

## Review Article: Systematic Review

### THE EFFECT OF DISCHARGE PLANNING ON PATIENT SATISFACTION: A SYSTEMATIC REVIEW

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#### Abstract

**Background:** Discharge planning is a continuous process carried out by nurses to help patients prepare for self-care after leaving the hospital. It involves collaboration among healthcare providers, patients, and families. Through health education, discharge planning provides essential information about the disease and its management to reduce the risk of relapse and rehospitalization.

**Objective:** This systematic review aims to identify the effect of discharge planning implementation on patient satisfaction in the inpatient room.

**Design:** This study employed a systematic review design to synthesize empirical evidence on the effect of discharge planning implementation on patient satisfaction in hospital inpatient settings.

**Data Sources:** A systematic literature search was conducted using two electronic databases: Google Scholar and ScienceDirect. Articles published between January 2020 and April 2025 were identified using the keywords (“discharge planning” OR “discharge process” OR “transitional care”) AND (“patient satisfaction” OR “patient experience” OR “patient-reported experience”) AND (“hospital” OR “inpatient”).

**Review Methods:** A total of 717 articles were initially identified. After removing duplicates and applying inclusion and exclusion criteria—full-text availability, English or Indonesian language, and quantitative study design—15 studies were included in the narrative synthesis. Article selection followed the PRISMA guidelines to ensure transparency and methodological clarity. The included studies were analyzed narratively to identify patterns, key themes, and overall effects of discharge planning on patient satisfaction.

**Results:** Based on the results of several articles that fit the inclusion criteria, the implementation of discharge planning has a significant influence on the level of patient satisfaction.

**Conclusion:** The implementation of discharge planning plays a crucial role in the hospital service system. Discharge planning can increase patient satisfaction with hospital services. Hospitals should develop standardized discharge planning protocols, strengthen nurse training programs, and ensure patient-centered implementation.

## INTRODUCTION

Discharge preparation is the process with discharge readiness as the goal. Our previous work described the importance of discharge readiness and strategies for discharge preparation from an American medical system perspective. International relevance as challenges in relation to hospital discharge is a recurring global theme (Smith et al., 2022). Discharge planning starts from the beginning of hospital admission, involving patients and families to increase understanding, develop home care skills, accelerate healing, avoid complications with activity restrictions & a safe environment for patients at home. According to the Hospital Accreditation Commission (KARS), discharge planning is provided from the beginning in an integrated manner, maintaining continuity of care, and involving related professional caregivers, facilitated by patient service managers (Sutoto et al., 2020).

In addition, the inconsistent implementation of discharge planning in various hospitals leads to discrepancies in the patient discharge process. Another factor that plays a role is the lack of knowledge and skills of nurses in providing education related to follow-up care and medication use. This often leaves patients feeling confused or anxious, which ultimately affects their level of satisfaction with hospital services (Rofi'i, 2022).

Alitonang's research (2020) revealed that the application of discharge planning in hypertensive patients has a strong relationship with the level of patient satisfaction. In addition, research by Aoyanagi et al. (2022) shows that factors such as work experience and nurse self-efficacy are strongly related to the success of discharge planning. Budiati (2021) also found that the use of visual media in discharge planning can improve family readiness to care for stroke patients. All of these studies highlight the importance of good discharge planning in improving patient satisfaction, although the main focus is different.

Based on research conducted at the University Hospital of Graz, Austria, Schwarz et al. (2021), it was found that discharge planning often did not include important things: detailed treatment history and further treatment recommendations. Research conducted at Tanjungpura University Hospital found that the discharge planning format was not filled in completely from initial assessment to intervention within 1x24 hours (Utami et al., 2021). The high rate of failed care transitions after inpatient psychiatric treatment is a quality issue: 42%-51% of adults and 31%-45% of adolescents do not have a mental health visit within 30 days of discharge (Smith et al., 2022).

Hospitalization itself is one of the services provided by the hospital, where the quality of health services is needed to determine patient satisfaction in seeking recovery. Patient satisfaction is an indicator of the success of a service provider in providing services to customers (Rahmadani et al., 2023). Patient satisfaction standards in health services are set nationally by the Ministry of Health. According to the Regulation of the Ministry of Health of the Republic of Indonesia in 2016 concerning Minimum Service Standards for patient satisfaction, which is above 95% (Kementerian Kesehatan, 2016).

Discharge planning problems not only occur in Indonesia but also occur in the world, where, according to the World Health Organization (WHO), the problem of discharge planning has long been a global problem. World data reported that as many as 23% of Australian nurses did not carry out discharge planning, and in southwest England also showed that as many as 34% of nurses did not carry out discharge planning. Based on the results of research conducted by Noprianty & Noviyanti (2019), it was revealed that in Indonesia, as many as 61% of nurses in Yogyakarta did not carry out discharge planning. Research conducted in Bandung showed that as many as 54% of nurses did not carry out discharge planning (Pribadi et al., 2019). The pattern of patient discharge planning adapted by WHO in the Conceptual Framework Integrated People-Centered Health Services in integrated discharge/patient planning is expected to provide services to patients in the form of facilitating needs in patient care, optimizing the implementation of patient-focused services, assessment and planning for patient services, communication, coordination and education, quality control, and costs to patients (Noprianty & Noviyanti, 2019).

The results of research by Rahmadani et al., (2023) found the results of 89 patients who underwent hospitalization at Ungaran Hospital, the results also showed that patients who received good discharge planning but were dissatisfied were 8 respondents (14.5%) and of the 89 patients who underwent hospitalization at Ungaran Hospital who received good discharge planning and were very satisfied as many as 13 respondents (26.3%). Discharge planning provided to patients must be based on the health condition when treated and the need for continuous care and action at home. Therefore, the implementation regulations must be carefully planned so that they can be integrated between the Professional Care Provider (PPA), Patient Service Manager (MPP), and the family to implement discharge planning. In some hospitals, referring to the National Hospital Accreditation Standards (SNARS) edition 1.1 of 2019, it states that discharge planning is carried out during the initial assessment. Assessment of hospitalized patients must be carried out on an ongoing basis, including biopsychosocial needs, which require a rather long time, so hospitals need to identify patients who need discharge planning and set criteria (Sutoto et al., 2020).

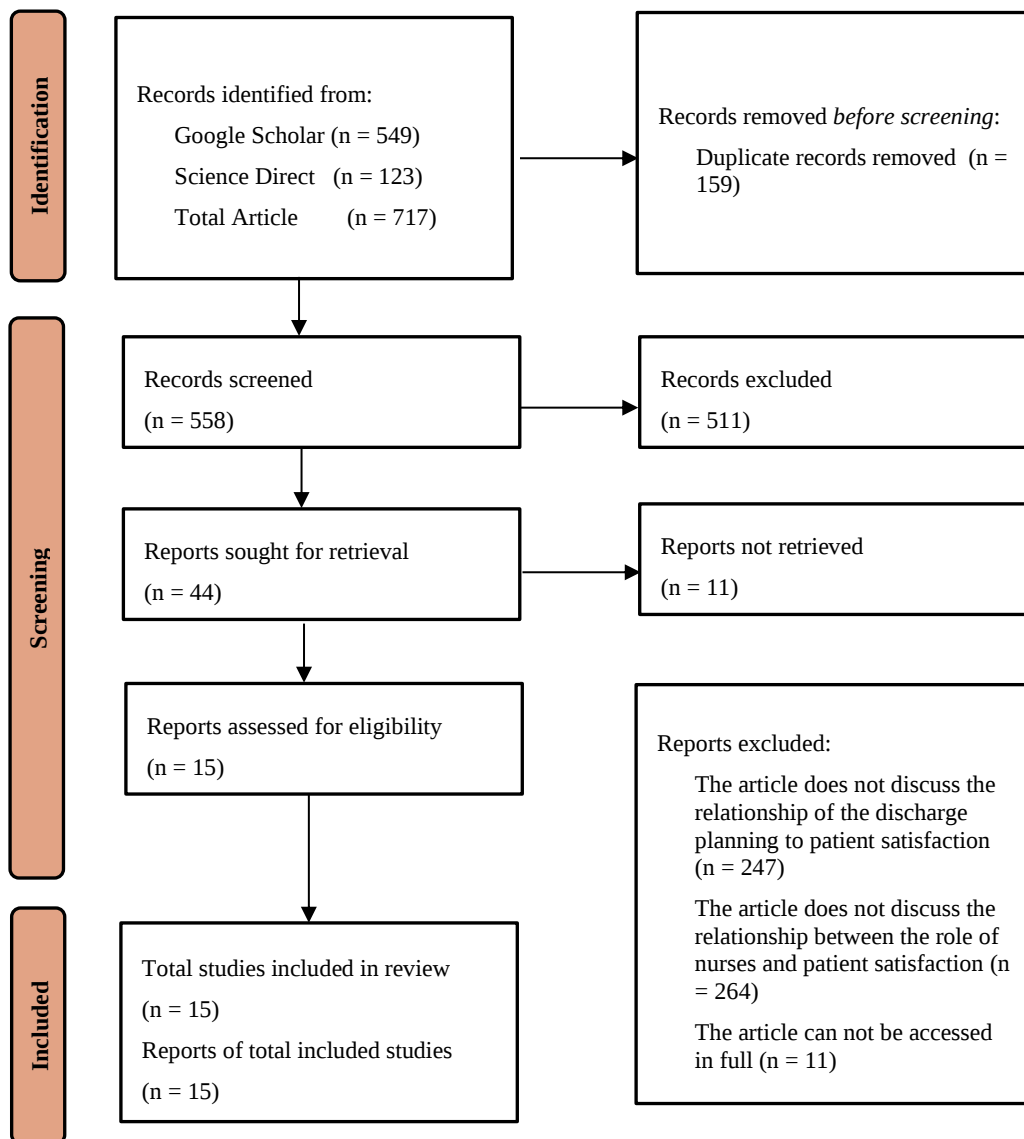
Satisfaction is important because it affects the image that the hospital has as a service provider. When patients who get services feel satisfied with the services they get, they will return to entrust their health to the hospital. Based on the above problems, it is known that it is necessary to conduct a literature review entitled “The Effect of Discharge Planning on Patient Satisfaction”. This narrative review aimed to examine and synthesise empirical evidence from the past five years regarding the effects of discharge planning on patient satisfaction.

## **METHODS**

### ***Design***

This study was conducted as a systematic review to comprehensively identify, evaluate, and synthesize quantitative evidence on the effect of discharge planning on patient satisfaction in hospital

inpatient settings. The review followed the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) guidelines to ensure methodological rigor and transparency.



**Figure 1.** Diagram Flow from PRISMA.

### Search Methods

A systematic literature search was performed using two electronic databases: Google Scholar and ScienceDirect. The search included studies published between January 2020 and April 2025. The following Boolean search terms were applied:

("discharge planning" OR "discharge process" OR "transitional care") AND ("patient satisfaction" OR "patient experience" OR "patient-reported experience") AND ("hospital" OR "inpatient").

Searches were limited to articles published in English or Indonesian and available in full text.

### Search Outcome

The initial search identified 717 records (Google Scholar: 594; ScienceDirect: 123). After removing 159 duplicate articles, 558 records remained for title and abstract screening. Based on predefined inclusion and exclusion criteria, 44 full-text articles were assessed for eligibility. Ultimately, 15 studies met all criteria and were included in the systematic review. The study selection process is presented using a PRISMA flow diagram.

### Quality Appraisal

The methodological quality of the included studies was assessed to minimize bias and strengthen the validity of the findings. Quantitative studies were evaluated based on clarity of objectives, appropriateness of study design, sample adequacy, validity of measurement instruments, and robustness of statistical analysis. Quality assessment was guided by standardized appraisal principles aligned with PRISMA recommendations.

### Data Abstraction

Data extraction was conducted systematically using a standardized data extraction form. Extracted variables included author(s), year of publication, country, study design, sample size, discharge planning intervention characteristics, patient satisfaction measurement tools, and key outcomes. Data abstraction was independently reviewed to ensure accuracy and completeness.

### Data Analysis/ Synthesis

Data synthesis was conducted using a systematic narrative synthesis approach, as meta-analysis was not feasible due to heterogeneity in study designs, intervention characteristics, and outcome measures. The synthesis focused on identifying consistent effects of discharge planning on patient satisfaction and categorizing findings into thematic domains, including communication and education, nurse competence, structured discharge processes, patient-centered care, and continuity of care. The overall strength and direction of evidence were interpreted across studies to draw comprehensive conclusions.

## RESULTS

**Table 1.** The results of the articles used in the systematic review.

| Author                                                                    | Title                                                                                                                                    | Year | Study Design   | Result                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Nelwati, Yunina<br>Elsari, Rizky Yeni<br>Wulandari, Moh<br>Heri Kurniawan | Pengaruh<br>Pelaksanaan<br><i>Discharge<br/>planning</i><br>Terstruktur<br>terhadap<br>Kepuasan Pasien<br>di Rumah Sakit<br>Natar Medika | 2024 | Pra Experiment | The results of univariate analysis obtained results from 40 respondents before the results of the bivariate analysis showed that the p-value $0.000 < 0.05$ there was an effect of socialization on the implementation of structured discharge planning at Natar Medika Hospital in 2024, and the implementation of structured discharge planning at Natar |

| Author                                                                  | Title                                                                                                                         | Year | Study Design           | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                         |                                                                                                                               |      |                        | Medika Hospital was running optimally.                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Ageng Abdi Putra, Aprilia Mustika, Eva Marvia, Antoni Eka Fajar Maulana | Pemberian <i>Discharge planning</i> dengan Kepuasan Pasien di Ruang Rawat Inap Rumah Sakit Biomedika Mataram                  | 2023 | <i>cross sectional</i> | The results showed that there is a relationship between the provision of discharge planning and patient satisfaction in the inpatient room of Biomedika Mataram Hospital, as evidenced by the p value = 0.000 and r = 0.711, meaning that there is a strong correlation / relationship between the provision of discharge planning and patient satisfaction in the inpatient room of Biomedika Mataram Hospital.                                                                  |
| Nurul Reski Rahmadhani, Tutik Agustini, Al Ihksan AGus, Rahmat Hidayat  | Pengaruh <i>Discharge planning</i> oleh Perawat terhadap Tingkat Kepuasan Pasien                                              | 2024 | <i>cross sectional</i> | The results showed that there was an effect of discharge planning on the level of patient satisfaction with the Partial Test (T test) with a T value of 2.075 > 1.669 and the results of p = 0.042 < 0.05 in the Baji Dakka Treatment Room at Labuang Baji Hospital. The conclusion of this study is that there is an effect of discharge planning on the level of patient satisfaction in the Baji Dakka Treatment Room at Labuang Baji Hospital with a p value of 0.042 < 0.05. |
| Yati Sumiati, Tri Kurniati, Luknis Sabri, Muhammad Hadi, Tini Suminarti | Penerapan <i>Discharge planning</i> terhadap Kepuasan Pasien pada Asuhan Keperawatan                                          | 2021 | <i>cross sectional</i> | The results of the study obtained an overview of the effect of the application of discharge planning on the most dominant satisfaction on nursing care at the Jakarta Hajj Hospital which has the most influence on reliability satisfaction p value = 0.002 ( $\alpha$ < 0.05).                                                                                                                                                                                                  |
| Falerisiska Yunere, Endra Amalia, Putri Rahmawati                       | Hubungan <i>Discharge planning</i> dengan Kepuasan Pasien di Ruang Rawat Inap Anggrek dan Dahlia RSUD dr Adnaan WD Payakumbuh | 2023 | <i>cross sectional</i> | The statistical test results obtained a p-value = 0.000 (< 0.05) which means that Ho is rejected and Ha is accepted, meaning that there is a relationship between patients who perceive discharge planning with patient satisfaction with an Odds Ratio (OR) value = 12.188.                                                                                                                                                                                                      |
| Tri Nugroho Wismadi, Nisa Annisa                                        | Hubungan Pelaksanaan <i>Discharge planning</i> dengan                                                                         | 2021 | <i>cross sectional</i> | The results of the study found that there is a positive and significant relationship between the implementation of discharge                                                                                                                                                                                                                                                                                                                                                      |

| Author                                                                | Title                                                                                                                                                    | Year | Study Design             | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                       | Tingkat Kepuasan Pasien Rawat Inap di Rumah Sakit                                                                                                        |      |                          | planning and the level of patient satisfaction in the inpatient room. Patient satisfaction with the implementation of discharge planning is in the moderate category.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Ika Friscila, M. Arief Wijksono, Muhammad Rizali                      | Analisis Kepuasan Pasien dalam Pemberian <i>Discharge planning</i> Menggunakan Prinsip <i>Patient Centered Care</i> di Rumah Sakit Sari Muia Banjarmasin | 2022 | <i>cross sectional</i>   | Cartesian diagram analysis obtained results in the form of quadrants 1 and 2 filled by aspects of Tangible, assurance and responsiveness. Quadrant 3 is filled by aspects of Tangible, responsiveness and empathy. While Quadrant 4 is filled with aspects of reliability which are aspects that patients feel are less important at this time and their implementation has exceeded what patients expect.                                                                                                                                                                                                                                                             |
| Tia Irenia Aprillici, M. Arief Wijksono, Muhammad Basit, Angga Irawan | Pelaksanaan <i>Discharge planning</i> dengan komunikasi <i>Local Language</i> Berhubungan dengan Tingkat Kepuasan Pasien                                 | 2024 | <i>cross sectional</i>   | The results showed that most received discharge planning (90.3%) and most patients were satisfied (91.9%). The p value = 0.000 <0.05 and the correlation coefficient value of 0.704.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Herry Setiawan                                                        | Pelaksanaan <i>Discharge planning</i> dengan Tingkat Kepuasan Pasien Hipertensi di Rumah Sakit Pinggiran Sungan Barito                                   | 2023 | <i>cross sectional</i>   | The results show that patients who undergo hospitalization in hospitals who get good discharge planning are mostly in the satisfied category, namely a total of 28 respondents (39.44%), getting good discharge planning is mostly in the dissatisfied category, namely a total of 18 respondents (25.35%), less getting good discharge planning is in the dissatisfied category, namely a total of 17 respondents (23.94%), and less getting good discharge planning is in the satisfied category, namely a total of 8 respondents (11.27%). There is a significant relationship between the implementation of discharge planning and patient satisfaction (p=0.020). |
| James A. Fraser, Shai Stewart, Amy L. Pierce, Beth                    | <i>Evaluating caretaker satisfaction with</i>                                                                                                            | 2023 | <i>prospective study</i> | At the two-week telephone follow-up, 42 caregivers (100%) felt that the education provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Author                                                                   | Title                                                                                                                                                                              | Year | Study Design                   | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A. Orrick, Shawn<br>D. St. Peter,<br>Tolulope A.<br>Oyetunji             | <i>same-day<br/>discharge after<br/>gastrostomy tube<br/>placement</i>                                                                                                             |      |                                | was sufficient for same-day discharge and were comfortable with the same-day discharge protocol. Six (14%) caregivers stated that their child's pain was not well controlled at some point between discharge and the follow-up survey, and three caregivers (7%) called a healthcare provider within the first 24 hours for pain concerns. Forty-one caregivers (98%) expressed satisfaction at returning home on the day of surgery.                                                                                                                                                    |
| Dyah Fitri<br>Wulandari, Rr.<br>Tutik Sri Hariyati,<br>Kuntarti Kuntarti | <i>Henderson's<br/>approach in<br/>nursing discharge<br/>planning to<br/>improve patient<br/>satisfaction</i>                                                                      | 2021 | <i>quasi-<br/>experimental</i> | The results showed that the discharge planning management intervention in the intervention group increased patient satisfaction in the hospital ( $p = 0.002$ ) and the role of nurses, especially in meeting 14 basic human needs (Henderson Approach).                                                                                                                                                                                                                                                                                                                                 |
| Alitonang, W. M.                                                         | <i>Analysis of<br/>application of<br/>discharge<br/>planning in<br/>hypertension<br/>patients on patient<br/>satisfaction level</i>                                                | 2020 | <i>cross sectional</i>         | The statistical test results obtained a $p$ value = 0.000 with $\alpha = 0.05$ which means that $H_0$ is rejected and $H_1$ is accepted so that it can be interpreted that there is a relationship between discharge planning in hypertensive patients with patient satisfaction statistics at Mokoyurli Hospital, Buol district, with a correlation coefficient of 0.768 which means it has a strong relationship.                                                                                                                                                                      |
| Chia, Y. Y. P., &<br>Ekladious, A.                                       | <i>Australian public<br/>hospital inpatient<br/>satisfaction<br/>related to early<br/>Patient<br/>involvement and<br/>shared decision<br/>making in<br/>discharge<br/>planning</i> | 2021 | <i>Prospective<br/>study</i>   | Of the 22 patients who completed the demographic data, the majority of patients under 65 years old said that they were not well informed about their condition or treatment, compared to patients at least 65 years old (0.18 compared to 0.00, $P = 0.09$ ), while regarding written information about post-discharge instructions, patients under 65 years old said that they had been given information compared to patients at least 65 years old (0.01 compared to 0.18, $P = 0.11$ ). The Pearson correlation coefficient between the questions "perception of overall respect and |

| Author                                                                                                                       | Title                                                                                                                                              | Year | Study Design                 | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                              |                                                                                                                                                    |      |                              | dignity” and ‘sharing a room between genders’ was 0.10. Of the 50 respondents who completed the questionnaire, 94% reported being treated with respect and dignity and 62% reported receiving information related to discharge planning. Patients perceived shortcomings in initial communication about discharge planning, and provision of written discharge instructions.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Feng, J. E.,<br>Anoushiravani, A.<br>A., Morton, J. S.,<br>Petersen, W.,<br>Singh, V.,<br>Schwarzkopf, R.,<br>& Macaulay, W. | <i>Preoperative<br/>Patient<br/>Expectation of<br/>Discharge<br/>planning is an<br/>Essential<br/>Component in<br/>Total Knee<br/>Arthroplasty</i> | 2022 | <i>prospective<br/>study</i> | In the preoperative survey results, 43.98% of patients completed “very comfortable”, and 39.82% of patients completed “somewhat comfortable” with the preoperative discharge plan. Patients with shorter length of stay (LOS) tended to feel “very comfortable” with their discharge plan before surgery compared to longer length of stay (LOS), where 1-day postoperative discharge was 55.42%, 2-day postoperative discharge was 40.62% and +3-day postoperative discharge was 28.57% (12/42 patients); <0.01. In the postoperative survey, there was an increase in the percentage of patient satisfaction, with 53.85% of patients saying “very comfortable”. Meanwhile, only 1.36% of patients felt very uncomfortable about their discharge. Regarding the length of stay (LOS), 84.62% of patients were satisfied (p=0.13). |

The 15 included studies were conducted in Indonesia, Australia, Austria, and the United States. Study designs included cross-sectional, quasi-experimental, pre-experimental, and prospective designs. Overall, findings consistently indicated that discharge planning positively influences patient satisfaction.

Common themes identified:

#### *Communication and Patient Education*

Clear explanations, culturally appropriate communication (e.g., local language), and visual education media significantly increase satisfaction. Aprilici et al., (2024) found that communication using the local language significantly improved patient understanding and satisfaction (p = 0.000).

Friscila et al., (2022) showed that visual aids such as pictures, medication schedules, and diagrams increased patient understanding by up to 94.9%. Fraser et al., (2023) reported that 100% of caregivers felt that the education provided was adequate for post-operative care. Effective communication, particularly using visual methods and local languages, has been shown to significantly improve satisfaction in various clinical settings, reduce patient anxiety prior to discharge, improve understanding of medication, diet, activities, and warning signs, and make patients feel valued and involved in decisions.

#### *Nurse Competence and Self-Efficacy*

Studies show that nurses' confidence and experience directly influence the effectiveness of discharge planning, which in turn affects satisfaction. Aoyanagi et al., (2022) showed that work experience and self-efficacy are strong predictors of discharge planning success. Wulandari et al., (2021) found that discharge planning interventions based on Henderson's Need Model improved the fulfillment of patients' basic needs. Nurses are the primary implementers of discharge planning. Nurse competence determines the quality of education, accuracy of patient needs assessment, ability to collaborate with other professions, and accuracy of documentation. Therefore, continuing education (coaching, in-house training, preceptorship) will improve nurse professionalism and have a direct impact on patient satisfaction.

#### *Structured and Standardized Discharge Processes*

Structured discharge planning—initiated early and involving family—yields superior satisfaction outcomes. Neliwati et al., (2024) Structured discharge planning significantly improves satisfaction ( $p < 0.05$ ). Setiawan, (2023) patients with good discharge planning were more likely to be in the “satisfied” category. Wismadi & Annisa, (2021) a positive and significant relationship between discharge planning structure and satisfaction. The most decisive structural components are discharge planning starting from the moment the patient is admitted, family involvement, individual needs assessment, complete and clear documentation, and interprofessional coordination (nursing, pharmacy, physical therapy, etc.). The more structured the discharge process is, the higher the patient's confidence and readiness to continue treatment at home — which leads to increased satisfaction.

#### *Alignment with Patient Needs*

Tailored discharge instructions and involvement in shared decision-making enhance patient perceptions of quality care. Chia & Ekladios, (2021) showed that patients aged <65 years wanted more information than elderly patients. Feng et al., (2022) found that patient comfort with discharge plans was influenced by preoperative expectations. Friscila et al., (2022) reported that the highest satisfaction came from the “tangible” and “responsiveness” dimensions. Patient needs factors include education level, age, self-care abilities, type of illness, family support, and psychological readiness. Therefore, discharge planning must be personalized, meaning that each patient requires different interventions based on their condition, preferences, and family capacity.

*Transition-of-Care Support*

Post-discharge follow-up, including phone calls and written instructions, improves patient comfort and satisfaction levels. Fraser et al., (2023) showed that patients who received follow-up calls were more satisfied. Schwarz et al., (2021) revealed that incomplete medical summaries resulted in lower satisfaction. Jones et al., (2023) reported that a lack of post-discharge support was one of the main causes of patient dissatisfaction. Forms of transition support include follow-up phone calls (post-discharge calls), clear written guidelines, referrals to primary care services (community health centers, clinics), and interprofessional coordination before the patient is discharged. Discharge planning must be integrated with the care transition system. Continuous support improves patient safety, clarity, and satisfaction.

Overall, this review found consistent and strong evidence that structured discharge planning interventions significantly improve patient satisfaction across various healthcare settings. These positive effects were observed regardless of geographic location, patient population, or study design. The studies included in this review show that when discharge planning is structured, timely, and patient-centered, patients report higher levels of satisfaction with communication, clarity of instructions, perceived support, and readiness for home care. Several key mechanisms appear to drive these improvements, including better understanding of treatment and medications, reduced anxiety about post-hospital care, increased confidence in managing health conditions at home, and stronger collaboration between healthcare providers and families. Together, these findings suggest that discharge planning is a critical component of high-quality inpatient care and plays a central role in shaping the patient experience.

**DISCUSSION**

Satisfaction is a very important aspect in providing services, one of which is health services. The many service activities provided to patients while hospitalized, one of which is the provision of discharge planning to patients and their families. Discharge planning activities are a process of interaction among nurses, patients and their families on an ongoing basis in an effort to prepare patients to go home by providing the information needed and how to care for patients when returning home (Frisila et al., 2022).

Research by Aprilici et al., (2024) showed that the majority of respondents were classified as satisfied with discharge planning services in the hospital inpatient room. The results of this study are in line with research by Warjiman et al., (2020) which shows that the majority of inpatients' assessment of the services provided by nurses is in the satisfied category. This happens because the reality value is greater than the expected value. Research by Friscila et al., (2022) shows that the majority of patients have a level of satisfaction with the tangible dimension, especially in the media used by health workers by displaying pictures / drug lines / schedules, which can reach a satisfaction percentage of 94.9%.

Effective discharge planning also involves coordinating post-hospital care such as home care or primary care services. When patients receive appropriate follow-up care and necessary support, they will experience better health outcomes and a lower likelihood of returning to the hospital. This continuity of care can improve patient satisfaction, as patients feel that their care needs are being met in a consistent and comprehensive manner. Discharge planning also involves arranging post-discharge support services, such as home care, rehabilitation, or social support.

## CONCLUSION

The results of the literature review found that there was an effect of the implementation of discharge planning on patient satisfaction in the hospital. There is an increase in the knowledge and skills of patients and families in overcoming health problems experienced after the implementation of discharge planning. Discharge planning is one of the processes in preparing patients and family members to ensure the continuity of care provided. Therefore, discharge planning is very important to be carried out by nurses, and PPAs who are involved in providing care to patients. Discharge planning needs to be carried out comprehensively and involve multidisciplinary terms, including all health care providers involved in providing health services to patients. Prior to discharge, patients and their families should know how home care is managed and what to expect in terms of ongoing physical problems as failure to understand the restrictions or implications of health problems (unprepared for discharge) can lead to increased complications for the patient. The implementation of training is important for nurses to improve the quality of discharge planning, such as coaching training, which is a method to improve professionalism in nursing delivery and care. Training in nursing will improve the skills, knowledge, and motivation of nurses in providing nursing planning. Hospitals should develop standardized discharge planning protocols, strengthen nurse training programs, and ensure patient-centered implementation. Further research should focus on long-term patient outcomes, effectiveness across clinical diagnoses, and integration of technology-based interventions.

## AUTHOR CONTRIBUTION

**Authors' contributions:** All the authors contributed equally to the study.

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## CONFLICT OF INTEREST

The authors declare that there is no conflict of interest in this study and we affirm the accuracy of the results.

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