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ANALYSIS OF ACCESSIBILITY OF PEOPLE WITH SENSORY DISABILITIES IN RSUD PASAR MINGGU

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Abstract. People with a disability is someone who has conditions, whether physically and mentally that make a person experience difficulty in certain conditions and interact with their environment. Pasar Minggu Regional Hospital (RSUD Pasar Minggu) has achieved a general patient satisfaction indicator with satisfaction rate of 90% in 2022. This satisfaction indicator mainly comes from infrastructure and facility factors, along with the competence of service providers and costs. As a regional referral hospital, this hospital certainly has patients with physical limitations due to disabilities or illnesses. To ensure patient satisfaction can also be felt by patients with physical limitations, this study aimed to get an overview regarding the accessibility of health service facilities for persons with sensory disabilities at RSUD Pasar Minggu, both physically and non-physically. This qualitative study was supported by several data collection including observation, document review, and in-depth interviews with patients with sensory disabilities, as well as health workers at in the Eye polyclinic and ENT polyclinic in 2023. The results showed that physical accessibility at RSUD Pasar Minggu already includes information boards, guiding blocks, handrails, special information counters, while braille and TV text are in the process of planning to be provided at the hospital. Meanwhile, non-physical accessibility includes training for healthcare providers, socialization of health services, as well as special communication for people with disabilities which have been carried out quite well and have provided satisfaction for patients with visual and hearing impairments in terms of the quality of health services at RSUD Pasar Minggu.

Keywords: Accessibility, Patient satisfaction, Service quality, Sensory disabilities

Abstrak. Penyandang disabilitas atau difabel merupakan seseorang yang memiliki kondisi baik secara fisik maupun pikiran yang membuat seseorang untuk mengalami kesulitan dalam kondisi tertentu serta berinteraksi dengan lingkungan sekitarnya. Rumah Sakit Umum Daerah (RSUD) Pasar Minggu telah mencapai indikator kepuasan pasien mencapai rata-rata 90% pada tahun 2022. Indikator kepuasan ini terutama berasal dari faktor infrastruktur dan fasilitas, serta kompetensi penyedia layanan dan biaya. Sebagai rumah sakit rujukan regional, rumah sakit ini tentunya memiliki pasien dengan keterbatasan fisik akibat disabilitas atau penyakit. Penelitian ini bertujuan untuk mendapatkan gambaran terkait aksesibilitas baik secara fisik maupun non-fisik pada fasilitas pelayanan kesehatan bagi penyandang disabilitas sensorik di RSUD Pasar Minggu. Jenis penelitian yang digunakan pada penelitian ini yaitu deskriptif kualitatif dengan metode observasi, telaah dokumen, dan wawancara mendalam kepada pasien dengan disabilitas sensorik pada poli mata dan poli THT, serta petugas kesehatan RSUD Pasar Minggu. Hasil penelitian menunjukkan bahwa aksesibilitas fisik di RSUD Pasar Minggu sudah mencakup papan informasi, guiding block, Handrails, loket informasi khusus, sedangkan huruf braille dan TV text sedang dalam proses perencanaan untuk disediakan di rumah sakit. Sementara, aksesibilitas nonfisik mencakup pelatihan bagi tenaga kesehatan, sosialisasi pelayanan kesehatan, serta komunikasi khusus kepada penyandang disabilitas sudah dilaksanakan dengan cukup baik dan memberikan kepuasan pasien dengan gangguan penglihatan dan pendengaran terhadap kualitas pelayanan kesehatan di RSUD Pasar Minggu.

Kata kunci: Aksesibilitas, Kepuasan Pasien, Kualitas Pelayanan, Disabilitas Sensorik

INTRODUCTION

People with a disability is defined as someone who has a condition both physically and mentally that makes a person to experience difficulties in

certain conditions and activities and interact with the surrounding environment (CDC, 2022). The number of people with disabilities globally from the world's

population is around 16% of the world's population (WHO, 2023). The figure of disability will increase due to the chronic nature of disability (WHO & World Bank, 2011). Data from the Central Agency on Statistics shows the percentage of people with disabilities by type of difficulty in Indonesia based on the 2015 Inter-Census Population Survey (SUPAS) of the total population aged 10 years and over with a total percentage of 8.36% of the population having visual difficulties, while as many as 3.35% of the population have difficulties in hearing (BPS, 2023).

Some people who have disabilities, both physically and mentally, also receive unfair treatment and discrimination in various ways (Ndaumanu, 2020). Indonesia is one of the countries that signed the Convention on the Rights of People with Disabilities which was ratified into The Law Number 19 of 2011 concerning the Ratification of the Convention on the Rights of People with Disabilities which supports equal rights for people with disabilities. The *Daerah Khusus Ibukota/Capital Region* (DKI) Jakarta Regional Government has issued a policy related to inclusiveness for people with disabilities, the issues are regulated in The Province Regulation of DKI Jakarta Number 4 of 2022 concerning the Implementation of Respect, Protection, and Fulfilment of the Rights of People with Disabilities.

This also discussed in the Government Regulation Number 42 of 2020 regulates the inclusivity of settlements, public services, and the participation of persons with disabilities in daily activities. The regulation also discusses the inclusivity of settlements, public services, and participation of persons with disabilities in daily activities. It regulates the accessibility of public buildings and public open spaces. The completeness of infrastructure and facilities in public buildings is a key aspect of accessibility, especially in hospitals, which are health facilities that may be visited by persons with disabilities.

Based on the Governor Instruction of DKI Jakarta Number 14 of 2019 regarding the provision of accessibility for people with disabilities in the government environment of the DKI Jakarta, there are chapter govern the ease of accessibility for people with disabilities by providing infrastructure and facilities for accessibility in the city, including conditions for public facilities such as pedestrian paths/sidewalks, pedestrian bridges, and pedestrian crossings.

That Governor Instruction includes regulations that ensure easy accessibility for people with disabilities in the city. The regulations may include

specifications and guidelines for designing the facilities to fulfill the accessibility standards, ensuring the sidewalks or the ramp side are wide enough, have handrails and tactile paving textures for visually impaired, and other features that facilitate safe and independent movement for people with disabilities. In addition, the regulations may address the maintenance and enforcement of these accessible facilities to keep them in good condition and accessible.

However, there is still scarcity of research that explores to accessibility for people with disabilities in health care facilities globally as in Indonesia. It stands in contrast to the literacy related to the explanation of disability itself, in general and the treatment itself. Researchers are interested in developing methods to analyze the accessibility of healthcare facilities for people with disabilities.

RSUD Pasar Minggu has attained a comprehensive patient satisfaction indicator surpassing 90% in 2022. This satisfaction metric primarily stems from factors encompassing infrastructure, facilities, service providers' competence, and costs. Being a regional referral hospital, it is inevitable that Pasar Minggu accommodates patients with physical limitations arising from disabilities or illnesses. In order to ensure that patients with sensory disabilities also experience satisfaction, this study endeavors to provide a comprehensive assessment of the accessibility of health service facilities at RSUD Pasar Minggu—both in physical terms and beyond—pertaining to individuals with sensory disabilities.

RSUD Pasar Minggu adheres to the National Quality Indicators by the Health Ministry Regulation (*Peraturan Menteri Kesehatan/ PMK*) Number 30/2022. One of these indicators is patient satisfaction, which must exceed 76.61%. In 2022, RSUD Pasar Minggu achieved an average satisfaction rate of 90.29%, surpassing the target. Based on patient satisfaction surveys in the outpatient unit of RSUD Pasar Minggu during the fourth quarter of 2022, facilities and infrastructure were among the highest-rated factors, along with costs and service provider competence. Given these findings, the authors aim to investigate whether the physical and non-physical healthcare services provided to patients with disabilities align with the experiences of other patients.

This study specifically examines how accessible RSUD Pasar Minggu is for people with sensory disabilities. We will analyze the hospital's implementation of relevant policies and assess whether RSUD Pasar Minggu provides accessible

services, both physically and non-physically. Ultimately, the goal is to determine if RSUD Pasar Minggu offers good and equitable service quality to public, including people with sensory disabilities.

METHOD

This research was designed using a descriptive method with a qualitative study approach. Qualitative descriptive method is a research method based on post positivism which is used to research on the condition of the object and the researcher as the key instrument. Data collection techniques are carried out by data triangulation, data analysis is qualitative, and qualitative research results emphasize meaning rather than generalisation (Sugiyono, 2016).

This research was conducted at RSUD Pasar Minggu in May-June 2023. Data collection employed in-depth interviews and observations for primary data, following ethical clearance from RSUD Pasar Minggu’s Ethics Committee, issued as No.22/KOMETHUK/IV/2023, and informed consent obtained from all participants. The study adhered to ethical principles of confidentiality, anonymity, and participant well-being. While for secondary data it will be done through document review.

Research informants who will be used in this research will use a snowballing sampling approach technique. Snowball sampling is done when there are very few informants with certain characteristics. This technique relies on referrals from initial participants who identify potential subjects within their social networks known to have relevant experiences (Haryoko et al., 2020). The research informants include people with sensory disabilities, specifically patients with visual and hearing impairment, and hospital staff at RSUD Pasar Minggu.

RESULTS AND DISCUSSION

Physical Accessibility

Based on the observations, the physical accessibility provided at RSUD Pasar Minggu is guiding blocks, handrails, information boards, and special information counters. The guiding blocks available at RSUD Pasar Minggu follow the Regulation of the Minister of PUPR Number 14 of 2017, seen from colours and differences of patterns used in each terrain traversed on the guiding block, namely straight patterns or round patterns on road terrains that will experience different road situations, and are in accordance with their function which gives the impression of contrast in accordance with universal design so that they are easily distinguishable from ordinary pavement roads. The

use of guiding blocks has also directed patients from the beginning of the door after getting off public transport to the hospital entrance. This is in accordance with research conducted by A E Bonk, et al (2021), which examines the use of guiding blocks in public facilities in Indonesia, such as accessibility applications in public library buildings in Jakarta, Indonesia. The research found that the Indonesian national library has fulfilled physical accessibility by having a special room for people with visual impairment, adding guiding blocks around the library reading room (Bonk et al., 2021).



Figure 1. Guiding Block Around RSUD Pasar Minggu

Handrails are a crucial component of physical accessibility, particularly for patients with visual impairments. They can also serve as a walking aid for the elderly and those with limited vision. An informant highlighted the importance of handrails, noting their function for these groups.

The handrails in RSUD Pasar Minggu's corridors adhere to principles of universal design. To enhance visibility for visually impaired individuals, contrasting green duct tape has been applied to the handrails, creating a clear distinction from the surrounding walls and corridor. This approach aligns with research by Tam et al. (2018) on applying universal design principles to handrails. Their findings suggest that such principles are effective in creating barrier-free facilities (Tam et al., 2018).

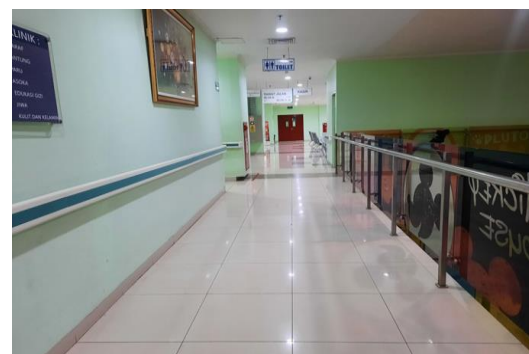


Figure 2. Handrails in the Hospital Corridor to Eye and Ear, Nose, and Throat (ENT) Clinic

RSUD Pasar Minggu has provided several special information counters for accompanying staff. These special counters have been provided in the form of a security post, and also a nurse station provided for nurses to serve patients who come. There are no regulations governing the ideal form of information counters for assistants with disabilities, although there are several studies that state some explanations related to assistants with disabilities in hospitals. Special information counters for assistants are usually found in hospitals in the form of nurse stations or nurse stations in the form of information counters located in the hospital area and function as a communication centre between patients, families, and health care providers.

The placement and function of the nurse station at RSUD Pasar Minggu aligns with research by Felestia (2018). As noted in the study, nurses manage the station to ensure a comfortable and supportive environment for patients, facilitating their access to hospital services. The availability of information counters specifically designated for staff assisting people with disabilities is a positive step. This allows for improved access to information and communication for individuals with sensory impairments visiting RSUD Pasar Minggu.

To further enhance accessibility, the nurse station at RSUD Pasar Minggu could consider adding a staff member proficient in sign language. This would provide communication support for patients with hearing disabilities.



Figure 3. Nurse Station at the Eye Clinic and ENT Clinic of Pasar Minggu Hospital

The availability of information boards at RSUD Pasar Minggu is quite good and quite complete, besides the results of interviews conducted to several informants, patients also feel very helped by the condition of the information boards provided at the hospital because the information is quite complete and has information related to signposting that is complete and informative. The use of

information boards at RSUD Pasar Minggu has followed PUPR regulation Number 14 of 2017 where information boards have contained directions placed in hospital corridors, hallways, and show information on rooms in the hospital. The information boards are also quite informative and easily seen by patients visiting the hospital. The information boards at RSUD Pasar Minggu still do not have embossed/braille signs for people with disabilities.

The use of information boards at RSUD Pasar Minggu aligns with Wahyuni, Murti and Joebagio's (2016) research related to the condition of public facilities that must have information boards to help someone with hearing impairment because it may be difficult to get information. Lighting and clear and firm writing are aspects that must be considered (Wahyuni et al., 2016). These corresponds with the conditions identified at RSUD Pasar Minggu.

The results of observations made at RSUD Pasar Minggu, that there are no braille letters in the outpatient services of the eye clinic and also the ENT clinic. Starting from the entrance, corridor, information counter, lift, to the treatment room, no braille letters were found. The same thing was also mentioned by interview informants in this study, where no one found braille letters at RSUD Pasar Minggu.

A key area for improvement at RSUD Pasar Minggu is the lack of braille signage. Braille letters are a writing system commonly used by people with visual impairment or blindness to read or write. Braille consists of dots arranged in 6 dots for each character. Each character of Braille is represented by a pattern of dots arranged in different positions. Braille is used as a reading and writing tool for the visually impaired and also helps to identify objects or information from a written place, and read the writing in a document. Braille signage would enable people with visual impairments to independently access information and navigate the hospital environment. While the absence of braille presents a challenge, it can be mitigated through assistance from family members or hospital staff trained in alternative communication methods, which fall under the umbrella of non-physical accessibility.

In Indonesia, the use of braille in public facilities has been done in several public facilities. As explained by A E Bonk, et al (2021), who researched accessibility in public library buildings in Jakarta, Indonesia. The Indonesian national library also has facilities equipped with braille on some of the books provided, as well as information boards in the building. It is expected that the use of braille in hospitals can follow the development of other public facilities that already provide good physical

accessibility to people with visual impairments (Bonk et al., 2021).

Outpatient services at the eye and ENT clinic at RSUD Pasar Minggu do not yet have a TV Text that can be used to call the patient queue in the patient's waiting room before the examination. In the waiting room, patient calls are made by direct calls by nurses verbally. Based on the results of interviews with patients, there is input related to TV Text, where informants say it is better to add TV text facilities for patient calls so as to minimise the incidence of patients who have hearing impairments and cannot hear verbal calls in crowded conditions. Currently, the RSUD Pasar Minggu is planning to add TV units containing running text in each poly related to queue calls.

The Regulation of the Minister of Public Works and Public Housing (*Peraturan Menteri Pekerjaan Umum dan Perumahan Rakyat/ PUPR*) Number 14/2017 mentions several physical facilities that can help accessibility for persons with hearing impairments or hearing disabilities, including teletext/running text facilities for persons with hearing disabilities placed/hung at information centers in public spaces. As well as TV text facilities for people with hearing disabilities. Accessible technologies for persons with disabilities, as defined in *Peraturan Pemerintah* Number 42/2020, should incorporate features of Audio, Tactile cues, Braille, and Visual information or cues.

When the research was held at RSUD Pasar Minggu, the situation did not fully comply with the physical accessibility regulations outlined in PUPR Regulation Number 14 of 2017. While the planned addition of TV screens or running text displays in patient waiting rooms is a positive step for calling patients to examination or consultation rooms, further considerations are needed for accessibility by visually impaired individuals. To ensure effective communication, these displays should be accompanied by adjustments such as sufficient lighting and clear, high-contrast text, similar to the design of information boards.

Non-physical accessibility

Non-physical accessibility in health services at RSUD Pasar Minggu includes training for some health workers, socialization of health services, and special communication to people with disabilities. Based on in-depth interviews with staff at the eye and ENT clinics at RSUD Pasar Minggu, it was found that staff at the eye clinic had received special training for disability assistants regarding the condition of patients with hearing or vision impairments. Identification of patients who have hearing or vision impairments can be facilitated by the existence of special markers in the form of ID

cards/lanyards for people who have "Invisible Disabilities", hospital staff can identify patients who have special needs and facilitate the adjustment of services to be provided to patients. The training carried out at RSUD Pasar Minggu for health workers related to disabilities uses training method that is carried out in interactive training and also simulation training as one of the materials of the training to better understand the training.

Quality of Health Services

People with a disability need special help to be able to interact with the surrounding environment. This special help can be felt in the form of good accessibility provided by the hospital to get the quality of health services like other normal people. Based on the results of this study, the quality of health services at RSUD Pasar Minggu is seen based on the satisfaction of patients who visit RSUD Pasar Minggu, as well as interviews with hospital staff related to the services provided to patients, especially those with hearing or vision impairments. Based on the results of research using the results of interviews with patient informants, several dimensions of health service quality have been carried out that adjust to several dimensions of health services formulated by Parasuraman (1988). This is in accordance with the research of Parasuraman, Berry, and Zeithaml (1988), which uses 5 dimensions to evaluate service quality, such as Tangibles, Reliability, Responsiveness, Assurance, and Empathy (Harbani Pasolong, 2007).

Patient Satisfaction with the Quality of Health Services at RSUD Pasar Minggu

Accessibility, both physical and non-physical, is an important aspect for people with disabilities to be able to get the full quality of service. This is because there are differences in the perception of someone who has a hearing or vision impairment compared to someone who does not have sensory limitations. Patient satisfaction can be a measure of the quality of a health facility service. Service quality has several dimensions in the form of physical evidence, assurance, responsiveness, reliability, and empathy. Patient satisfaction according to Arora and Narula (2018) is a physiological response to the difference between expectations before getting service and patient experience when getting experience after service consumption (Arora and Narula, 2018).

Patient satisfaction with service quality in the physical evidence dimension is in accordance with the state of the physical facilities provided by RSUD Pasar Minggu. Where the majority of informants are quite satisfied with the facilities provided at the hospital and meet the expectations of patient informants. The accessibility of the facilities provided is in accordance with patient expectations and facilitates patient access to health services,

although some informants still expect additional facilities such as running text on televisions in patient waiting rooms, braille letters, and several additional officer counters to make it easier for patients who want to ask officers. In a study conducted by Sesrianty et al. (2019) at a hospital in Bukittinggi which was based on calculating the gap between expectations and the quality provided by the hospital that the dimension of physical evidence (tangibles) was one of the dimensions that did not match expectations, based on the cleanliness of the room and facilities and the physical appearance of health workers which resulted in dissatisfaction from patients with services at the hospital (Sesrianty et al., 2019).

Another study conducted at one of the hospitals in Medan by Irawan et al. (2020) found that some patients were still not satisfied with the service room which was not accessible to all patients and resulted in several gaps between expectations and reality. This is not found in the physical facilities at RSUD Pasar Minggu, where patients are satisfied with the cleanliness and accessibility that is quite good on physical evidence including facilities provided by the hospital.

Patient satisfaction in the reliability dimension is enough to trust the services of hospital officers at RSUD Pasar Minggu and is in accordance with the expectations of patient informants, namely the existence of informative and transparent services, besides according to patients that hospital officers are open to criticism and suggestions related to services. The reliability of hospital staff who are trustworthy and informative will facilitate patient access to information related to the services provided by the hospital. This is in accordance with research conducted by Taufiq (2022), namely patients who get service products as expected, and get satisfaction with the hospital services provided, the patient will give trust to the hospital (Taufiq, 2022).

Patient satisfaction with service quality in the responsiveness dimension has met satisfaction with the alertness and responsiveness of hospital staff at RSUD Pasar Minggu such as when responding to patients. The reason for some patient informants feeling very satisfied with the latest queuing system from RSUD Pasar Minggu which adjusts the queuing system with online registration and the distribution of the maximum quota of patients per session per hour. There was some feedback regarding the timeliness of the service due to the delay in time on several occasions due to the late doctor on duty.

This is different from research conducted by Sesrianty et al., (2019) in other hospitals studied.

Responsiveness is a dimension with a gap in the satisfaction of patients visiting the hospital. At RSUD Pasar Minggu, patients are very satisfied with the responsiveness provided by the hospital system and hospital staff.

Patient satisfaction with service quality in the assurance dimension is based on interviews with patient informants who said that health workers at RSUD Pasar Minggu have provided friendly service to patients who come and ensure safety by providing special markers for priority patients. While patient satisfaction in the empathy dimension has fulfilled the satisfaction of patients with visual or hearing impairments where patients are satisfied with the way hospital staff at RSUD Pasar Minggu provide empathy and understand the patient's condition and efforts to adjust the way of communicating with patients. The use of sign language is one of the inputs to health workers at RSUD Pasar Minggu.

CONCLUSION

Based on the research findings, it is concluded that RSUD Pasar Minggu has already infrastructure and services that concerned the disability or sensory limited patients. Regarding the physical accessibility, RSUD Pasar Minggu already has information boards, guiding blocks, handrails, and special information counters, while braille and TV text are in the planning process to be provided at the hospital.

Physical accessibility in health services at RSUD Pasar Minggu includes information boards, guiding blocks, handrails, and special information counters, while braille and TV text are in the planning process to be provided at the hospital. Non-physical accessibility in health services at RSUD Pasar Minggu includes training for some health workers, socialization of health services, and special communication to people with disabilities. The quality of service in the dimension of physical evidence (tangibles) is quite good and clean and meets the expectations of patients who come. Several facilities can be improved such as tv text in the patient waiting room and braille letters.

The service quality of the reliability dimension has enough confidence in the services provided by hospital staff because it met patient's expectations regarding service and information. The service quality of the responsiveness dimension has provided responsive service in terms of responding to patients. The quality of service in the assurance dimension has instilled a sense of trust in patients who come with friendly service and ensures safety with special markers for those with special needs or patients prone to falling. The quality of service in the empathy dimension has fulfilled patient satisfaction

by communicating with patients, the use of sign language is one of the inputs to health workers in the hospital.

ABBREVIATION

- BPS : Badan Pusat Statistik/ Central Bureau of Statistics
 CDC : The Centers for Disease Control and Prevention
 WHO : *World Health Organization*

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