

## **The Level of Satisfaction of Outpatients Against Interprofessional Education (IPE) Practices Applied in Asri Medical Center (AMC) Yogyakarta**

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### **ABSTRACT**

Interprofessional Education occurs when two or more professions learn with, from and about each other to improve collaboration and the quality of care. Practice IPE in Asri Medical Center (AMC) involves medical students, nursing and dentistry in the professional stage and undergraduate pharmacy students. This practice will provide optimum service to patients mainly outpatients. Interventions to patients not only done in terms of illness but its association with the mouth and teeth as well as in terms of treatment for patients. Viewing services implemented in hospitals, especially in Indonesia, the application of inter-professional collaboration is rarely done, it will make the practice of IPE in the AMC as a material consideration which can be applied in hospitals in Indonesia.

This study aims to determine the level of satisfaction of outpatients against IPE practices applied in AMC Yogyakarta

This study is a non-experimental descriptive cross-sectional approach. The sampling technique using total sampling technique. A total of 14 outpatients IPE given a questionnaire with 23 statements covering five service quality dimensions and 4 grains of interview questions. Calculations performed questionnaire using Likert scale 1-4 ranging from very dissatisfied, dissatisfied, satisfied and very satisfied.

Result of the study, total of 78.6% of respondents were very satisfied and 21.4% of respondents were satisfied with the practice of IPE in AMC. The level of patient satisfaction with 5 dimensions of service quality are sorted from largest namely attention, facilities and infrastructure, assurance, reliability, and responsiveness. Conclusion of this study, patients are very satisfied with the IPE practices applied in AMC Yogyakarta:

**Keywords:** Interprofessional education, patient satisfaction