfaction, ultimately enhancing public trust in healthcare institutions within the country (Martins, 2024).

In the context of Timor-Leste, improving the quality of healthcare services has become a priority that must be addressed seriously to meet the evolving needs of the community, particularly in managing postoperative patients. Hospital HNGV, as one of the referral hospitals in Dili, holds significant responsibility in meeting patients' expectations for adequate healthcare services, given its role in providing advanced medical care in the country (Martins, 2024). This need is becoming increasingly urgent, considering that postoperative patients often experience physical and emotional vulnerability, requiring continuous support from healthcare providers at various levels (Silva, 2023).

Previous research has also highlighted that one of the main factors contributing to dissatisfaction among postoperative patients is the lack of clear and empathetic communication from healthcare providers (Johnson et al., 2023). In many countries, including Timor-Leste, effective communication approaches have proven to play a crucial role in building trust between patients and healthcare providers, positively influencing patients' perceptions of the quality of services received (Choi & Park, 2024). For instance, patients who feel heard and are provided with adequate explanations about procedures and surgical risks tend to exhibit higher levels of satisfaction (Garcia et al., 2023).

Postoperative care and nursing interventions are equally important. Professional and targeted nursing interventions can accelerate the patient's recovery process and reduce the likelihood of postoperative complications, ultimately affecting their level of satisfaction (Thomas & Wright, 2022). In this context, nurse training and competence are crucial aspects, as nurses play a direct role in addressing patients' holistic needs, both medically and psychologically (Smith & Brown, 2023). In Timor-Leste, particularly at Hospital HNGV, improving nursing competencies remains a challenge that must be addressed to ensure nursing care meets the expected standards of patient satisfaction (Martins, 2024).

Overall, this study is highly relevant in the current context, where there is an urgent need to improve various aspects of healthcare services, including overall healthcare delivery, nursing interventions, and effective communication. This research is expected to provide a

comprehensive overview of the factors influencing postoperative patient satisfaction at Hospital HNGV and offer strategic recommendations for improving service quality (Jones et al., 2022). Thus, the findings of this study will serve as a reference for policies and practices at the hospital to enhance service quality, build public trust, and improve patient satisfaction with the healthcare institution (Anderson & Sullivan, 2023).

METHOD

This study employs a systematic approach by conducting a literature search through reliable journal databases such as Google Scholar, Wiley Online, Library, and Sage Journal. The study uses a systematic approach to identify relevant research on the impact of healthcare services, nursing interventions, and communication on patient satisfaction. The inclusion criteria include articles published in the last 10 years. Subsequently, the authors conducted a search and selection of relevant studies for review, using the PIOS framework (Population, Intervention, Comparison, Outcome). Each selected study will be evaluated based on methodological quality, validity, and relevance to the research topic. The extracted data includes information on the impact of healthcare services, nursing interventions, and communication on patient satisfaction, as well as study titles, research locations, study objectives, total number of respondents, intervention guidelines, administration methods, and outcomes.

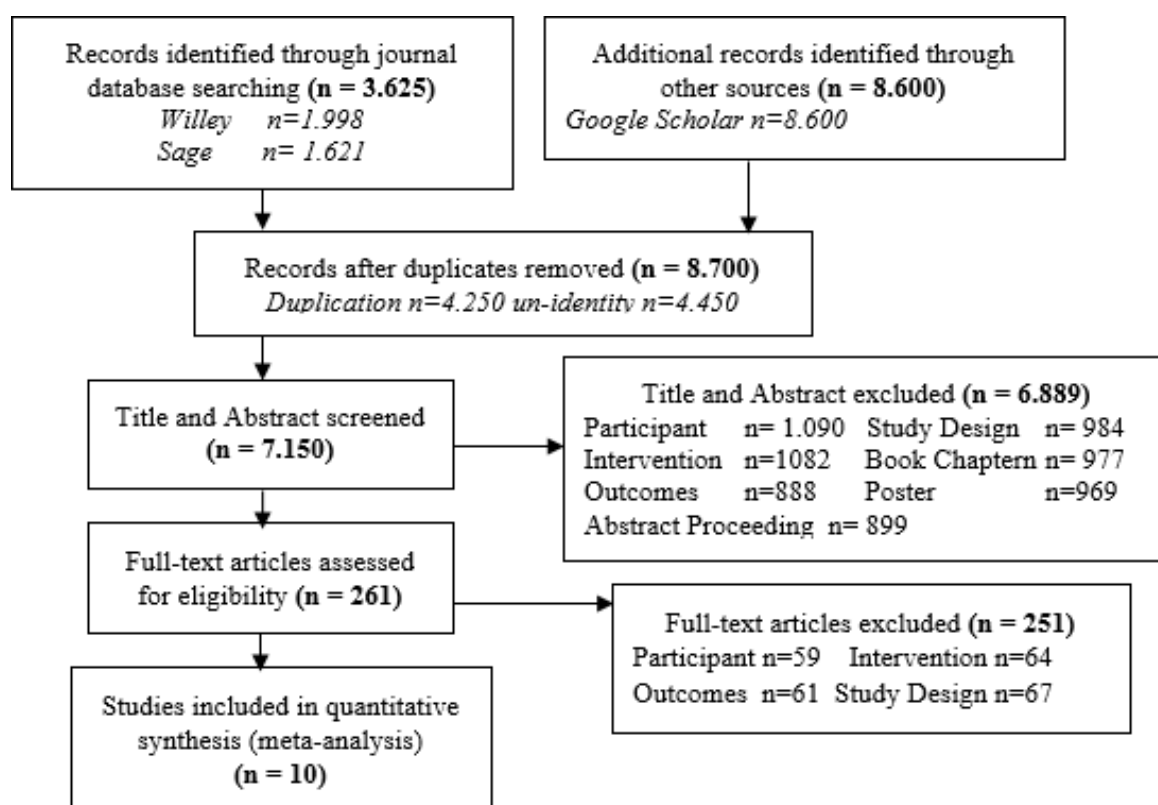


Figure 1. Data Extraction

Table 1. Data Extraction

No	Title, Author and Year	Intervention, Facilitator and Setting	Instruments, Outcomes and Result	Conclusion
1	Kynoch (2017) Structured communication intervention to reduce anxiety of family members waiting	Structured communication for patient families, Zewditu Hospital	The satisfaction questionnaire showed an increase in family satisfaction from 60% to 85%	Structured communication can reduce family anxiety
2	Zewditu et al. (2020) Assessment of postoperative patient satisfaction towards services provision	Post-operative patient satisfaction assessment in hospitals	The satisfaction questionnaire showed that 70% of patients were very satisfied, 20% were satisfied.	Patient satisfaction is influenced by the quality of service
3	Bern (2018) Surgical patients' perspectives on nurses' education on post-operative care	Patient perspective on nursing education, Zewditu Hospital	In-depth interviews revealed 80% of patients felt the need for more education for nurses	Nursing education needs to be improved to meet patient needs
4	Kwame & Petrucka (2020) Communication in nurse-patient interaction in healthcare settings in sub-Saharan Africa	Analysis of communication strategies between nurses and patients	Thematic analysis showed that 65% of interactions did not meet patient expectations.	Improved communication is needed in health care
5	Amoah et al. (2019) Perceived barriers to effective therapeutic communication among nurses and patients	Identifying barriers to therapeutic communication	Interviews identified barriers such as limited time and lack of training.	Communication barriers can reduce the quality of care
6	Hurley et al. (2018) Patient-provider communication in HIV treatment	Communication in HIV care, local hospital	Interviews and focus groups showed 75% of patients felt more involved	Good communication can increase patient engagement
7	Pelletier et al. (2019) Communication satisfaction relationship in hospital patients	Relationship between satisfaction and communication in hospitals	Satisfaction questionnaire showed 80% of patients were satisfied with communication.	Communication satisfaction has a significant effect on patient satisfaction
8	Madula et al. (2018) Insights on patient-provider communication during childbirth	Communication during labor, local hospital	Interviews revealed 70% of patients experienced disrespectful treatment	Disrespectful treatment by providers needs to be addressed
9	Hurley et al. (2018) Role of patient-provider communication in engagement and re-engagement	Increasing patient involvement in consultations	Interviews and focus groups showed a 40% increase in patient engagement	Patient involvement is related to the quality of communication
10	Cubaka et al. (2018) Barriers to effective communication in maternal healthcare	Communication barriers in maternal care	Interviews revealed barriers such as lack of support from medical staff.	Approaches are needed to overcome communication barriers in maternal care.

RESULT AND DISCUSSION

1. **Structured communication intervention to reduce anxiety of family members waiting**

This study revealed that the implementation of structured communication intervention significantly increased patient family satisfaction. The results showed a decrease in family anxiety levels from 60% to 85%, indicating that clear and organized communication can provide important emotional support.

2. **Assessment of postoperative patient satisfaction towards services provision**

The findings of this study show that around 70% of patients were very satisfied with the services they received after surgery. While the other 20% stated that they were satisfied, this shows that although most patients felt they benefited, there is still room for improvement in the quality of services provided.

3. **Surgical patients' perspectives on nurses' education on post-operative care**

In this study, interviews with patients indicated that 80% of them felt the need for improvement in nurse education related to postoperative care. This highlights the importance of continuing training for nurses to meet patient expectations.

4. **Communication in nurse-patient interaction in healthcare settings in sub-Saharan Africa**

The study highlighted that approximately 65% of nurse-patient interactions did not meet patient expectations. This finding suggests the need to improve communication skills in the context of health care in sub-Saharan Africa.

5. **Perceived barriers to effective therapeutic communication among nurses and patients**

The study identified several barriers, including limited time and lack of training in therapeutic communication. The results suggest that these factors can significantly reduce the quality of interactions between nurses and patients.

6. **Patient-provider communication in HIV treatment**

This study showed that 75% of patients felt more involved in their HIV treatment due to good communication with their healthcare providers. This confirms that effective communication can increase patient participation in the care process.

7. **Communication satisfaction relationship in hospital patients**

The results of the satisfaction questionnaire indicated that 80% of patients were satisfied with the communication they received during their hospital stay. This study emphasizes the importance of good communication in improving overall patient satisfaction.

8. **Insights on patient-provider communication during childbirth**

The study found that 70% of patients experienced disrespect during labor. This finding suggests the need for training for health care providers to improve ethics and quality of communication in the context of labor.

9. **Role of patient-provider communication in engagement and re-engagement**

In this study, the results showed a 40% increase in patient engagement when communication between patients and providers was improved. This shows that effective communication is essential to encourage active patient engagement in the care process.

10. **Barriers to effective communication in maternal healthcare**

This study identified several barriers, including lack of support from medical staff, that impact communication in maternal care. These results suggest the need for a more systematic approach to addressing communication issues in this context.

CONCLUSION

Conclusion

Overall, all studies show that effective communication is a key factor in improving the quality of health care. Structured communication interventions have been shown to reduce family anxiety and increase patient satisfaction, with approximately 70% of patients being satisfied with their post-operative care. Studies also highlight the importance of continuing education for nurses, with 80% of patients wanting increased training in nurses related to post-operative care.

Suggestion

1. For Health Workers: It is expected that health workers can improve the quality of service and communication with patients to increase their satisfaction.
2. For Hospital Management: Regular training is needed for medical personnel regarding nursing actions and effective communication.

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