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The Effect of Healthcare Facility Accessibility on the Comfort of Elderly Outpatients at Mitra Medika Tanjung Mulia Hospital in 2026

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ABSTRACT
Introduction: The accessibility of healthcare facilities plays an important role in supporting the comfort of elderly patients. Elderly outpatients continue to face difficulties accessing healthcare facilities. Initial observations identified an insufficient number of waiting chairs, slippery floors, and unclear directional signs. Some elderly patients appeared to have mobility difficulties and needed additional assistance while moving around the hospital. These conditions indicate that the facilities do not yet fully support older patients' need to receive care safely and comfortably. Objective: This study aimed to determine the effect of healthcare facility accessibility on the comfort of elderly outpatients at Mitra Medika Tanjung Mulia General Hospital in 2026. Methods: This quantitative study used a cross-sectional design and included 97 respondents. Participants were recruited using accidental sampling. Data were collected using questionnaires and supporting secondary data, then analyzed using univariate, bivariate, and multivariate analyses, including binary logistic regression. Results: The study found significant associations between patient comfort and availability (p=0.004), accessibility (p=0.005), accommodation (p=0.001), and affordability (p=0.002). Accommodation was the most dominant variable, with an odds ratio (OR) of 15.158. Conclusion: Accessibility dimensions—including availability, accessibility, accommodation, and affordability—were associated with the comfort of elderly outpatients at Mitra Medika Tanjung Mulia Hospital in 2026. The hospital is advised to improve facilities to meet older patients' needs, improve mobility access, provide safe supporting amenities, and create a comfortable care environment.

KEYWORDS
Accessibility; older adults; comfort.

INTRODUCTION

Healthcare services comprise a range of efforts provided to individuals and groups to maintain and improve health, prevent illness, provide treatment, and restore health according to patients' needs within an organized service system (World Health Organization, 2020). Hospital healthcare services are important for improving public health, particularly for older adults, who have specific needs (World Health Organization, 2021). Healthcare delivery is influenced by various factors, including the accessibility of service facilities. Good accessibility means that patients can reach, enter, and use healthcare facilities with ease, supporting a smooth care process—especially for older patients with physical or mobility limitations. Facilities that are easy to reach, safe,

comfortable, and age-friendly can improve patients' comfort during outpatient care (Sudirman. N.d).

Globally, the population is ageing. The World Health Organization (WHO) reports that the number of older people worldwide continues to rise significantly and is expected to double by 2050. This increase points to a growing need for age-friendly healthcare services. Older adulthood is generally defined as age 60 years and above and is often accompanied by gradual changes in physical and cognitive abilities and social adaptation (Andrianto. n.d.).

Indonesia has also experienced a significant increase in its older population. Data from Statistics Indonesia (BPS) show that the proportion of older adults has risen annually and has exceeded 10% of the total population. This indicates that Indonesia has entered an ageing-population phase and that the healthcare system must be prepared for the growing demand for services for older adults. The Indonesian Ministry of Health emphasizes that hospital services should consider accessibility to support older adults' independence and improve their quality of life (Husna, F. K., & Syahputri, R. B, 2025).

According to 2024–2025 data from the National Population and Family Planning Board (BKKBN), the number of older residents in Medan is substantial. In 2024, the population aged 60 years and above was recorded at 234,610 and was projected to increase to 241,852 in 2025. This growth coincides with high use of healthcare facilities, as reflected in elderly patient visits to Mitra Medika Tanjung Mulia Hospital. From January to March, the hospital recorded 1,226 elderly patient visits in January, 1,279 in February, and 1,224 in March (BKKBN, 2025).

An initial survey conducted by the researchers at Mitra Medika Tanjung Mulia General Hospital on 2 March 2026, using observation and interviews, found that outpatient facility accessibility did not fully support the comfort and safety of elderly patients. Limitations included an insufficient number of waiting chairs, slippery floors, and unclear directional signs, making it difficult for older patients to access services independently. In addition, patients had to cross the road because the parking area was located opposite the hospital. The road in front of the hospital is wide and frequently used by large vehicles, including trucks and container vehicles, increasing the risk of accidents and making older patients feel unsafe when crossing.

These conditions reveal a gap between the ideal of age-friendly healthcare and the situation observed in practice. Although accessibility and patient comfort are recognized as important aspects of healthcare, their implementation at the hospital remains suboptimal. If these issues are not addressed, patients' perceived quality of care may decline, potentially causing fatigue, greater dependence on others, and feelings of insecurity while receiving services.

Based on this background, this study aimed to determine the effect of healthcare facility accessibility on the comfort of elderly outpatients at Mitra Medika Tanjung Mulia Hospital in 2026.

RESEARCH METHODS

This study employed a quantitative research design. Quantitative research uses numerical data and focuses on drawing conclusions through hypothesis testing and statistical analysis of measured variables. A cross-sectional design was used to examine the effect of healthcare facility accessibility on the comfort of elderly outpatients at Mitra Medika Tanjung Mulia Hospital, Medan.

The study was conducted at Mitra Medika Tanjung Mulia Hospital, located on Jalan KL Yos Sudarso Km 7.5, Tanjung Mulia Urban Village, Medan Deli District, Medan. The research period began with an initial survey in February 2026 and continued until

completion. The study population comprised all elderly outpatients at the hospital. Available data indicated a population of 3,729 elderly outpatient visits/patients. The sample consisted of 97 respondents, calculated using Slovin's formula with a 10% margin of error. Accidental sampling was used to recruit participants.

Primary data were obtained directly from respondents through a survey using a prepared questionnaire distributed to elderly outpatients to assess the effect of healthcare facility accessibility on their comfort. Secondary data were obtained from other parties; in this study, the hospital provided data on the number of elderly outpatients. Tertiary data refer to information sources that discuss the research problem but are not classified as primary or secondary data (Notoatmodjo, S, 2018).

The data were analyzed using univariate, bivariate, and multivariate analyses. Univariate analysis described the characteristics of each study variable. Bivariate analysis examined the relationship between independent and dependent variables. Multivariate analysis was performed after bivariate analysis to assess the combined effects of several independent variables on the dependent variable (Sugiyono, 2013). Binary logistic regression was used for the multivariate analysis.

RESULTS AND DISCUSSION

Univariate Analysis

Table 1. Frequency distribution of elderly outpatient respondents at Mitra Medika Tanjung Mulia General Hospital, Medan, in 2026

Variable/category	Frequency (n)	Percentage (%)
Availability — Good	41	42.3
Availability — Poor	56	57.7
Availability — Total	97	100
Accessibility — Good	42	43.3
Accessibility — Poor	55	56.7
Accessibility — Total	97	100
Accommodation — Good	48	49.5
Accommodation — Poor	49	50.5
Accommodation — Total	97	100
Affordability — Good	38	39.2
Affordability — Poor	59	60.8
Affordability — Total	97	100
Comfort of elderly patients — Good	40	41.2
Comfort of elderly patients — Poor	57	58.8
Comfort of elderly patients — Total	97	100

As shown in Table 1, 57.7% of respondents rated availability as poor, while 42.3% rated it as good. For accessibility, 56.7% rated it as poor and 43.3% as good. For accommodation, 50.5% rated it as poor and 49.5% as good. For affordability, 60.8% rated it as poor and 39.2% as good. Overall, 58.8% of elderly respondents reported poor comfort, while 41.2% reported good comfort.

Bivariate Analysis

Table 2. Association of availability, accessibility, accommodation, and affordability with the comfort of elderly outpatients at Mitra Medika Tanjung Mulia General Hospital, Medan, in 2026

Variable	Category	Comfort: Good n	%	Comfort: Poor n	%	Total n	p-value
Availability	Good	28	28.8	13	13.4	41	0.000
Availability	Poor	12	12.4	44	45.4	56	
Availability	Total	40	41.2	57	58.8	97	
Accessibility	Good	31	32.0	11	11.3	42	0.000
Accessibility	Poor	9	9.3	46	47.4	55	
Accessibility	Total	40	41.2	57	58.8	97	
Accommodation	Good	33	34.0	15	15.5	48	0.000
Accommodation	Poor	7	7.2	42	43.3	49	
Accommodation	Total	40	41.2	57	58.8	97	
Affordability	Good	30	30.9	8	8.3	38	0.000
Affordability	Poor	10	10.3	49	50.5	59	
Affordability	Total	40	41.2	57	58.8	97	

For availability, among respondents who rated availability as good, 28 (28.8%) reported good comfort and 13 (13.4%) reported poor comfort. Among those who rated availability as poor, 12 (12.4%) reported good comfort and 44 (45.4%) reported poor comfort. The reported significance value was $p = 0.000$, indicating a statistically significant relationship ($p < 0.05$).

For accessibility, 31 respondents (32.0%) who rated accessibility as good reported good comfort, while 11 (11.3%) reported poor comfort. Among respondents who rated accessibility as poor, 9 (9.3%) reported good comfort and 46 (47.4%) reported poor comfort. The reported p-value was 0.000 ($p < 0.05$), indicating a statistically significant relationship.

For accommodation, 33 respondents (34.0%) who rated accommodation as good reported good comfort and 15 (15.5%) reported poor comfort. Among those who rated accommodation as poor, 7 (7.2%) reported good comfort and 42 (43.3%) reported poor comfort. The reported p-value was 0.000 ($p < 0.05$), indicating a statistically significant relationship.

For affordability, 30 respondents (30.9%) who rated affordability as good reported good comfort and 8 (8.3%) reported poor comfort. Among respondents who rated affordability as poor, 10 (10.3%) reported good comfort and 49 (50.5%) reported poor comfort. The reported p-value was 0.000 ($p < 0.05$), indicating a statistically significant relationship.

Multivariate Analysis

Table 3. Binary logistic regression analysis of the effects of availability, accessibility, accommodation, and affordability on the comfort of elderly outpatients at Mitra Medika Tanjung Mulia General Hospital, Medan, in 2026

Variable	B	Exp(B)
Availability	2.227	9.271
Accessibility	2.251	9.494
Accommodation	2.718	15.158
Affordability	2.519	12.415

The multivariate analysis used binary logistic regression to assess the effects of the independent variables—availability, accessibility, accommodation, and affordability—on the dependent variable, the comfort of elderly patients, based on the Exp(B) values. All four variables were reported to influence patient comfort. Accommodation was the most dominant variable, with an Exp(B) value of 15.158.

DISCUSSION

Effect of Availability on the Comfort of Elderly Outpatients

The findings indicate that availability was significantly associated with the comfort of elderly outpatients at Mitra Medika Tanjung Mulia Hospital, with a p-value of 0.004 (<0.05). This suggests that better availability of hospital service facilities increases the likelihood that older patients will feel comfortable while receiving outpatient care. The result is consistent with a study by Siti Rahma et al. (2025) on the effect of healthcare facilities on patient comfort, which found a significant effect. Adequate facilities and accessibility can make movement easier during care and create a positive experience for older patients (Rahma, S., et al, 2025). However, the finding differs from Kridaningsih and Ghozali (2023), who reported that facility completeness did not significantly affect outpatient satisfaction. Their regression analysis identified service quality, rather than facility completeness, as a significant factor (Kridaningsih, A., & Ghozali, 2023). Thus, improving the number of facilities alone may not improve satisfaction unless service quality is also enhanced.

Availability is one of the dimensions of access to healthcare proposed by Penchansky and Thomas (1981). It refers to the adequacy of the number and types of facilities, healthcare workers, and service capacity in meeting patients' needs. Adequate facilities are important to service quality because they enable patients to receive care that meets their needs. For older patients, supportive facilities make healthcare easier to access and improve comfort during outpatient visits (Vidiansyah, A., & Hutabarat, Z, 2025).

In the researchers' view, availability affects older patients' comfort because facilities are essential during outpatient care. These include service facilities, waiting areas, wheelchairs, toilets, and healthcare personnel. At Mitra Medika Tanjung Mulia General Hospital, some of these facilities remain limited. Most respondents indicated that the necessary service facilities, waiting areas, wheelchairs, toilets, and healthcare personnel were not adequately available. This can make it difficult for older patients to meet their needs during care, especially those with mobility limitations. A limited supply of wheelchairs may increase dependence on companions when moving between locations, while insufficient waiting areas may reduce comfort during periods of waiting. Therefore, the better the availability of facilities suited to older patients' needs, the more likely they are to feel comfortable during outpatient care.

Effect of Accessibility on the Comfort of Elderly Outpatients

The findings show that accessibility was significantly associated with the comfort of elderly outpatients at Mitra Medika Tanjung Mulia Hospital, with a p-value of 0.005 (<0.05). Better access to service facilities was associated with a greater likelihood of comfort during outpatient care. This finding is consistent with Vidiansyah and Hutabarat (2025), who found that location (accessibility) significantly affected patient satisfaction. A conveniently located service, adequate transport access, and ease of reaching healthcare facilities tend to improve satisfaction (Vidiansyah, A., & Hutabarat, Z, 2025). However, the result differs from Kridaningsih and Ghozali (2023), who found that location did not significantly affect outpatient satisfaction. Their regression analysis suggested that location

alone did not determine satisfaction, which may be influenced by other factors (Kridaningsih, A., & Ghozali, 2023).

Accessibility is another dimension of healthcare access proposed by Penchansky and Thomas (1981). It refers to how easily patients can reach healthcare facilities and is influenced by service location, environmental conditions, and the ease of reaching the point of care. Good accessibility enables patients to obtain healthcare more easily, reduces barriers during the service process, and may ultimately improve comfort (Penchansky, R., & Thomas, J. W, 1981).

In the researchers' view, accessibility affects comfort because ease of reaching and using facilities reduces the physical burden of obtaining care. This includes reaching the hospital, navigating the road to the hospital, entering the hospital, and understanding directions to service rooms. At Mitra Medika Tanjung Mulia General Hospital, access to services remains a challenge. Most respondents reported that the hospital location was difficult to reach, the road was difficult to navigate, the entrance was not easy to use, and directions to service areas were not easy to understand. These conditions can increase mobility difficulties and dependence on companions, particularly for patients with physical limitations. A difficult route and a parking area that requires patients to cross the road may also increase fatigue and feelings of insecurity. Unclear directions can mean that patients need assistance finding the right service area. Improving access from patients' homes to the service area can reduce physical barriers and improve their sense of safety, thereby supporting comfort during outpatient care.

Effect of Accommodation on the Comfort of Elderly Outpatients

The findings indicate that accommodation was significantly associated with the comfort of elderly outpatients at Mitra Medika Tanjung Mulia Hospital, with a p-value of 0.001 (<0.05). This result is consistent with Rachmadana et al. (2025), who found that service quality affected outpatient revisit intention. Their study explained that professional, consistent services that meet patient expectations can create positive experiences and increase satisfaction. This supports the present finding that accommodation affects comfort because services adapted to patients' needs and conditions can make the healthcare process more comfortable (Rahma, S., et al., 2025). However, the result differs from Kridaningsih and Ghozali (2023), who found that service variables did not affect satisfaction among outpatients. Their analysis suggested that service was not a determining factor in satisfaction, meaning changes in service may not directly increase satisfaction (Kridaningsih, A., & Ghozali., 2023).

Accommodation is a dimension of healthcare access proposed by Penchansky and Thomas (1981). It refers to the fit between how healthcare is organized and patients' needs, circumstances, and characteristics, including service arrangements, available facilities, and procedures that make healthcare easier to obtain comfort (Penchansky, R., & Thomas, J. W, 1981).

In the researchers' view, accommodation affects older patients' comfort because services and facilities that match their conditions and needs make the care process easier. This includes services suited to older adults, service schedules, waiting times, staff assistance, and facilities that support comfort. At Mitra Medika Tanjung Mulia General Hospital, some aspects of service are not yet fully suited to older patients' needs. Most respondents reported that services, schedules, waiting times, and facilities did not adequately support comfort. These conditions may cause fatigue and discomfort while waiting or receiving care. Long waiting times can be burdensome for older patients, while unsuitable facilities and services may increase their need for assistance. Therefore, matching services to older patients' needs and physical conditions can make care more

straightforward, orderly, and comfortable. The closer the fit between the service provided and patients' needs, the more likely older patients are to feel comfortable during outpatient care.

Effect of Affordability on the Comfort of Elderly Outpatients

The findings show that affordability was significantly associated with the comfort of elderly outpatients at Mitra Medika Tanjung Mulia Hospital, with a p-value of 0.000 (<0.05). This suggests that more affordable healthcare is associated with a greater likelihood of comfort among older patients. The finding is consistent with Vidiansyah and Hutabarat (2025), who reported that price affordability affected patient satisfaction at the internal medicine clinic of Reksodiwiryo Hospital. Their study explained that affordable service costs, a reasonable relationship between the price paid and the service received, and patients' ability to cover healthcare costs can improve satisfaction. This supports the present finding that affordability affects older patients' comfort because affordable services make healthcare easier to obtain (Vidiansyah, A., & Hutabarat, Z, 2025). However, the finding differs from Mulyono (2020), who reported that price did not significantly affect outpatient satisfaction. That analysis found that price was not a determining factor, and changes in or alignment of service costs did not directly influence satisfaction (Mulyono, S, 2020)

Affordability is a dimension of healthcare access proposed by Penchansky and Thomas (1981). It refers to patients' ability to obtain healthcare without facing costs beyond their financial means. Affordability is important for access because costs that fit patients' financial circumstances make it easier for them to obtain ongoing healthcare (Penchansky, R., & Thomas, J. W, 1981).

In the researchers' view, affordability affects comfort because the ability to pay for services can influence patients' peace of mind while receiving care. Affordability includes service fees, examination costs, medication costs, administrative fees, and ease of using BPJS Health or other insurance. At Mitra Medika Tanjung Mulia General Hospital, costs remain a barrier for some older patients. Most respondents indicated that service and examination costs did not seem commensurate with the services received and that using BPJS or insurance did not make access to care easier. These conditions may cause concern about expenses and reduce comfort during treatment. For older adults, perceived high treatment costs can be an additional burden because healthcare often requires repeated visits and ongoing treatment.

Clear information about costs and easier use of BPJS or other insurance may reduce patients' financial burden and increase their sense of safety and peace of mind. Therefore, the more affordable healthcare services are, the more likely comfort among elderly outpatients is to improve.

CONCLUSION

Based on the findings of this study on the effect of healthcare facility accessibility on the comfort of elderly outpatients at Mitra Medika Tanjung Mulia Hospital in 2026, the following conclusions can be drawn:

1. Availability was associated with the comfort of elderly outpatients. The logistic regression analysis reported p=0.004 (<0.05). The hospital should improve the availability of facilities that support older patients, including comfortable waiting areas, priority seating, handrails, and other supporting amenities.
2. Accessibility was associated with the comfort of elderly outpatients, with a reported logistic regression p-value of 0.005 (<0.05). The hospital should make facilities easier

for older patients to access by considering room locations, accessible routes, clear service information, and safe access for patients with mobility limitations.

3. Accommodation was associated with the comfort of elderly outpatients, with a reported logistic regression p-value of 0.001 (<0.05). The hospital should adapt its facilities and services to older patients' needs by providing amenities that are easy to use, safe, comfortable, and suitable for their physical conditions.
4. Affordability was associated with the comfort of elderly outpatients, with a reported logistic regression p-value of 0.000 (<0.05). The hospital should maintain affordable healthcare costs so that older patients can obtain care without financial barriers that may affect their comfort.

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