Determinants of Factors Affecting the Incidence of Patients Discharged on Their Own Request in the Inpatient Room of the Sahabat Keluarga Clinic: A Qualitative Study

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Introduction: This is certainly detrimental to both parties, the hospital or clinic will lose because of reduced income and the patient or family feels disadvantaged because treatment has not been completed. The purpose of this study was to explore the influence of knowledge, family support, and the cost of care on the incidence of patients returning home at their own request in the Inpatient Room of the Sahabat Keluarga Clinic.

Methods: This research design is a qualitative study with a phenomenological approach with the focus of the research directed at exploring the influence of knowledge, family support, and the cost of care on the incidence of patients returning home at their own request in the Inpatient Room of the Sahabat Keluarga Clinic. The informants in this study were the owner or person in charge of the clinic totaling 12 (Twelve) people.

Results: Knowledge has an influence on the incidence of patients going home at their own request in the Inpatient Room of the Sahabat Keluarga Clinic. Family support has an influence on the incidence of patients discharged at their own request in the Hospitalization Room. The cost of care has an influence on the incidence of patients discharged at their own request in the Hospitalization Room.

Conclusion: It is expected that patients actively communicate with medical personnel and the care team to understand health conditions better. In addition, do not hesitate to ask questions and seek further information about the treatment plan that will be carried out.

Keywords: cost, family support, paps, knowledge

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INTRODUCTION

Hospitals or clinics are healthcare institutions that organize comprehensive individual health services that provide inpatient, outpatient, and emergency services [1]. The government has tried to improve the quality of health services, where hospitals or clinics organized by the government whose main tasks and functions are in the health sector. Minimum service standards (SPM) are provisions regarding the type and quality of basic services which are the rights obtained by every citizen at a minimum [2]. The role of nurses is very important in improving the quality of nursing services in the inpatient room. Understanding the needs of patients during treatment is an important thing for nurses to pay attention to [3]. Patients returning home at their own request is one of the indicators of assessing the quality of inpatient services which according to the Minimum Service Standards (MSS) should not be more than 5%.

The incidence of patient discharge on their own request is also common in other countries, known as Discharge Against Medical Advice (DAMA) or Leave Against Medical Advice (LAMA). The incidence of LAMA in Saudi Teaching hospitals amounted to 648 cases or 4.1% of 16,175 patient discharge records. In 2013, a study conducted in the Emergency Department in the country of Iran found 5.6% of DAMA cases [4].

The number of self-discharge cases in the United States increased by 41% from 1997 to 2011. The incidence in adults aged 45 to 65 years increased from 27% in 1997 to 41% in 2011, for medicare insurance participants there was an increase from 25% to 29% but a decrease for private insurance participants from 21% to 16% [6]. PAPS patients also occur in developing states such as Philadelphia reaching 5.3% with several reasons including lack of confidence in the ability of the hospital, dissatisfaction, lack of feeling safe and comfortable, anxiety about their safety, and not being able to pay for services and drugs [7].

In Indonesia, it was found that 8% of patients who were admitted and forced to return home were caused by knowledge, affordability, infrastructure, staff attitudes, family support, and perceptions of the disease [8]. From the data at Soetomo General Hospital, there were 14,763 cases of forced discharge throughout 2018. And most are in adult and critical hospitalizations. In chronic cases, patients and families will give up and try to stop treatment [9].

Based on data from the medical records of the Sahabat Keluarga Clinic in 2022, the prevalence of patients returning home at their own request was recorded in one of the inpatient rooms during 2020 as 26 patients (2.6%) out of a total of 1,091 patients, then in 2021 as many as 28 patients (2.7%) out of a total of 1,029 patients, while in 2022 from January to September there were 25 patients (2.8%) out of a total of 920 patients. So there was an increase of about 0.1% from previous years.

The mismatch of patient expectations for hospital or clinic services can cause patients to return home or be reluctant to use the service again. This is certainly detrimental to both parties, the hospital or clinic will lose because of reduced income and the patient or
family will feel disadvantaged because the treatment has not been completed so they look for other alternative treatments that may increase losses such as disability and even death. Therefore, hospitals or clinics are required to continue to provide quality, effective, and efficient health services so that public trust in hospitals increases [10].

Concerns about the loss of customer trust with various consequences cannot be denied because the hospital is essentially a trust business organization. The increase in the number of hospitals from 2,045 units in 2016 to 2,269 units in 2018 will make the demands of the community even higher, requiring hospitals today to compete in gaining trust. The issue of forced discharge or Discharge Against Medical Advice (DAMA) has graced the mass media. Hospitals as health service centers are left behind by many customers, even though there are no patients who do not hope to become healthy again after being hospitalized. But in reality, many patients are discharged before being declared cured. Full classrooms cause patients to have to go up to class 2. While drugs are not covered, which causes patients to be forced home [11].

The impact of PAPS patients on the hospital includes a decrease in hospital revenue, in the long term it can reduce hospital performance and also affect the development and survival of the hospital. PAPS patients can also cause an unfavorable image of the hospital. For the patient himself, because he has not recovered, it can be even worse. The cause of PAPS patients is not known for certain, it may be due to financial factors, lack of communication between health workers and patients, or social factors and dissatisfaction with the services obtained [12].

Nursing service is a form of professional service that is an integral part of health services and is based on science and care tips in the form of comprehensive biological, social, and spiritual psychological services aimed at individual families and communities, both sick and healthy, which cover the entire process of human life in achieving optimal health status. Based on this, the researcher is interested in examining the determinants of factors that influence the incidence of patients going home at their own request in the Inpatient Room of the Sahabat Keluarga Clinic.

METHODS

This research design is a qualitative study with a phenomenological approach with the focus of the research directed at exploring the influence of knowledge, family support, and the cost of care on the incidence of patients going home at their own request in the Inpatient Room of the Sahabat Keluarga Clinic. In addition, the qualitative approach is expected to reveal the situation and problems faced in these activities. The research was conducted in the Inpatient Room of the Sahabat Keluarga Clinic on July 8-29, 2023. The informants in this study were the owner or person in charge of the clinic totaling 12 people using purposive sampling. The inclusion criteria in the study were patients who were admitted and patients who were treated in the Inpatient Room of the Sahabat Keluarga Clinic. Exclusion criteria in the study
were patients who were in a condition that could not be communicated with. Data were collected from informants by means of in-depth interviews and documentation. Data validity testing was carried out with credibility, transferability, dependability, and confirmability. Ethics in this study are based on the consent sheet to become a respondent, anonymity, and confidentiality.

RESULTS

The location coordinates of the Sahabat Keluarga Inpatient Primary Clinic are located at Latitude -7.5860358 and Longitude 111.879176217. Sahabat Keluarga Primary Hospitalization Clinic has 2 floors. Both floors are used to support a maximum service system for patients. The ground floor or first floor is the main service place, namely the emergency room, polyclinic, pharmacy, administration, midwifery, and inpatient rooms, while the second floor has a leadership room, nurse's room, and inpatient rooms.

The Influence of Knowledge on the Incidence of Patients Discharged on Their Own Request

Some informants stated that the reason for PAPS was related to the patient's and family's knowledge of the patient's health condition. For example, Informant 2 mentioned that they chose to go home because they felt that their health condition had improved and were afraid that the cost of treatment would increase if they stayed in the hospital. Informant 3 also stated that they chose to be discharged because they saw that their child was less fussy, indicating a belief that their health condition was good enough to be discharged. Informant 12 stated that the decision to PAPS was because the patient felt well.

However, some informants also mentioned other factors besides knowledge that influence the incidence of PAPS, such as economic reasons. Informant 6 mentioned that PAPS occurs because patients want to recover quickly and return to work to avoid high treatment costs. Informant 8 also mentioned that cost was a consideration in the PAPS decision.

Knowledge about health conditions influences patients' and families' decisions to PAPS. However, economic factors also play a role in the incidence of PAPS. Therefore, it is important for hospitals and health workers to provide accurate and comprehensive information to patients and families about their health conditions, treatment plans, and associated costs. In addition, consideration should be given to providing social support and understanding to patients and families so that they feel more comfortable and confident with the care provided, which can help reduce the incidence of PAPS.

The Effect of Family Support on the Incidence of Patients Discharged on Their Own Request

Some informants stated that the reason for PAPS was related to a lack of family support in providing attention and assistance to patients during hospitalization. For example, Informant 1 stated that his children were out of town and focused on their respective families, so they could not accompany the
patient. Informant 2 also mentioned that his family had to work, and no one could wait at the hospital. Informant 11 stated that because his husband and wife were busy working, no one could accompany the patient during treatment.

However, some informants also mentioned that although family support was present, other factors such as work reasons also influenced PAPS decisions. Informant 6 stated that the obstacle in waiting was that they had to work and could not take many permits. Informant 8 and Informant 10 also mentioned cost as a consideration in the PAPS decision, although family support was present.

Family support plays a significant role in a patient’s decision to undergo PAPS. Family who are present and provide attention and support during treatment can make patients feel more comfortable and confident with the treatment provided. However, other factors such as work and cost also play a role in the incidence of PAPS. Therefore, it is important for hospitals and health workers to identify and understand the factors that influence PAPS decisions holistically, including the role of family support, so that they can provide better care services that meet patient needs.

The Effect of Cost of Care on the Incidence of Patients Discharged on Their Own Request

The majority of informants stated that cost factors influenced patients’ decision to do PAPS. Some informants revealed that cost was one of the main reasons they chose to go home early. Informant 1 and Informant 2 mentioned that they faced financial constraints because they were not yet harvesting or were economically disadvantaged. Informant 3 also stated that the need for money along with other needs such as children’s education caused reservations about continuing treatment at the hospital. However, some informants also stated that cost was not an issue in the LAPS decision. Informant 5 and Informant 6 stated that the cost was sufficient and not an obstacle. Informant 11 and Informant 12 mentioned that they or their parents were employed, so the cost of treatment was not a problem.

The cost of treatment influences patients’ decision to undergo PAPS. Financial constraints are the main factor that makes some patients choose to go home early. Therefore, it is important for hospitals and healthcare professionals to pay attention to the cost of care and find solutions to help patients who face financial difficulties to better continue their treatment. In addition, providing clear information about the cost of care to patients and families is also important in helping them make informed decisions regarding hospitalization.

DISCUSSION

The Influence of Knowledge on the Incidence of Patients Discharged on Their Own Request in the Inpatient Room of the Sahabat Keluarga Clinic

Knowledge of health conditions influences patient and family decisions to perform PAPS. However, economic factors also play a role in the incidence of PAPS [14]. Therefore, it is
important for hospitals and health professionals to provide accurate and comprehensive information to patients and families about their health conditions, treatment plans, and associated costs. In addition, it is also necessary to consider efforts to provide social support and understanding to patients and families so that they feel more comfortable and confident with the care provided, which can help reduce the incidence of PAPS.

One relevant study was conducted that evaluated the effect of patient education and counseling on the incidence of PAPS in hospitals. This study found that patients who received education and counseling about their condition and the treatment they would undergo had lower rates of PAPS compared to patients who did not receive education and counseling. This suggests that increasing patients' knowledge about their condition can help reduce the incidence of PAPS [13].

Overall, we believe it is important to provide appropriate education and information to patients and families about health conditions and treatment plans. Proper education and improved health literacy can contribute to reducing the rate of PAPS and improving the quality of health care in the inpatient setting. Therefore, hospitals need to focus more efforts on education, counseling, and strengthening health literacy as part of a strategy to reduce PAPS and improve patient satisfaction and safety.

**The Effect of Family Support on the Incidence of Patients Discharged on Their Own Request in the Inpatient Room of the Sahabat Keluarga Clinic**

Family support has a significant role in the patient's decision to perform PAPS. Families who are present and provide attention and support during treatment can make patients feel more comfortable and confident with the treatment provided [15]. However, other factors such as work and cost also play a role in the incidence of PAPS. Therefore, it is important for hospitals and health workers to identify and understand the factors that influence PAPS decisions holistically, including the role of family support, so that they can provide better care services that meet the needs of patients [16].

One relevant study was conducted investigating the role of family support in reducing PAPS in geriatric patients in hospitals. The results showed that patients with strong family support tended to have lower levels of PAPS. Positive family support, such as emotional and informational support, can provide patients with a sense of security and understanding of the importance of completing treatment. Family support can also help reduce the level of anxiety and discomfort that patients experience during hospitalization, thereby reducing the desire for PAPS [17].

Overall, researchers highlighted the importance of family support in influencing patients' decisions regarding continued hospitalization. Positive and informative family support plays an important role in improving the quality of care, reducing the risk of PAPS, and improving the safety and success of care. Therefore, efforts to engage
and empower families as part of the healthcare team will be a key factor in improving satisfaction and quality of healthcare in the inpatient setting.

**The Effect of Treatment Costs on the Incidence of Patients Discharged on Their Own Request in the Inpatient Room of the Sahabat Keluarga Clinic**

The cost of treatment influences a patient's decision to undergo PAPS. Financial constraints are the main factor that makes some patients choose to go home early [18]. Therefore, it is important for hospitals and health workers to pay attention to the cost of care and find solutions to help patients who face financial difficulties to continue their treatment better. In addition, providing clear information about the cost of care to patients and families is also important in helping them make informed decisions regarding hospitalization [19].

One relevant study was conducted evaluating the factors affecting the incidence of PAPS in patients in public hospitals. The results showed that the cost of care had a significant influence on the incidence of PAPS. Patients who face high costs of care tend to have higher rates of PAPS, as the increased financial burden can be one of the main reasons patients decide to go home before treatment is complete [20].

Overall, researchers have shown that the cost of care has a significant impact on the incidence of PAPS in the inpatient setting. Therefore, efforts to reduce the financial burden for patients, provide clear information about the cost of care, and provide adequate support for patients and families will be important factors in reducing the rate of PAPS and improving patient satisfaction during hospitalization.

**LIMITATION**

At the time of the research there were two informants who previously stated to PAPS, but the next day the patient canceled the decision and wanted to continue to be treated for health services at the Sahabat Keluarga Clinic, so the researcher deleted the interview with these respondents.

**CONCLUSION**

There are three conclusions in the study, namely 1) Knowledge has an influence on the incidence of patients returning home at their own request in the Inpatient Room of the Sahabat Keluarga Clinic; 2) Family support has an influence on the incidence of patients discharged at their own request in the Hospitalization Room of the Sahabat Keluarga Clinic, and 3) The cost of care has an influence on the incidence of patients discharged at their own request in the Inpatient Room of the Sahabat Keluarga Clinic. Based on the results of this research, it is hoped that nurses can provide education to patients, especially about the disease they suffer from and the treatment and care provided so that patients discharged on their own request can be prevented.

**ACKNOWLEDGMENT**

The authors would like to thank all participating respondents for supporting this
study. The authors also owe the Strada Institute of Health Sciences Indonesia for supporting research in this study.

CONFLICT OF INTEREST

Regarding this research, the author declare that this research have no conflicts of interest.

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