

# APPLICATION RELATIONS PROFESSIONAL NURSING CARE MODEL TEAM WITH HOSPITAL PATIENT SATISFACTION IN JOMBANG

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## ABSTRACT

**Introduction:** Professional Nursing Care Model ISASA system (structure, process and value) that enables professional nurses regulate nursing care. But some patients feel less satisfied with the nursing service because the service is not optimal. In Jombang hospitals since the implementation of the model of professional nursing care team early 2002 most of the patients are still expressed dissatisfaction with the services it is evidenced in the number of letters about the suggestion box that is less than optimal care nurse. This study aims to analyze the relationship between the implementation of the Professional Nursing Care Model Team with patient satisfaction in hospitals Jombang. **Method:** This study uses an analytic design with cross sectional approach. Samples were collected using a multi stage random sampling of 240 respondents (120 patients and 120 nurses). These data were collected by using questionnaire and observations and analyzed using correlation test (spearman's rho) with significant level  $\alpha \leq 0.05$ . **Results:** Analysis showed no relationship between the applications of the Professional Nursing Care Model Team with patient's satisfaction. Nurse unit manager responsibility, the responsibility of the team leader, the responsibility of the team members ( $p=0.001$ ), weigh received ( $p=0.001$ ), centralized drug ( $p=0.002$ ) and nursing documentation ( $p=0.001$ ). **Discussion:** Implementation of responsibility (nurse unit manager, team leader and team members), weigh, centralized medicine and nursing documentation associated very strongly with patient satisfaction. Therefore, it needs to be maintained to the full stand improved implementation of team that still has not gone well.

**Key words:** *professional nursing care model team, satisfaction*

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## INTRODUCTION

Improving the quality of hospital services is determined with the application of professional nursing care of them use the model team, this care provides a sense of responsibility of nurses is higher resulting in increased job performance and patient satisfaction (Clifforth & Horvath, 2009). Patient satisfaction is determined either by nursing services. According to Azwar (2006) patients are less satisfied with the nursing care because these services are not optimal.

In hospitals Jombang since the implementation of the model of nursing care professional team early 2002 most of the patients ie 90 (60%) of the 150 patients still expressed dissatisfaction with the services it is proven many letters in the suggestion box on nursing services to sub-optimal (Documentation Hospital Jombang 2010-

2014). The state of BOR impact on the decline, this can be seen from the results BOR patients who experience fluctuations in the last months of 2014. However, in this case is not yet known in detail where discrepancies service to satisfaction of these patients, especially in the application of professional nursing care team models.

The application of the model of professional nursing care team, when the responsibility or the role of nurses both in terms of (documentation, weigh received, and centralization of the drug) is not executed properly, which means showing the performance of the nurses also decreased (Nursalam, 2007). The decline in the performance of the nurses can lead a low nursing care services and patients are not satisfied. If the patient is not satisfied, the

number of patients (BOR), also decreased, which means decreased revenue RS, and if this continues to be an impact on the development of the hospital, which ultimately also about nurses in nursing care and also reward accepted nurses, so that the nurses be lazy to work. When nursing care is low, it can lead to dissatisfaction of patients and continues to do so repeatedly, continuously (Susilowati, 2008).

Satisfaction or dissatisfaction is a judgment. The level of service satisfaction from the patient or the patient's perception of kin. Patient satisfaction will be achieved when they obtained optimal results for each patient and health care attention to patients and families, there is attention to complaints, physical environments and responsive to the needs of patients in order to achieve balance as well as possible between the level of satisfaction and pain and toil which must be experienced in order to obtain these results. In satisfaction of a service in the hospital it is influenced because of lack of communication, empathy, fees, tangibility, assurance, reability, and responsiveness. A good relationship between the patient and the nurse to do when applying a model of good nursing care. By applying a good model then becomes the perfect patient care so that patients can be fulfilled satisfaction. (A.A. Gde Muninjaya, 2004).

To overcome the above so that the necessary structuring of professional nursing care models ranging from workforce or patients and the establishment of the system (Nursalam, 2004). As well as the necessary positive steps to improve the quality of health services, one of which nursing care for nursing care is a service of the most prolonged contact with the patient. Nursing services here include physical treatment (physical needs), psychological treatment (fulfillment psychology), social care (the fulfillment of social needs), and spiritual care (spiritual fulfillment) in accordance with the concept of holistic nursing. With the provision of nursing services integrated (physical, psychological, social, spiritual and educational) and carried out in accordance with the standards expected of patient satisfaction will increase so their interest to use the services will also rise. (A.A. Gde Muninjaya, 2004). As with any model of nursing care in hospitals Jombang which team model in which to implement this needs to be a coordination of all aspects: the nurse's responsibility regarding the supervision team, nursing documentation,

centralized drug, weigh received and nursing rounds. With the development of science nursing, especially in terms of the management, the researchers in this case seek the metaphor of the application of models of professional nursing care team and patient's satisfaction, whether this model is highly correlated with satisfaction patients in hospitals , especially in the application of Jombang.

## METHODS

This research is observational analytic . The design in this study using cross sectional design . The population in this study were all hospitalized patients and all patient wards of hospitals Jombang . The sampling for the patient sample using multistage random sampling. With a sample size of 120 respondents and a sample of 120 nurses. Independent variables in this study is Team and the dependent variable is patient satisfaction. the level of patient satisfaction Spearman 's correlation test with significance level  $p \leq 0,05$ .

## RESULTS

Spearman Rho test results on shows that the responsibility of head room in the application of the Model Nursing Care Professionals Team in Jombang Regional Hospital has been executed so well (75%). Responsibility team leader in the application of the Model Nursing Care Professionals Team at Hospital Jombang has done well (83.3 %). Responsibilities of team members in the application of the Model Nursing Care Professionals Team at Hospital Jombang manage well (81.8 %). Patients treated in hospitals, especially in the pavilion Asoka Jombang, Dahlia, Jasmine, Cempaka, Flamboyan, Rose, Kemuning, Waluya effort mostly expressed satisfaction on every execution of nursing that have been carried out , with a Total of 95 patients (79.2 %), and the lowest 4.1 % with the number 5 patients .

There are correlation between the responsibility of the head of the room, the team leader and team members with patient satisfaction. From the test results Spearman rank correlation ( $\rho$ ) with significance level  $\alpha < 0.05$  obtained significance value ( $p$ ) 0.001 , which means that the correlation between the responsibilities of the head of the room , the team leader and team members with patient satisfaction is significant and the correlation of coefisien value 0.134 indicates that the

direction of a positive correlation with the strength is very low.

## DISCUSSION

The responsibility of nurses in hospitals Jombang especially dipaviliun Asoka, Dahlia, Jasmine, Cempaka, Flamboyan, Rose, Kemuning, efforts Waluya Hospital Jombang demonstrate responsibility well run (55 % - 100 %). From the above facts according to Douglas , 2004 stated that the nursing care that have been planned will lead to motivation and sense of responsibility of nurses is so high that will make the quality of nursing care increased, which would make the patient feel to get satisfaction. The nurse's responsibility should be run with the maximum and thorough, so the need for motivation of the employer so that the implementation of the nurse's responsibility goes well. In carrying out daily activities - day Jombang nurses in hospitals are already running well his responsibility. The better the nurse's responsibility higher the nursing care given, especially in the implementation of the Professional Nursing Care Model Team. Viewed from this study that patients treated in hospitals Jombang especially dipaviliun Asoka, Dahlia, Jasmine, Cempaka, Flamboyan, Rose, Kemuning, efforts Waluya Hospital Jombang mostly satisfied (75.2%). According Muninjaya (2004) that patient satisfaction will be achieved when the obtained optimal results for each patient and health care attention to patients and families, there is attention to complaints, physical environments and responsive to the needs of patients in order to achieve balance as well as possible between the level of satisfaction and pain and toil that must be experienced in order to obtain these results. In satisfaction of a service in the hospital it is influenced because of lack of communication, empathy, fees, tangibility, assurance, realibility, and responsiveness. So when they reached the patient satisfaction will also increase hospital revenue.

The responsibility of the head of the room, the team leader and team members have a very strong relationship with patient satisfaction. The satisfaction felt by the patient of the responsibility of the head of the room in terms of planning, organizing, directing and monitoring. The better the responsibilities of the head of the room, the team leader and team members the higher the perceived patient satisfaction. According to Kron & Gray (2007)

that the role of the head of the room, the team leader and team members in the application of models of professional nursing care team is very important and great, so that through a high sense of responsibility to make the quality of nursing care increases and would result in increased patient satisfaction. The responsibility of the head of the room has a very strong relationship with patient satisfaction. This shows that the responsibility of the head of the room in Jombang hospitals run and affect patient satisfaction is high. Good quality nursing care if all the tasks that can be run properly delegated responsibility of head room in the hospital Jombang well done in terms of planning, organizing, directing, and monitoring. Planning here is to regulate and control the nursing care, organizing here in terms of controlling nursing personnel, guidance in terms of increasing kolaborasi between the teams, while for supervision in terms of supervision to every member of the maintenance work in the room. The better the responsibilities of head room (planning, organizing, directing, and monitoring) is executed, then the higher patient satisfaction.

The responsibility of team leader has a very strong relationship with patient satisfaction. This means that the responsibility of team leader in Jombang hospitals run well, which would certainly have an impact on patient satisfaction is also high. Good quality nursing care if all the tasks that can be run properly delegated responsibility team leader in the planning, evaluation, determine the condition of the patient, assess the level of patients' needs, develop the capacity of members and organizes conferences. The better the responsibility of team leader is executed, then the higher patient satisfaction.

The responsibility of the team members has a very strong relationship with patient satisfaction. It has a sense of responsibility of team members in hospitals Jombang run well, thus affecting the higher patient satisfaction. Good quality nursing care if all tasks are delegated to run properly. Responsibilities of team members here in terms of providing nursing care, collaboration with other team members, and provide a report. The better the responsibilities of team members executed, then the higher patient satisfaction.

## CONCLUSION

Implementation of Professional Nursing Care Model Team in Jombang hospitals largely the responsibility of nurses is good. Most of the satisfaction of patients treated in hospitals Jombang very high. Implementation Model Nursing Professionals Team (the nurse's responsibility) has a very strong relationship to client satisfaction.

Inpatient more space can maximize the role of a nurse primarily the responsibility of the head of the room, the responsibility of team leader, and responsibilities of team members to the patient. In each nursing action, nurses always pay attention to every complaint or the patient's response. Nurses should be more sensitive to the patient's condition.

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