



IMPLEMENTATION OF PATIENT CENTERED CARE ON SERVICE QUALITY AND PATIENT SATISFACTION: A LITERATURE REVIEW

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ABSTRACT

The concept of Patient Centered Care is a concept that involves patients and families in the process of providing health services with the principles of 4 (four) core concepts, namely paying attention to dignity and respect, sharing information, participation and collaboration. The application of the Patient Centered Care Concept will have an impact on the quality of service and the level of patient satisfaction as a customer. This study aims to explain the effect of implementing patient centered care on improving service quality and patient satisfaction. This study uses the literature review method. Article search uses 3 journal databases from 2019-2023 which were reviewed including Google Scholar, Pubmed and Scient Direct and eleven articles met the criteria. The results of a review of the 11 literatures stated that the higher the application of patient centered care in health services, the higher the patient and family satisfaction. Therefore, it is recommended that the hospital carry out socialization in the form of education on the application of patient centered care on a regular basis to all health workers in the hospital. Health workers in all professions can provide care in accordance with their respective authorities so that the pattern of cooperation between professions can be well established.

Keywords: patient centered care; satisfaction; service

INTRODUCTION

The development of science and technology has an impact on the development of health professional knowledge and knowledge from the community. People who want to come for treatment at health care centers are no longer lacking in information, which means they tend to be exposed to information so they are no longer dependent on information from doctors or health workers. The community already has the ability to provide an assessment of a service provided by health workers (Abubakar et al., 2020). Increasing public awareness of the importance of health affects hospitals in providing health services. Improving health services is carried out by hospitals to support healing and recovery with full attention to patient comfort. Advances in science and technology have resulted in an increasing number of people who are educated and possess information, so that they can choose and demand quality health services. So that quality health services are an indicator of the success of Hospital Managers and Leaders. The new paradigm in hospitals in this era of achieving quality is patient safety. All hospitals are competing to implement patient safety properly, so that all patient outcomes can be achieved. One that must be implemented in implementing Patient Safety is Patient Centered Care (Alibrandi et al., 2023).

The concept of Patient Centered Care is a concept that involves patients and families in the process of providing health services by adhering to four (4) core concepts, namely paying attention to dignity and respect, sharing information, participation and collaboration as conveyed by the Police, Fire and Crime Commissioner (PFCC) in 2012. Patients or families are the focus of health services and have the right to choose and refuse services. This shifts the

paradigm that usually occurs in health care centers where doctors tend to serve as the center of health services in health care units (Rosa, 2018).

Interactions between patients and nurses or other care-giving professionals during the care process are consistent with the principle of Patient-Centered Care which is very effective in increasing the provision of nursing care, and to ensure that Patient-Centered Care is implemented in the process of providing care, nurses and other care-giving professionals should carry out a thorough assessment. ongoing focus on patient needs related to the care process and encourages opportunities for participation. Interactions that are carried out on an ongoing basis can improve communication between care-giving professionals and patients so that they can improve service quality as well as satisfaction and a good experience in the health care process (Fauzan & Widodo, 2019). Definition related to patient satisfaction as the level of patient feelings that arise as a result of the performance of the health services they receive, after the patient compares them with what they expect. The process of involving the participation of patients and families in providing care can increase expectations and affect patient satisfaction (Irawan, 2019).

In a systematic review conducted in a journal entitled Patient Centered Care Model to Improve the Quality and Safety of Patient Care in Hospitals states that the PCC approach has been proven to improve patient status through increased communication, fostering a positive climate, and encouraging interaction between patients and service providers. Interactions are carried out on an ongoing basis which can improve communication so as to avoid unexpected things. Slightly different from these results in a journal entitled Effect of Patient Centered Care on Service Quality and Satisfaction Level of BPJS Inpatients in Baptist Hospital Batu states that PCC has a direct effect on service quality, but not significantly. PCC has an indirect effect on patient satisfaction, especially through the quality of functional services. Overall, functional service quality directly affects patient satisfaction with the greatest total effect. PCC must be implemented with due regard to service quality to create patient satisfaction. This is a challenge for the authors to conduct a literature review on the topic of implementing patient centered care on service quality and patient satisfaction (Han et al., 2022). The purpose of this study was to analyze related literature related to center care patients.

METHOD

This research was conducted using the literature review method. A literature review is a description of theories, findings and other research articles obtained as reference material to serve as a basis for research activities (Nursalam, 2017). A literature search was conducted in April-May 2023. The data used in this study were secondary data obtained not from direct observation, but from the results of research conducted by previous researchers. Secondary data sources obtained were in the form of reputable journal articles both nationally and internationally with predetermined themes. The strategy used to search for articles uses the PICOS framework which consists of a) Population/problem, namely the population or problem to be analyzed in accordance with the theme that has been determined in the literature review; b) Intervention, which is an act of management of individual or community cases and presentation of the implementation of studies according to the themes determined in the literature review; c) Comparison, namely intervention or other management that is used as a comparison, if there is none, you can use a control group in the selected study; d) Outcomes, namely the results or outcomes obtained in previous studies that are in accordance with the themes that have been determined in the literature review; e) Study design, namely the research design used in the article to be reviewed.

Table 1.
Inclusion Exclusion Criteria

Criteria	Inklusion	Ekklusion
Population	Patient in hospitals	Other than patient in hospitals
Intervention	(1) Patient Centered Care, (2) discusses the effect of patient centered care on quality service, (3) discusses the patient centered care on patient satisfaction, (4) using original research	(1) Non-Patient Centered Care Consept, (2) research do not explain the quality service and patient satisfaction, (3) thesis, dissertation or part of a conference
Comparation	No Comparator	
Outcomes	The result of the study show the implementation patient centered care on service quality and Patient Satisfaction	Not described implementation of patient centered care on service quality and patient satisfaction
Study design and publication type	A cross sectional study, explanatory research, descriptive correlational study, Prospective Cohort Study	No exclusion
Publication years	Post 2019	Pre 2019
Language	English, Indonesian	Language other than English and Indonesian

The literature search in this literature review used four databases with high and medium quality criteria, namely Google Scholar, Pubmed and Scient Direct. Search for articles or journals using keywords and blooan operators (AND, or NOT or AND NOT) which are used to broaden or specify searches, making it easier to determine which article or journal to use. Keywords in this literature review are adjusted to Medical Subject Heading (MeSH) using keywords in English and Indonesian such as “patient centered care”, “service quality” and “patient satisfaction”. Based on the results of literature searches through publications in three databases using keywords adjusted to MeSH, researchers obtained 39,141 articles that match these keywords. The search results that have been obtained are then checked for duplication, it was found that there were 35 identical articles so that they were excluded and the remaining 39,106 articles. Researchers then screened based on title (n = 33), abstract (n = 14) and full text (n = 11) adjusted to the theme of literature review. The assessment was carried out based on the feasibility of inclusion and exclusion criteria obtained as many as 12 articles that could be used in literature review. The results of the study article selection can be illustrated in the flow diagram below:

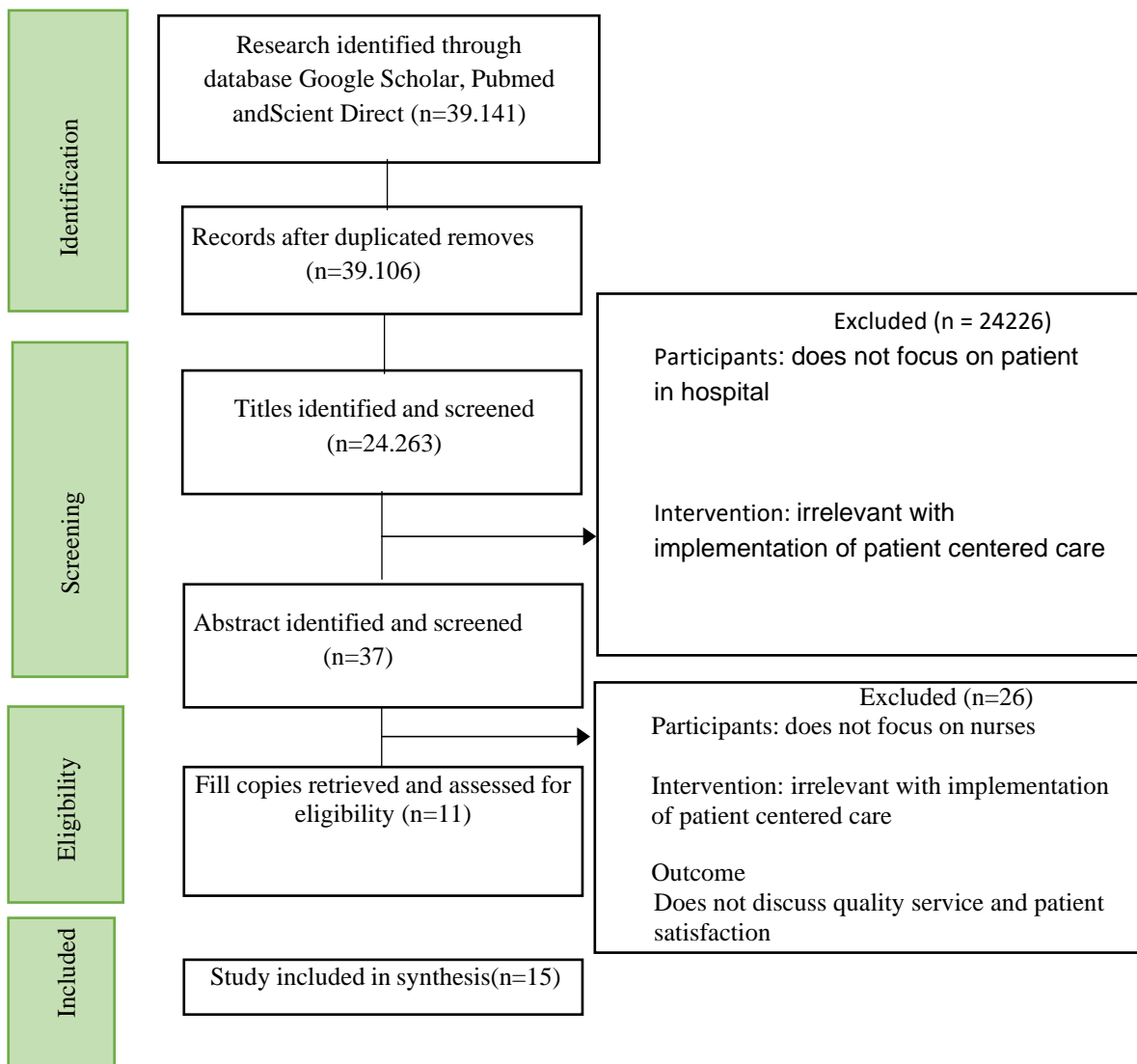


Figure 1. PRISMA Diagram

At this identification stage, there were 39,141 articles identified through database journals. At the screening stage, all articles will be checked to see if there are no similarities in titles or duplications, whereby around 24,263 articles were excluded. Furthermore, at the eligibility stage, all articles selected at this stage must meet predetermined research inclusion criteria. At the determination stage, around 11 articles were selected after going through a selection process that referred to the inclusion criteria.

RESULTS

Eleven articles meeting the inclusion criteria were divided into two major themes, namely articles related to patient satisfaction (5), and quality service (1) and five (5) articles related of both. Most of the article about patient centered care use a cross sectional design.

Table 2.
article analysis

Authors and Year	Title	Study Design, Sample, Variable, Instrument, Analysis	Outcome of Analysis Factors	Summary of Results
(Fauzan Widodo, 2019)	The Relationship between the Implementation of Patient Centered Care and the Experience of Inpatient Clients at Sari Mulia Hospital, Banjarmasin	Design: Kuantitatif Cross Sectional Sample: 77 patient Variable independent: Implementation of patient centered care Variable dependent: Inpatient Client Experience Instrument: Questionnaire Analysis: Uji Chi-Square	Of the 77 respondents studied by researchers, 72 (93.5%). Respondent stated having a good experience. Because nurses do the implementation of <i>Patient Centered Care</i> well so that it causes a good experience as well. Out of 5 respondents (6.5%) said their experience was not good	Implementation of Patient Centered Care on client experience at RSU Sari Mulia Banjarmasin. If the higher the implementation of Patient Centered Care, the higher the level of experience gained.
(Han et al., 2022)	Patient-Centered care and patient satisfaction: Validating the patient-professional interaction questionnaire in China	Design: Cross Sectional Sample: 230 peserta Variable independent: Patient Centered Care Variable dependent: Patient Satisfaction Instrument: Patient-Professional Interaction Questionnaire (PPIQ-C). Analysis: Multiple linear regressions	PPIQ-C exhibits acceptable psychometric properties. Overall reliability was excellent (McDonald's $\alpha = 0.975$). In terms of patient satisfaction, process, quality of treatment, and communication significantly predict patient satisfaction, while environment, staff attitudes, and medical ethics. Most importantly, the total PPIQ-C score predicts patient satisfaction above and beyond the medical service perspective mentioned above ($B = 0.595$, $SE = 0.207$, $p = 0.004$). Finally, the constructive effect of PCC on patient satisfaction is stronger for the Paediatrics department than for Surgery	The Chinese version of the PPIQ scale (PPIQ-C) exhibited excellent internal consistency and acceptable content validity. Patient-centered care (PCC), reflected by PPIQ-C scores, predicts overall patient satisfaction above and beyond other medical service perspectives. Adopting the PCC approach in appropriate situations will probably advance the development of performance evaluation systems in China, thereby improving overall health and patient satisfaction.

Authors and Year	Title	Study Design, Sample, Variable, Instrument, Analysis	Outcome of Analysis Factors	Summary of Results
(Gustina Irawan, 2019)	The Implementation of Patient-Centered Collaborative Care Training Concept to Increase Inpatient Unit Nurse Performances of X Hospital	<p>Design: Mixed Method Research or a combination of quantitative and qualitative approaches</p> <p>Sample: 96 respondents with a minimum tenure of one year in Hospital X</p> <p>Variable: Inpatient Unit Nurse</p> <p>Performances as independent variables and Patient Centered Care as the dependent variable</p> <p>Instrument: Questionnaire</p> <p>Analysis: wilcoxon and Interview Results</p>	The implementation of the concept of patient-centered collaborative care is one of the important aspects in providing health services in hospitals.	Good knowledge of the concept of PCC has proven to be influential on the implementation of PCC in the X Hospital Inpatient Room supported by improving the performance of nurses in the inpatient room
(Yulia, 2023)	The Relationship between the Implementation of Patient Centered Care (PCC) and Inpatient Satisfaction	<p>Design: Cross Sectional Study</p> <p>Sample: 110 inpatients</p> <p>Variable: Patient Satisfaction as a Dependent Variable and Patient Centered Care (PCC)</p> <p>Instrument: Patient Satisfaction Questionnaire</p> <p>Analysis: Rank Spearmen</p>	The results showed that there was a relationship between patient-centered care and inpatient satisfaction at Mitra Sejati Hospital with a p value of 0.001 ($p < 0.05$) and obtained a value of $r = 0.656$ included in the interval 0.600-0.799 and classified as a strong category.	The better the implementation of Patient Centered Care, the higher the level of inpatient satisfaction at Mitra Sejati Hospital. Therefore, it is recommended that the hospital conduct socialization in the form of education on the implementation of patient centred care regularly to all health workers in the hospital. The creation of patient satisfaction will determine the good image and increase the accreditation assessment of Mitra Sejati Hospital in the future. The implementation of Patient Centered Care in hospitals is proven to increase the number of patients and family satisfaction.

Authors and Year	Tittle	Study Design, Sample, Variable, Instrument, Analysis	Outcome of Analysis Factors	Summary of Results
(Rozany et al., 2019)	The Meaning of Breast Cancer Patients' Experience in Hospital X: a Viewpoint from Patient Centered Care	Design: Qualitative Reseach Variable: Breast Cancer Patient Experience Is a Dependent Variable and Patient Centered Care (PCC) is a Independent Variable Instrument: Patient Satisfaction Questionnaire Analysis: interpretive phenomenology analysis (IPA)	This study aims to determine the meaning of treatment received by breast cancer patients during the treatment period. In the treatment of breast cancer, the patients require a personalized service or patient centered care.	The results of the study revealed there are 10 themes, namely worrying about something uncomfortable in the body, resigning to the doctor's recommendations, feeling comfortable and uncomfortable in the service received, feeling stress after recognizing the disease suffered, feeling fearful to the disease, experiencing pain before and after treatment, obtaining encouragement, refraining from thinking that slows down the healing, feeling of having no choice over the disease, and feeling of not obtaining explanation. There is relevance between theme and patient centered care.
(Edgman-Levitan & Schoenbaum, 2021)	Patient-Centered care: achieving higher quality by designing care through the patient's eyes	Design: cross sectional approach correlation study Sample: 76 patients Variable: patient satisfaction as a dependent variable and Patient Centered Care tracking. Instrument: Questionnaire Analysis: Rank Spearmen	The Patient Centered Care factor plays a significant role in increasing patient satisfaction with a p-value of $0.002 < 0.005$.	The implementation of Patient Centered Care in hospitals is proven to increase the number of patients and family satisfaction
(Alibrandi et al., 2023)	Patient Satisfaction and Quality of Hospital Care	Design: Cross Sectional Study Sample: 350 observations Variable: Patient Satisfaction and qualityof Hospital	The analysis summarises the experience of a sample of patient at the University Polyclinic in Messina (Italy) and provides a detailed assesment of satisfaction of patients experienceing	The results outlined the relevant factors for patient satisfaction: they depend both on the ambulatory where the care is provided and the judgement about quality of care. Other crucial factors in determining a higher satisfaction were

Authors and Year	Title	Study Design, Sample, Variable, Instrument, Analysis	Outcome of Analysis Factors	Summary of Results
		Care as a Dependent Variable Instrument: Patient Satisfaction Questionnaire Analysis: Rank Spearman	healthcare at different Departement.	the availability of parking lots, the cleaning of structures and the judgment on physicians, the latter endorsing the probability of being highly satisfied when expectations on physicians' competences and professionalism are confirmed. The "Contact details", i.e., the indications of the people to contact in case of need, strengthen the overall patients' positive experience.
(Kuipers et al., 2019)	The importance of patient-centered care and co creation of care for satisfaction with care and physical and social well-being of patients with multi-morbidity in the primary care setting	Design: Cross Sectional Study Sample: 216 patient Variable: Satisfaction with care and phsycal and social well-being of patient as a Dependent Variable, Patient Centered Care and Co Creation of Care is a Independet variable Instrument: Patient Satisfaction Questionnaire Analysis: Rank Spearman	This study aimed to explore the current level of PCC delivery to patients with multi-morbidity in the primary care setting and the relationships among patient-centered care, co-creation of care, satisfaction with care, and physical and social well-being of patients with multi-morbidity.	The mean age of the patients was 74.46 ± 10.64 (range, 47–94) years. Less than half (40.8%) of the patients were male, 43.3% were single, and 39.3% were less educated. Patient-centered care and co-creation of care were correlated significantly with patients' physical well-being, social well-being, and satisfaction with care (all p ≤ 0.001). Patient-centered care was associated with social well-being (B = 0.387, p ≤ 0.001), physical well-being (B = 0.368, p ≤ 0.001) and satisfaction with care (B = 0.425, p ≤ 0.001). Co-creation of care was associated with social well-being (B = 0.112, p = 0.006) and satisfaction with care (B = 0.119, p = 0.007).

Authors and Year	Title	Study Design, Sample, Variable, Instrument, Analysis	Outcome of Analysis Factors	Summary of Results
(Abubakar et al., 2020)	Effect of Patient Centered Care Application on Inpatient Outcomes in Rskdia Pertiwi and Rsia Ananda (Woman and Child Hospitals)	Design: Cross Sectional Study Sample: 92 patient Variable: Inpatient Outcomes as a Dependent Variable, Patient Centered Care is a Independet variable Instrument: Patient Satisfaction Questionnaire Analysis: Bivariat and Multivariat Analysis	The study aimed to evaluating the effect of PCC application on inpatient outcomes, notably patient satisfaction, and clinical outcomes in RSKDIA Pertiwi and RSIA Ananda.	There was effect of PCC application on patient satisfaction in RSKDIA Pertiwi (p = 0.017) and RSIA Ananda (p = 0.000), but there was no effect show to the clinical outcomes in RSKDIA Pertiwi (p = 0.718) and RSIA Ananda (p = 0.440), also there was no differences in the application of PCC (p = 0.492) between both hospitals
(Rosa, 2018)	The Implementation Patient Centered and Palliative Care In Life Limiting Illness Patients At PKU Gamping Yogyakarta Hospital	Design: Actioan Research Variable: Inpatient Outcomes as a Dependent Variable, Patient Centered Care is a Independet variable Instrument: Questionnaire, Interview, Roleplay	A comprehensive approach that can be given to patients with employed Project Based Learning in which the teachers were involved in children literature writing Life Limiting illness (LLI), to improve the quality of service is to apply Patient Centered Care in the project. The training procedure was designed by implementing blended learning consisting 16-hour provision of Palliative Care. Community service aims to improve the ability of health workers in offline creative writing workshop and 32-hour online coaching session. The offline sessions were hospitals to provide services for LLI patients using the Patient Centered Care and Palliative care approaches.	Patient centered care approach to Palliative care for patients with Life Limiting Illness is a major approach to improve the quality of care for patients. Health workers in all professions who can provide care in accordance with their respective authorities so that inter-professional collaboration patterns can be well established. Good interaction between professions in providing care can increase job satisfaction and professionalism of staff and improve patient outcomes.

Authors and Year	Title	Study Design, Sample, Variable, Instrument, Analysis	Outcome of Analysis Factors	Summary of Results
(Wittmann et al., 2022)	Developing a Patient-Centered Model of Prostate Cancer Care: Patient Satisfaction with a Survivorship Program Embedded in Urologic-Oncologic Care	Design: Descriptive statistics to characterize participant responses Sample: 146 patient Variable: Patient Satisfaction is a Dependent Variable, Patient Centered Care is a Independent variable Instrument: Survey	To evaluate patients' and partners' satisfaction with a <u>prostate cancer</u> survivorship program embedded in urologic-oncologic care. As a part of quality improvement activity, to developed a patient and partner-centered, biopsychosocial support program for men and partners coping with the <u>urinary</u> and sexual side-effects of surgical treatment for prostate cancer. The program became a part of usual care for all prostate cancer patients.	Responses were received from 88 patients and 70 partners (56% response rate for the group). Patients and partners reported very high or fairly high satisfaction with the rehabilitation activities of the program (86-97% and 90%-100%, respectively); 91% of patients and 84% of partners thought having pre-operative education and post-operative rehabilitation was a good or fairly good idea; 83% of patients and 79% of partners would very much or somewhat recommend the program to a friend who was considering surgical treatment for prostate cancer.

Dimensions of Patient Centered Care In its implementation, PCC (Patient Centered Care) consists of 8 dimensions, namely (Abubakar et al., 2020): 1)Respect the values, preferences and needs expressed by the patient; 2)Coordination and integration of care; 3)Information, communication and education; 4)Physical comfort; 5)Emotional support and reduction of fear and anxiety; 6)Involvement of family and friends; 7)Continuing care and smooth transitions; 8)Access to services. The Ministry of Health (2012) states indicators of the quality of nursing services, namely: 1)Patient safety (infection, decubitus, patient falls); 2)Patient comfort in care (incidence of forced discharge, pain management); 3)The patient's knowledge of the treatment information received; 4)Patient satisfaction with standard care is more than 90%; 5)The patient's ability to self-care; 6)Reducing patient anxiety; 7)These indicators are objective, measurable based on the patient's experience while receiving treatment. The quality of this service is measured by five dimensions, namely: 1)Reliability; 2)Responsiveness; 3)Assurance (Confidence); 4)Empathy; 5)Tangibles (Physical Evidence).

DISCUSSION

Patient Centered Care Improving Service Quality

In its report, the Institute of Medicine (IOM) describes 4 levels that determine the quality of service and the role of PCC in patient care (Rosa, 2018): a)Experience level refers to the patient's individual experience to their care. At this level, care must be provided in a respectful manner, provide honest information and encourage patient and family participation. b)Clinical micro-system level refers to the level of service, department or program of care. At this level, patient and family counselors must participate in the overall design of the service, department or program; for example redesigning teams and participating in planning, implementing, and evaluating changes. c)Organization level refers to the organization as a whole. The organizational level overlaps with the clinical micro-system level, in that the organization is

made up of various services, departments and programs. At this level, patients and families should participate as full members of key organizational committees on subjects such as patient safety, facility design, quality improvement, patient and family education, ethics and research. d) The environmental level refers to the policies of the health system. In patient-centered care, an individual's specific health needs and desired health outcomes are the driving force behind all health care decisions and quality measurements. Patients are partners with their health care providers, and providers treat patients not only from a clinical perspective, but also from an emotional, mental, spiritual, social, and financial perspective (Catalyst, 2017).

Patient Centered Care Improving Patient Satisfacti

The results of a review of the 11 literatures stated that the higher the application of patient centered care in health services, the higher the patient and family satisfaction. Therefore, it is recommended that the hospital carry out socialization in the form of education on the application of patient centered care on a regular basis to all health workers in the hospital. Health workers in all professions can provide care in accordance with their respective authorities so that the pattern of cooperation between professions can be well established. The 11 literature reviews agreed to state that the application of patient centered care greatly influences patient and family satisfaction. 10 literature states that the implementation of patient centered care is a strong factor that increases patient satisfaction. 1 in the literature confirms that not implementing patient centered care such as not receiving information, or being uncomfortable with the services received affects patient satisfaction and assessment of services (Eklund et al., 2019).

CONCLUSION

The essence of Patient – Centered Care is to show patients as unique individuals, to respect their values and beliefs and to respond flexibly to their needs and preferences.

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