

THE UTILIZATION OF ENSKU HAJI DAUD REGIONAL HOSPITAL RIAU ISLANDS BY THE COMMUNITY IN THE WORKING AREA IN BINTAN DISTRICT

Asnahria Masta Bunga Isi Siboro^{1*}, Ida Yustina², Lita Sri Andayani³

¹ Alumni of Master's Programs in Public Health Sciences, University of Sumatera Utara.

² Department of Administration and Health Policy, Faculty of Public Health, University of Sumatera Utara

³ Department of Health Promotion and Behavioral Science, Faculty of Public Health, University of Sumatera Utara

*Corresponding author: Asnahria Masta Bunga Isi Siboro, email: asnahria_sbr@yahoo.com

ABSTRACT

Background: The utilization of hospital health facilities can be measured from the use of beds for inpatient services, the number of outpatient visits and emergency room visits. Engku Haji Daud Regional Hospital Riau Islands has been providing services since 2007 and is the first government hospital in Bintan Regency with 3 sub-districts as its working areas. Based on the background description, it is known that the utilization of health services at the Engku Haji Daud Regional Hospital Riau Islands is still low, indicated by the average bed occupancy rate from 2013 to June 2019 which is only 26.29 percent.

Materials and Methods: This research is a qualitative research with phenomenology design. Data collection was conducted through in-depth interviews with 12 people who have or have not used the services at Engku Haji Daud Hospital. and additional informants were 7 people.

Result: The results showed that the utilization of Engku Haji Daud Regional Hospital Riau Islands which was still low with an average BOR from 2016 to 2018 was only 23.3% related to the lack of public knowledge about services in hospitals, traditional medical facilities that still exist, health policies regarding physiotherapy services that are not covered by the BPJS if the hospital does not have medical rehabilitation specialists, the availability of doctors is still lacking, the availability of supporting facilities is still lacking, the attitude of the officers is not friendly, the long waiting time in the emergency room and pharmacy, and the perception of the community who need the hospital if there is an emergency or referred by the FKTP.

Conclusion: Clear information about the availability of services and facilities, taking advantage of opportunities in work areas located in tourist and industrial areas, making satellite dispensaries for inpatients and emergency departments and creating creativity and innovation in serving patients can help hospitals to increase utilization by the community.

Keywords: *utilization, hospital, Bed Occupancy Ratio, qualitative research*

1.0 Introduction

The hospital has a role in handling medical problems where the health facilities at the first level are no longer able to handle them, so the health center, clinic, doctor's practice, home, maternity, and other health facilities refer to hospitals. Wibowo (2015) states that the hospital is essentially a place for treatment and health recovery so that it is an important means to support the implementation of health efforts.

The utilization of hospital health facilities can be measured from the use of beds for inpatient services, the number of outpatient visits and emergency room visits. Bed occupancy rate (BOR) is a statistical indicator in the hospital that can show how the level of bed use in the hospital. The Ministry of Health sets the standard BOR in Indonesia at 60-80% (Depkes RI, 2005). The trend in the utilization of health services in Indonesia after the implementation of the national health insurance in the first year 2014–2015 shows a significant increase. The attachment to the Ministry of Health's Strategic Plan for 2015–2019 in the Minister of Health Decree number HK.02.02/MENKES/52/2015 states that the readiness of services including BOR for hospitals in this attachment states that the average BOR for hospitals in Indonesia is only 65 percent (Hapsara, 2016).

Engku Haji Daud Regional Hospital Riau Islands has been providing services since 2007 and is the first government hospital in Bintan Regency with 3 sub-districts as its working areas. Engku Haji Daud Regional Hospital Riau Islands is a hospital managed by the Riau Islands Provincial Government. Its working area is located in 3 sub-districts with 6 Puskesmas as basic health services and 62,003 residents and 18,132 households. As a secondary health service, Engku Haji Daud Regional Hospital Riau Islands I should be a reference for the six health centers in its working area, but in reality and the results of interviews with officers at the Puskesmas, the Puskesmas also refers patients to other hospitals due to the availability of specialist doctors and infrastructure. The report on the evacuation of patients at Engku Haji Daud Regional Hospital Riau Islands in 2016 there were 283 patients referred and in 2017 there were 268 patients and in 2018 there was an increase to 435 patients.

Based on the background description, it is known that the utilization of health services at the Engku Haji Daud Regional Hospital Riau Islands is still low, indicated by the average bed occupancy rate from 2013 to June 2019 which is only 26.29 percent. Internal reports of the Engku Haji Daud Regional Hospital Riau Islands show that the BOR of the hospital, which began operating in 2007, has never reached the standards set by the government. Researchers noted the BOR of Engku Haji Daud Regional Hospital Riau Islands since 2013 in a row as follows the BOR value of 32 percent (2013), 31 percent (2014), 24 percent (2015), 22 percent (2016), 24 percent (2017), 24 percent (2018), until June 2019 the BOR value is 27 percent. Other indicators for length of stay (LOS) of 2 days, internal turn over (TOI) of 7 days, bed turn over (BTO) of 37 times, net death rate (NDR) of 6.7, and gross death rate (GDR) amounting to 14.8. This means that before and after the "JKN" era there was no increase in hospital performance or even a decline.

The hospital also looked at the number of outpatient visits and emergency room visits that were 24 hours at the Engku Haji Daud Regional Hospital Riau Islands. The number of visits in 2017 with 14 polyclinics with 21,979 visits, in 2018 with 14 polyclinics totaling 27,819 visits, until June 2019 with 14 polyclinics totaling 13,687 visits. Emergency department visits were 5,447 visits (2017), 6,126 visits (2018), and 2,842 visits (as of June 2019). This means that there is an increase in visits on outpatient care at the Engku Haji Daud Hospital, although not as expected.

The behavior of utilizing hospital services is also influenced by factors of community needs which are supported by the level of public knowledge about service providers in health facilities. According to Andersen and Davidson (2001), the influencing factors are the conditions that encourage someone to use or not use the service (predisposition factors), enabling factors and need factors. Another study conducted by Satrianegara et al. (2016) concluded that the determinants related to the utilization of health services are

2.0 Materials and Methods

This type of research is qualitative with a phenomenological approach, because this study intends to explore how the use of public health services at Engku Haji Daud Regional Hospital Riau Islands and to find factors that cause the low utilization of services by the community at Engku Haji Daud Regional Hospital Riau Islands based on viewpoints, subjective experiences and objective experiences. Phenomenology will describe in detail what individuals have experienced and how they have experienced it. Besides that, phenomenology is also an interpretive process in which the researcher makes interpretations of the meaning of these experiences (Creswell, 2014).

This research will be conducted in the working area of Engku Haji Daud Regional Hospital Riau Islands in 3 districts, namely Seri Kuala Lobam District, North Bintan District, Teluk Sebong District. The reason for choosing the research location was because this hospital was the referral health service for the 6 Puskesmas in the 3 sub-districts.

The location of this study is very familiar to researchers because researchers have been working at the research site for the last ten years. This is important because as in qualitative research, researchers must build a good rapport with the research location. The researcher also does not feel that the information about the low utilization of health services at the Engku Haji Daud Regional Hospital Riau Islands is completely new, but the researcher maintains a naive attitude so that the originality of the researcher is maintained. When the research was carried out in September 2019 until it was finished.

The number of main informants in this study were 12 people and 7 additional informants using purposive sampling. The data collection process will be carried out by researchers with the help of other data collection tools, namely a voice recording device using a tape recorder or cellphone.

3.0 Result

3.1 Predisposition Factors

3.1.1 Knowledge

Public knowledge about health services influences decision making to utilize health services at Engku Haji Daud Regional Hospital Riau Islands. Public knowledge about the health services provided by the Engku Haji Daud Regional Hospital Riau Islands can increase motivation and become a consideration for utilizing the available health services. Based on the results of interviews with informants, all informants knew about the existence of the Engku Haji Daud Regional Hospital Riau Islands because all the informants lived more than 5 years in the working area of the Engku Haji Daud Regional Hospital Riau Islands, some even before this hospital was domiciled in the hospital working area this. Some informants knew what services were provided at the Engku Haji Daud Regional Hospital Riau Islands, the exact service procedures and schedules, but some were uncertain.

Researchers sought information by triangulating the health center officers in connection with the public's knowledge of the services of the Engku Haji Daud Regional Hospital Riau Islands. Several informants also knew about the services at Engku Haji Daud Regional Hospital Riau Islands from family, neighbors, or by finding out themselves. The results of the observation of the doctor's information notice board serving at the Engku Haji Daud Regional Hospital Riau Islands do not match the reality in the field, both for the type of service and for the name of the doctor, so that the informant's knowledge of services at Engku Haji Daud Regional Hospital Riau Islands is uncertain.

JADWAL PRAKTEK DOKTER RAWAT JALAN					
NO	POLIKLINIK	SARUK DOKTER	JADWAL PRAKTEK	JAM	KETERANGAN
1	Poliklinik & Konsultasi	Dr. H. H. H. H.			
2	Poliklinik	Dr. H. H. H. H.		08.00 - 12.00 WIB	
3	Poliklinik	Dr. H. H. H. H.		13.00 - 17.00 WIB	
4	Poliklinik	Dr. H. H. H. H.		17.00 - 20.00 WIB	
5	Poliklinik	Dr. H. H. H. H.			
6	Poliklinik	Dr. H. H. H. H.			
7	Poliklinik	Dr. H. H. H. H.			
8	Poliklinik	Dr. H. H. H. H.			
9	Poliklinik	Dr. H. H. H. H.			
10	Poliklinik	Dr. H. H. H. H.			
11	Poliklinik	Dr. H. H. H. H.			
12	Poliklinik	Dr. H. H. H. H.			
13	Poliklinik	Dr. H. H. H. H.			
14	Poliklinik	Dr. H. H. H. H.			
15	Poliklinik	Dr. H. H. H. H.			
16	Poliklinik	Dr. H. H. H. H.			
17	Poliklinik	Dr. H. H. H. H.			
18	Poliklinik	Dr. H. H. H. H.			
19	Poliklinik	Dr. H. H. H. H.			
20	Poliklinik	Dr. H. H. H. H.			

Figure 1. Outpatient Doctor's Practice Schedule

According to the Director of Engku Haji Daud Regional Hospital Riau Islands, if there is a change in service or a new service, it will provide information to the FKTP and cooperating companies. Knowledge of the hospital is influenced by the information provided. If the information provided is small, the knowledge will be low. Information can be provided by socializing either by print media, online media or announcements. The results of the researchers' observations, for information on service hours in the Engku Haji Daud Regional Hospital Riau

Islands only with a bulletin board that had not been adjusted to the current service, this resulted in a mismatch between the information provided and the facts in the field.

3.1.2 Traditional Medical Facilities

Based on information obtained from informants, people who previously went to Engku Haji Daud Regional Hospital Riau Islands because they felt unsure of the diagnosis and treatment provided, made the decision to go to another hospital and even go abroad for people who had funds. Apart from going to the hospital for medical services, people also take advantage of non-medical or alternative services for their health needs such as massage, Al Fasdu therapy, bekam therapy, 'cabut keluh', shinse treatment, dukun Ani treatment, and tabib.

Massage is usually used by people when the body feels tired and achy. Al Fasdu therapy or cutting a vein or blood acupuncture is done by inserting a needle into a blood vessel (vein or artery) to remove blood fluids as well as blood donation. This method is claimed to cure various diseases such as stroke, high cholesterol, gout and so on. Bekam therapy is believed to be the type of treatment recommended by Rasulullah SAW. In the working area of the Engku Haji Daud Hospital, cupping therapy is carried out by the Tabliq congregation who are trained by ustad-ustad. Besides that, cupping therapy in this working area is also carried out by health workers, and some even do it at the Auxiliary Puskesmas.

'Cabut keluh' is a traditional treatment in Archipelago Malay which is carried out by old women by pulling their hair up to 7 (seven) times and chanting a mantra or incantation. This treatment is usually carried out for people who complain of headaches, dizziness or toothache where they think the pain is due to contact with spirits or a term they call reprimand. Currently this kind of treatment exists in remote areas, such as the rainy area of Seri Kuala Lobam District which is also the working area of the Engku Haji Daud Regional Hospital Riau Islands.

Information from interviewed informants that the treatment was for parents who had already been diagnosed with their stroke continue to alternative medical treatment, namely Shinse Abun in Tembeling Tanjung Village, Bintan Regency. Her parents have been taken 5 (five) times for therapy in this shinse treatment. Nia shaman treatment has become a well-known treatment since 2017. Nia's treatment is in the pengujaan village, Seri Kuala Lobam district, where Nia as the shaman is first entered by a spirit, and her spirit will talk about what ingredients the patient will drink according to his complaint. The herbs used for treatment are spices and herbs. Patients who come to this treatment are patients with complaints of cancer, stroke and others. Tabib is a term for an old man, who is considered an elder and can cure people's illnesses, even though many health workers use this healer. The informant said that at the time of the Covid-19 pandemic, many people took advantage of this healer services, for fear of being suspected of Covid-19. This healer treatment uses incantation and drinking water that has been prayed for.



Figure 2. Bekam Therapy (left), Al-Fasdhu Therapy (right)

3.2 Enabling Factors

3.2.1 Health Policy

Changes in health policies that affect community visits are policies and regulations issued by the BPJS, such as policies with an online referral system since 2018 and physiotherapy services that cannot be carried out on BPJS patients if the hospital does not have medical rehabilitation specialists. The online referral system increased visits at Engku Haji Daud Regional Hospital Riau Islands, although based on information obtained from informants that sometimes people complain because the doctor system is available, it turns out that when they go to the hospital there is no doctor. While the BPJS policy for physiotherapy services makes visits to Engku Haji Daud Regional Hospital Riau Islands decrease, this is because patients who were physiotherapy at Engku Haji Daud Regional Hospital Riau Islands must be referred to another hospital and for this situation too the informant complained that the physiotherapy had to be far to another hospital which was further away.

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3.2.2 Organization

The organizational conditions of the Engku Haji Daud Regional Hospital Riau Islands that can influence the community in utilizing this hospital are availability of doctors, attitudes of health workers, availability of supporting facilities. The quality of the Engku Haji Daud Regional Hospital Riau Islands as a public service organization that provides health services will have an impact on the satisfaction felt by the people who use it.

The Engku Haji Daud Regional Hospital Riau Islands in the 1st, 2nd and 4th periods was led by medical personnel who also served in patient care. Since its establishment four times have changed leaders. The first period was 2007-June 2011 by a specialist in internal medicine who also participated in the service function. The second period is June 2011 – October 2015 by obstetricians who are also involved in the functional service. The third period of October 2015

– December 2015 by dentists who do not participate in the service function. From January 2016 to the present, internists are also involved in the service function.

The availability of expert doctors at Engku Haji Daud Regional Hospital Riau Islands is good, but informants still consider it insufficient. This is because the existing expert doctors are not domiciled in the working area of the Engku Haji Daud Regional Hospital Riau Islands, but some are in Batam and some are in Tanjungpinang, so sometimes people doubt the existence of a doctor. The Head of the Provincial Health Office revealed this. Overcoming the problem of this shortage of expert doctors, the Director of Engku Haji Daud Regional Hospital Riau Islands collaborated with other hospitals for specialist doctors with a part time system and also participated in the Specialist Doctor Compulsory Work program (WKDS).

The laboratory field needs for examination such as reagents for examination, if this type of examination is rarely done then a partial referral will be made, that is, the patient is referred only to perform an examination or a blood sample will be sent for examination at the hospital which can fulfill the examination request. Rongent equipment that is often damaged is overcome by buying mobile rongent equipment through special allocation funds. The procurement of this tool can help solve the problem of damage to the Rongent tool, so that the inspection can still be carried out while waiting for maintenance to be carried out on the damaged Rongent device.

The attitude of officers in serving patients can influence the community in utilizing health services because of negative or positive experiences. The attitude of the officers at the Engku Haji Daud Regional Hospital Riau Islands varies. Therefore, from the information obtained from the informants, some have positive experiences but some have negative experiences.

3.2.3 Waiting Time

Some of the information conveyed by informants was based on direct experience or from stories of other people's experiences, there were complaints about waiting time in the emergency room, outpatient care, pharmacy and laboratory. Based on Informant 08's personal experience and reports received by Informant 21 from the community that service in the IGD is slow, even informants 08 tells that when he arrived at 03.00 WIB in the morning, he had to wait for the officer for about 15 minutes in the ER because there were no officers, including no security. Meanwhile, when viewed from the service standards set by the Engku Haji Daud Regional Hospital Riau Islands for emergency services ≤ 5 minutes, served after the patient arrives.

4.0 Discussion

The total population in the working area of the Engku Haji Daud Regional Hospital Riau Islands, namely in three sub-districts, namely North Bintan, Seri Kuala Lobam and Teluk Sebong in 2018 is 62,003 people (Dinas Kesehatan Bintan, 2019). So if we compare it to a bed, there should be about 62 beds in the Engku Haji Daud Regional Hospital Riau Islands that are

used by the community, while data from Engku Haji Daud Regional Hospital Riau Islands in 2018 the use of beds (BOR) is only 24%, which means that from 100 beds only 24 is used. This shows that the population does not really affect the use of beds.

Population growth affects the demographics of people in the working area of the Engku Haji Daud Regional Hospital Riau Islands and according to Andersen and Davidson (2001) that demographic factors are included in the category of predisposing factors, namely factors that become the basis for or the main factors in making decisions in utilizing health services. This is in line with the results of research conducted by Angelin, et al (2019) and Siahaan (2018) that the demographic factors that affect the use of service facilities in hospitals are age and based on demographic data available at Engku Haji Daud Regional Hospital Riau Islands, the highest age of patients who visit is are pre-elderly (42.08 percent), elderly (20.88 percent), productive (14.06 percent).

The utilization of this hospital is low due to the lack of public knowledge. FKTP also sometimes knows the availability of services from patients referred to Engku Haji Daud Regional Hospital Riau Islands, so that sometimes patients have to return to the FKTP to take another referral. The patient was disappointed and finally asked to be referred to another hospital. Inadequate knowledge and inappropriate information, especially in terms of service availability, can make people dissatisfied with the services at Engku Haji Daud Regional Hospital Riau Islands and influence the community in utilizing Engku Haji Daud Regional Hospital Riau Islands.

The lack of public knowledge is due to the lack of information and publications from the Engku Haji Daud Regional Hospital Riau Islands both to the public through announcements or information given to the FKTP. This makes people choose to be referred to other hospitals with more certain health service availability. In line with Maghfirah's (2017) research at the Muhammadiyah Taman Puring Hospital, it is concluded that the ease of information is one of the factors related to the planning of using childbirth services by antenatal care patients and research by Angelin et al. (2019) also concluded that information has a significant influence on decisions. patients in the use of the inpatient installation at Hidayah Delitua Hospital. Meanwhile, research by Satrianegara et al. (2016) states that knowledge is not related to the reuse of outpatient services at Labuang Baji Makasar Hospital. Andersen and Davidson's (2001) theory explains that knowledge of health services is part of a belief or belief that is included in the predisposition factor.

Most of the people who use this traditional service are due to the concept of being healthy and sick, which says that the hospital is only for emergency cases and they are also unsure about doctors' diagnoses or those who have been from medical services but do not get well.

Utilization of the Engku Haji Daud Regional Hospital Riau Islands can be influenced by low public trust because of the diagnosis that the patient feels is inaccurate and the treatment does not heal. Treatment seeking behavior in the community in the working area of the Engku Haji Daud Regional Hospital Riau Islands still uses traditional remedy facilities and is a favorite for people in the working area of the Engku Haji Daud Regional Hospital Riau Islands. This is because of public belief and dissatisfaction with medical diagnoses. Dissatisfaction with

medical treatment is supported by the existence of various kinds of alternative medicine in the working area, making people prefer alternative medicine. This is in line with research conducted by Rizkiawan (2019) that trust and satisfaction have a positive and significant effect on reuse at the Wonogiri Healthy Charity Hospital and Djohan (2015) research results that patient trust has a significant positive effect.

The new BPJS regulation reduces the number of uses of the people in its working area for physiotherapy, so that the community must be referred to the Navy Hospital in Tanjungpinang or to Batam. Engku Haji Daud Regional Hospital Riau Islands for now has not been able to meet the requirements set by the BPJS due to the difficulty of recruiting medical rehabilitation specialists especially for island areas such as Bintan. The changing BPJS regulations confuse the public, with a lack of socialization that makes people reluctant to make referrals, especially with geographical conditions. Before the regulations were changed, the community could take advantage of the services at the Engku Haji Daud Regional Hospital Riau Islands, after being changed the community it became increasingly difficult to get the health services it needed. This is a complaint for the community.

The local government supports the community to get health services, so that there are no public complaints about health financing. This means that the low income of the community does not prevent the community from utilizing services at Engku Haji Daud Regional Hospital Riau Islands. This is in line with research conducted by Tampi, et al. (2015) at the Manembo-Nembo Bitung Regional General Hospital 2015 that income and employment are not related to the use of health services. Utilization of the Engku Haji Daud Regional Hospital Riau Islands can be influenced by health policies, financing, organization which includes leadership; availability of doctors; availability of supporting facilities; attitudes of health workers, access and waiting time according to Andersen and Davidson (2001), including enabling factors. This is not in line with the results of research by Ulfa et al. (2017) which concluded that enabling factors do not affect the use of health services.

5.0 Conclusion and recommendation

The results showed that the utilization of services at Engku Haji Daud Regional Hospital Riau Islands was influenced by pre-disposition factors including demographics, knowledge, and traditional medical facilities; enabling factors which include health policy, financing, organization (leadership, availability of doctors, availability of supporting facilities, staff attitudes), access and waiting time. As a government-owned hospital in Bintan Regency that has been fully accredited, the hospital should provide clear information about the availability of services and facilities that can be provided to the community, so that the community has certainty about what services can be obtained at Engku Haji Daud Regional Hospital Riau Islands.

In addition, the hospital should make a satellite dispensary for inpatient and emergency treatment so that queues at the pharmacy are reduced, and evaluate any policies that have been

made. Efforts to improve public health can be carried out by periodic examinations. The community is expected to be able to use the services at Engku Haji Daud Regional Hospital Riau Islands for periodic checks, not only in emergency situations. The traditional treatment facilities in the working area of the Engku Haji Daud Regional Hospital Riau Islands should be provided with assistance to see how the treatment process is to avoid unwanted events. As policy makers, it is better if you evaluate the performance of the Engku Haji Daud Regional Hospital Riau Islands regularly and on a schedule, so that if there are problems and obstacles, solutions can be found immediately and can make policies that support the services available at Engku Haji Daud Regional Hospital Riau Islands, including the required budget.

Declaration

Author(s) declare that this article is our original work and has never been published before.

Authors contribution

Author 1: Research concepts and designs, preparing research proposals, collecting data, analyzing data and writing manuscripts.

Author 2: Research concepts and designs, supervising the research process, actively involved in data analysis, reviewing manuscripts and final editing.

Author 3: Research concepts and designs, supervising the research process, actively involved in data analysis, reviewing manuscripts and final editing.

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