

Literature Review: Home Care Services in Improving Patient Satisfaction

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ABSTRACT

High hospital care costs and long lengths of stay are common problems faced by patients, particularly those from low socioeconomic backgrounds who require affordable and accessible health services. The increasing cost of health care and significant budget constraints have encouraged the development of home care services as an alternative strategy to reduce hospitalization costs and duration. This study aims to review the literature on the role of home care services in improving patient satisfaction. Articles were retrieved from Google Scholar, Google Cendekia, and PubMed databases published between 2015 and 2020. The findings indicate a significant relationship between home care services and increased patient and family satisfaction. Home-based care provides a more comfortable environment than hospital care, contributing to faster recovery and improved psychological well-being. However, limited public trust, inadequate socialization, and insufficiently trained health professionals remain challenges. Therefore, strengthening socialization programs and improving the competence of home care teams through training are recommended.

Keywords: Home Care Services, Improving, Patient Satisfaction

BACKGROUND

Patients receiving hospital care frequently face challenges related to high treatment costs and prolonged lengths of stay. For individuals from low-income backgrounds, affordable and accessible health services are a critical need (Hidayat, 2017). Escalating health care expenditures and budget reductions have positioned home care services as a viable solution to reduce both costs and hospitalization duration (Ministry of Health of the Republic of Indonesia MoH, 2018).

The American Nurses Association reported that approximately 75% of patients with terminal illnesses, chronic diseases such as diabetes, stroke, hypertension, mental health disorders, and pediatric conditions require home care services (American Nurses Association ANA, 2018). In Indonesia, 97.7% of respondents indicated the need to develop home health services, while 87.3% emphasized the importance of standardizing health personnel, facilities, and services (MoH, 2018). Data from Statistics Indonesia (BPS) East Java Province revealed that 58% of post-operative patients require continued care at home due to financial constraints and extended hospital stays (BPS East Java Province, 2019).

Despite its benefits, home care implementation faces several challenges, including limited public trust, geographical barriers, insufficient transportation access, and a shortage of competent health care professionals. These factors influence community perceptions and the effectiveness of home care services (Ropi, 2016). Therefore, understanding the role of home care services in enhancing

patient satisfaction is essential. This literature review aims to analyze evidence regarding home care services and their impact on patient satisfaction.

METHODS

This study employed a literature review design to systematically examine existing scholarly works related to home care services and patient satisfaction. A literature review was chosen to provide a comprehensive understanding of theoretical perspectives, empirical findings, and trends in previous studies, thereby allowing the researcher to identify key variables, conceptual frameworks, and gaps in the existing body of knowledge relevant to the topic.

Relevant articles were obtained through searches conducted in several reputable academic databases, namely Google Scholar, Google Cendekia, and PubMed. These databases were selected due to their broad coverage of peer-reviewed journals in the fields of health services, nursing, and public health. The search process focused on articles published between 2015 and 2020 to ensure that the findings reflected relatively recent developments and practices in home care services.

The selection of articles was carried out manually to ensure accuracy and relevance. Each article was screened based on predefined inclusion criteria, particularly its direct relevance to home care services and patient satisfaction. Titles and abstracts were initially reviewed, followed by a more detailed examination of the full texts to confirm their suitability for inclusion in the study.

Through this rigorous selection process, a total of eight journals were identified as meeting all inclusion criteria and were subsequently included in the analysis. These selected studies were analyzed qualitatively to synthesize key findings, identify recurring themes, and draw conclusions regarding the relationship between home care services and patient satisfaction. The synthesis of these studies provided a solid foundation for discussion and further analysis in this research.

RESULTS

Vera et al. (2020) reported a significant relationship between the 5M home care service method and family satisfaction, with a p-value of $< .001$. Families receiving high-quality 5M home care services were 3.16 times more likely to report satisfaction than those receiving inadequate services. Rochana and Tukiyo (2020) found that optimal implementation of home care services requires strong coordination, education, and continuous socialization. Effective home care delivery resulted in comprehensive, continuous care and improved patient comfort and recovery outcomes.

Reza et al. (2019) demonstrated that service quality dimensions reliability, assurance, tangibles, empathy, and responsiveness were significantly associated with family satisfaction ($p < .05$). Similarly, Sinaga et al. (2017) reported that 90% of respondents expressed satisfaction with nurses providing home care services, influenced by professional competence, cost efficiency, and interpersonal relationships.

Irma et al. (2018) identified a significant effect of home care service quality on patient satisfaction and trust ($p < .05$). Arjuna et al. (2017) highlighted that successful home care implementation depends on adequate human resources, facilities, and continuous community socialization.

Additionally, Kusyati and Putri (2016) reported positive community perceptions of home care services, particularly due to nurses' empathy, procedural competence, and comprehensive care delivery.

The following table presents a summary of empirical studies examining the relationship between home care service implementation and patient or family satisfaction. The studies included in the table represent a range of perspectives, focusing on service quality dimensions, implementation strategies, professional competence, and community perceptions. By synthesizing findings from

multiple researchers, the table provides a comprehensive overview of key factors that influence the effectiveness of home care services and their impact on satisfaction, trust, and care outcomes.

| Author(s) & Year | Study Focus | Key Findings | Statistical Evidence / Main Outcomes |
|-----------------------------|---|--|--|
| Vera et al. (2020) | 5M home care service method and family satisfaction | High-quality implementation of the 5M home care method significantly increased family satisfaction. | Families receiving adequate 5M services were 3.16 times more likely to be satisfied; p < .001 |
| Rochana & Tukiyo (2020) | Implementation of home care services | Effective home care requires strong coordination, education, and continuous socialization. | Optimal implementation resulted in comprehensive and continuous care, improving patient comfort and recovery |
| Reza et al. (2019) | Service quality dimensions and family satisfaction | Reliability, assurance, tangibles, empathy, and responsiveness were significantly associated with satisfaction. | All service quality dimensions showed significant associations (p < .05) |
| Sinaga et al. (2017) | Nurse performance in home care services | High satisfaction levels were influenced by professional competence, cost efficiency, and interpersonal relationships. | 90% of respondents reported satisfaction with home care nursing services |
| Irma et al. (2018) | Home care service quality, satisfaction, and trust | Service quality had a significant effect on patient satisfaction and trust. | Significant relationship identified (p < .05) |
| Arjuna et al. (2017) | Factors supporting home care implementation | Successful implementation depends on adequate human resources, facilities, and continuous community engagement. | Emphasis on structural and social support factors for sustainability |
| Kusyati & Putri (2016) | Community perception of home care services | Positive perceptions were driven by nurse empathy, procedural competence, and comprehensive care delivery. | Home care services were perceived positively by the community |

Overall, the findings summarized in the table indicate that the quality and implementation of home care services play a crucial role in shaping patient and family satisfaction. Consistent evidence demonstrates that well-coordinated services, professional and empathetic healthcare providers, adequate resources, and continuous community engagement contribute to positive perceptions and improved outcomes. These results highlight the importance of strengthening service quality standards and implementation frameworks to ensure sustainable and effective home care delivery, ultimately enhancing patient comfort, trust, and recovery.

DISCUSSION

The findings of this literature review indicate a consistent relationship between home care services and increased patient satisfaction. Service quality emerged as a dominant factor influencing satisfaction and trust, aligning with previous studies demonstrating that patients are satisfied when service performance meets or exceeds their expectations (Irma et al., 2018; Reza et al., 2019).

Home care services provide a comfortable home environment that supports emotional well-being and accelerates recovery compared to institutional care (Ropi, 2016; Wijono, 2016). Moreover, home care reduces financial burdens for patients requiring long-term management of chronic and degenerative conditions.

Patient satisfaction is also influenced by nurses' knowledge, skills, attitudes, and responsiveness. These findings support service quality theories emphasizing reliability, assurance, empathy, and responsiveness as key determinants of satisfaction (Sugiyati & Kusnilawati, 2013). However, limited public awareness and variability in health worker competence remain barriers to optimal home care delivery.

CONCLUSION

The reviewed literature confirms a significant relationship between home care services and patient satisfaction. High-quality home care services, characterized by professional competence, responsiveness, and comprehensive care, contribute to increased satisfaction and trust among patients and their families.

Health care institutions should strengthen community socialization regarding home care services to improve public trust. Continuous training and competency development for home care teams are essential to ensure service quality. Increasing the number of trained home care nurses is also recommended to enhance service coverage and effectiveness.

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