Abstract

A few challenges influencing the sustainability of health are the limitation of resources in the hospital and the increasing level of patients’ demands. These challenges may become problems in the future. To maintain a sustainable development, there are several elements that should be considered, which are social, the economy, and the environment. The social aspect is considered to have the highest probability to maintain the sustainability of health. For example, it is clear that people want to be treated with the best services, but they also want to afford that kind of services with reasonable price. So if they can get good services with a reasonable price, the level of satisfaction would be increased. Various factors of patients’ satisfactions, such as resources, access to services, and the welfare of the patients also play important role to achieve that goal. On the contrary, these factors do not only give advantages that will increase customers’ satisfaction, but also some drawbacks that will lower their satisfaction.

A dynamic model of simulation system is required in order to solve the problems that have been mentioned before. This model may be beneficial in understanding the factors
that affect patients’ satisfaction. Moreover, it will be useful to make decisions related with the sustainability of health.

The expected result from this research would be a dynamic model that is going to help RSUD Sidoarjo in deciding the best action that is suitable with the existing factors, in favor of increasing patients’ satisfaction towards hospital services.

Keywords: hospital, sustainability of healthcare, dynamic systems, patient satisfaction