

THE RELATIONSHIP OF THE IMPLEMENTATION OF THE TEAM MODEL OF PROFESSIONAL NURSING CARE (MAKP) AND INCREASING NURSES' PERFORMANCE IN THE INPATIENT ROOM OF AHMAD YANI ISLAMIC HOSPITAL SURABAYA

Sulistiyorini¹, LonoWijayanti², Siti Nur Hasina³, Priyo Mukti Pribadi Winoto⁴,
Ima Nahdlatin⁵

¹²³⁴⁵Universitas Nahdlatul Ulama Surabaya, Surabaya, Indonesia sulistiyorini@unusa.ac.id

KEYWORDS

Organizational factors, nursing resources, job characteristics, team model, nursing care methods.

ABSTRACT

Team model nursing care is an effort to improve the quality of nursing services at the Ahmad Yani Islamic Hospital, Surabaya. This research aims to determine the relationship between the method and method Team Model Professional Nursing Care on Nurse Performance in the Inpatient Room at the Ahmad Yani Islamic Hospital, Surabaya. The research uses a descriptive observational, cross-sectional research design with a chi-square test. The population in this study were all inpatient nurses, 201 people sampled in the study, and nurses who met the inclusion criteria were 199 people. The results of the cross-analysis between the application of the team method and the performance of the implementing nurses at the Ahmad Yani Islamic Hospital in Surabaya, it show that of the 199 respondents who implemented the team method, the performance of the implementing nurses was poor, as many as 83 respondents (41.7%) while the implementation of the team method with The performance of implementing nurses was good as many as 116 respondents (58.3%). In determining whether a hypothesis is rejected or accepted, the following basis is used: If the p-value > 0.05 means there is no significant relationship, if the p-value < 0.05 it means there is a significant relationship. Based on the theoretical test results, a significant value of 0.000 was obtained (p-value < 0.05). This shows that there is a relationship between the application of the team method and the performance of implementing nurses at the Ahmad Yani Islamic Hospital, Surabaya. Through this research, it is hoped that it can be used as evaluation material for the work program of nurses in the room implemented in the hospital to encourage increased performance of implementing nurses in providing nursing care to patients as an improvement in the quality of nursing care.

Introduction

Nursing is a form of professional health service that is an integral part of health services based on nursing knowledge and tips, in the form of comprehensive bio-psycho-social-spiritual services, aimed at healthy and sick individuals, families, and communities covering the entire process of human life. Nurses are the most important human resource in hospitals because apart from being dominant in number, they are also a profession that provides 24-hour nursing care services to patients, therefore hospitals must have well-performing nurses who support hospital performance so that patient satisfaction can be achieved (Kardianti in Widodo 2016). Nursing care is the interaction of nurses with patients and their environment to achieve the goal of fulfilling the patient's needs and independence in caring for themselves (Indonesian Law No. 38 of 2014). The application of nursing care regulates the implementation of nursing more, where the implementation of nursing plays an important role in determining the success of health services in hospitals. There are several methods of professional nursing care including the primary model MAKP, team model, case model, and functional model. The selection of a professional nursing care model in a room takes into account the vision, and mission of the institution, the application of the nursing process in nursing care, efficient and effective use of costs, the fulfillment of client, family, and community satisfaction, satisfaction with nurse performance (Marquis & Huston, 2012). Providing nursing services using one of the professional nursing care methods can provide comprehensive nursing services to patients, nurses' responsibilities towards their patients are clear, and communication is effective so that the continuity of the nursing plan is

guaranteed.

Nurse performance is an action carried out by a nurse in an organization in accordance with their respective authority and responsibilities, where good performance can provide satisfaction to patients and also improve the quality of nursing services (Mugopa C, et al., 2017). The provision of nursing services, which is a benchmark for health services, must use a nursing management system. The nursing management of Ahmad Yani Islamic Hospital Surabaya to improve the performance of nurses in providing nursing care to patients chose one of the MAKPs, namely the Team Model Professional Nursing Care Method (MAKP). Nurses as promoters implementing the MAKP Team are expected to work with their teams. It is hoped that by choosing a team model professional nursing care method, nursing care will be more effective, efficient and sustainable. In this way, nurse performance improves and patient satisfaction is achieved. Research conducted by Hardianti Anthon (2012) on the relationship between the application of the team method and the performance of implementing nurses in the inpatient ward of the Majene District Hospital shows that there is a significant relationship between the application of the team method and the performance of implementing nurses. The researcher's initial survey was dated October 25 2016 using observation techniques and interviews with the head of the room and the executive nurse at RSUP Prof. Dr. RD Kandou Manado room Irina C found the phenomenon that the nursing care model currently used is the team method.

Meanwhile, research conducted by Fairbrother, Jones and Rivas (2010) conducted a trial using team nursing at Sydney Prince of Wales Hospital, Australia, that nurses had a lot of time with patients. The benefits shown are teamwork, good communication between nurses, doctors and patients, better documentation and planning. The team nursing method is considered more effective in providing nursing care. The effectiveness of team nursing is in terms of communication and teamwork in providing nursing care. Cioffi & Ferguson's (2009) research using the team nursing method in health services can provide optimal and professional nursing care. From the results of direct observations carried out on 10 - 12 January 2024 regarding the implementation of the team model of MAKP at the Ahmad Yani Islamic Hospital in Surabaya, it was found that the head of the room and the team leader is still held by non-professional staff. The division of duties is still unclear, the head of the room who is supposed to carry out management functions still carries out technical duties as an executive nurse. The team leader has not been able to distribute tasks to team members in providing nursing care. The initial assessment of the patient is often carried out by the implementing nurse, where the initial assessment should be the task of the team leader.

The performance of nurses in assessing nursing management is providing nursing care which is influenced by several factors, namely: individual competency factors including education, experience, training and motivation, management support factors such as leadership and organizational support factors including organization, work equipment and work conditions. To date, all treatment rooms at the Ahmad Yani Islamic Hospital in Surabaya have been implemented, such as: implementing nursing staff with a minimum of D3 nursing but the head of the room and team leader have a minimum education of Bachelor's Degree in Nursing. Each room has a team method organizational structure, namely there is a head of the room, a team leader and an executive nurse where the executive nurse is under the team leader and the team leader is under the head of the room. Interviews with 10 executive nurses revealed that the team nursing method also made nursing actions easier because they could focus more on the patients they were responsible for compared to the previous method of treating patients. With the team method, the level of patient satisfaction with nursing services is also achieved, nurses are also very responsive to the needs and complaints of patients and families which of course has an impact on improving nurse performance.

Research purposes:

1. General purpose

This research aims to determine the relationship between the application of the team method and the performance of nurses in the inpatient room at the Islamic Hospital in Surabaya.

2. Special purpose

- a. Describe the team's methods at the Surabaya Islamic Hospital.
- b. Describe the performance of the team at the Surabaya Islamic Hospital.
- c. Analyzing the relationship between the application of the team method and the performance of nurses in the inpatient room at the Surabaya Islamic Hospital

Benefits of research:

1. For the Nursing Profession The results of this research are to apply the team method to nurse performance and provide input or information to nurses to improve abilities and collaboration within the team.
2. For Hospital Institutions, the results of this research are a reference for developing the concept of the relationship between the application of the team method and the performance of nurses in providing nursing care at the Islam Hospital in Surabaya.
3. For Society. The results of this research can be used by public health centers as a policy to provide input to the head of management at the Surabaya Islamic Hospital regarding the relationship between implementing the team method and nurse performance. The process of assessing performance indirectly leads to employee behavior to produce nursing services of good quality and satisfaction for patients (Nursalam, 2011). The quality of the implementation of consideration must be improved by increasing effective communication (SBAR). The accuracy of the data provided is very important so that the nursing care services provided will be able to be carried out sustainably and realize the responsibility and accountability of a nurse. (Frisen, 2008)

Based on the description above, researchers are interested in researching "The relationship between the application of the team method and the performance of nurses in the inpatient room at the Ahmad Yani Islamic Hospital, Surabaya."

Content (font: Arial Narrow, size 12, line spacing: single, alignment: justified, indentation: first line by 0.5)

Contains "Background" and "Research Purpose/aim". This part should be supported by adequate literature and sources, especially primary references and visible progress of the material under study, to see the contribution to the development of nursing science

Method

This research is a descriptive observational study with a cross-sectional design. The population in this study were all hospital inpatient nurses, namely Ahmad Yani Islamic Hospital Surabaya, nurses who met the inclusion criteria. Samples were taken from 199 inpatient nurses where patient data was taken from the patient's medical record. Primary data collection was carried out by nurse respondents filling out questionnaires independently. Respondents will fill out a questionnaire about organizational factors, nurse resource factors and job characteristic factors. As for workload, researchers observe nurse activities using work sampling techniques.

Identification of data regarding the implementation of the team model MAKP which includes the process of accepting new patients, weighing, drug centralization, nursing rounds and transfer planning is carried out through observation with a checklist guide. The performance of nurses in assessing nursing management is providing nursing care which is influenced by several factors, namely: individual competency factors including education, experience, training and motivation, management support factors such as leadership and organizational support factors including organization, work equipment and work conditions. To date, all treatment rooms at the Ahmad Yani Islamic Hospital in Surabaya have been implemented, for example, the implementing nursing staff has a minimum of D3 nursing but the head of the room and team leader have a minimum education of Bachelor's Degree in Nursing. Each room has a team method organizational structure, namely there is a head of the room, a team leader and an executive nurse where the executive nurse is under the team leader and the team leader is under the head of the room. Interviews with 10 executive nurses revealed that the team nursing method also made nursing actions easier because they could focus more on the patients they were responsible for compared to the previous method of treating patients.

Result

The data obtained by researchers was analyzed using statistical tests as a basis for determining strategic issues. The basis for determining strategic issues is if the variable has a significant value <0.05 . From strategic issues, focus group discussions were carried out to clarify the causal factors and find solutions. The results of research conducted over approximately 6 months showed that organizational factor data on leadership of room heads was in the good category at 22.7%, in the fair category at 59.1%, and in the poor category at 18.2%. Correlation analysis p value = $0.014 < 0.05$. Meanwhile, reward system data. The reward system in the inpatient room is in the good category at 4.5%, in the adequate category at 77.3%, and in the poor category at 18.2%. The significant value is $p = 0.024$, while the training and development factor in the good category is 9.1% and sufficient 51.9%, and the poor category is 31.8%. The significant value is $p = 0.033$.

For the knowledge HR factor, the good category is 22.7%, the sufficient category is 63.6% and the poor value is 13.6% and the significant value is $p = 0.005$, the motivation is in a good category 22.7%, the sufficient category = 59.1% and in the less category 18.2% Significant value $p = 0.026$ Role and responsibilities of room heads in the sufficient category 45.5% and the less than 45.5% category, most team leaders in the less than 45.5% category and team members in the less than 50% category and the sufficient category is 50%.

The implementation of the MAKPP Team model method includes the workload of nurses in the high category of 72.7% and the medium category of 27.3%. Significant value $p = 0.043$, Acceptance of new patients at the preparation stage in most categories is sufficient 45.5%, the process of accepting new patients in most categories is less than 50% and at the evaluation stage in most categories is adequate at 77.3%, Consideration of acceptance at the preparation stage for most categories less than 68.2%, the weigh-in process was mostly good 59.1%, the weigh-in material was mostly good 54.5% and the evaluation stage was still in the less than 100.0% category, the nursing round started with the preparation stage until the evaluation was 100.0 % in the less category. Discharge planning in the implementation process stage category in most categories is sufficient 40.9%, the content of the change planning in most categories is good 81.8% and in the evaluation stage, most categories are poor 54.5%.

Discussion

The discussion of nurses' performance in the implementation of team model professional nursing care includes the completeness of nursing documentation and patient satisfaction. The completeness of nursing care documentation and patient satisfaction describes the output of the implementation of nursing care carried out. Completeness of nursing documentation is one measure of the success of nursing care. The results of the documentation study carried out to determine the team model professional nursing care process in the inpatient room were mostly in the fairly complete category. in the incomplete category.

In a study of medical records of patients who had returned home, it was found that many of the CPPT formats did not have signatures in the signature column provided. The time on the nurse's action form is often not filled in. Apart from that, only one diagnosis is filled in on the nursing diagnosis sheet from when the patient is admitted until he goes home so it does not describe the patient's condition.

In the team model nursing care method, documentation is mostly the responsibility of the team members. The team leader and room head evaluate the completeness of the documentation. For this reason, team collaboration must be improved in the process of documenting nursing care so that documentation can be complete.

Good documentation shows evidence that the patient has received nursing care effectively, integrated between team members and other health care providers and in a balanced manner. With this continuous nursing care, the quality of service will be better and will be felt by families and patients.

Another indicator as a benchmark for good or bad nursing care is patient satisfaction. Patient satisfaction in receiving nursing care using this team model is measured based on five characteristics, namely reliability, assurance, tangibles, empathy and responsiveness. The research results as shown by the reliability characteristics are mostly in the quite satisfied category, 51.2%. Nurses provide information regarding facilities and their use and explain things that are prohibited in care clearly. But the timeliness when needed is still less precise. As a result of the assurance characteristics, most patients were satisfied (59.5%). Patients feel assured that they are safe in nursing care because the nurses on the team provide information about their condition. Most of the nurses were quite satisfied with the tangible aspect (76.2%). When the team members were going to take action on the patient, the tools used were ready. Most of the patients were quite satisfied, 50.0% received empathy from the nurses. Nurses are easy to find if patients need them. The executive nurse or team members have not taken the time to discuss the patient's condition.

Regarding the characteristics of responsiveness (responsibility), the results showed that most were quite satisfied, 52.4% and 47.6% less satisfied. Patients feel that nurses have not provided special time to help patients provide nursing care independently. Nurses are still less responsive to patients' conditions, patients often ask for help by calling the nurse if they have difficulties.

Inpatient room nurses must improve in providing nursing care to patients by increasing collaboration within the team and implementing team model nursing care according to standards so that patient satisfaction is met.

If Islamic culture can be embedded in the souls of nurses, nurses will provide better nursing care and patient satisfaction will be met. This is in accordance with the Woodruff and Gardial model which terms the Islamic caring model for patient satisfaction.

Conclusion And Recommendation

The output of the implementation of the team model nursing care method from the documentation aspect is that the completeness of nursing documentation is still incomplete. This is because nurses pay less attention to the importance of nursing documentation. Meanwhile, the output of the implementation of team model nursing care from the aspect of patient satisfaction is that most patients are satisfied with the nursing care services provided. The application for implementing the team model of MAKP at the Ahmad Yani Islamic Hospital in Surabaya, starting from team acceptance, weighing, drug centralization, nursing rounds, and transfer planning, is not yet optimal. The implementation of these five activities was not in accordance with existing standard procedures. Nursing rounds have never been carried out because there are no nurses as counselors and it is difficult to gather other health teams to discuss patient care cases.

Recommendations for optimizing the implementation of the team model MAKP at Ahmad Yani Islamic Hospital Surabaya in improving nurse performance need to build nurse motivation through organizational factors, namely leadership and reward systems. Apart from that, it is necessary to increase knowledge through training and development so that the output of nurse performance in the form of complete documentation and patient satisfaction is met.

REFERENCES

- Alexis, SDB, Roberta, S. & Josef, T., 2018. The Effectiveness of Virtual Simulation in Improving Student Nurses' Knowledge and Performance During Patient Deterioration: A Pre and Post Test. *Nurse Education Today* S0260-6917 (17)n30323-4DOI:doi:10.1016/j.nedt.2017.12.02, pp. 1-20.
- Arlene, MM, Kathryn, SD, Michael, SE & Matthew, V., 2019. Care Coordination to target Complexity and Reduce Disparities in Primary care. *Public Health Nursing* <https://doi.org/10.1111/phn.12606>.
- Desi, ANP & Ketut, MN, 2014. The Influence of Motivation on the Performance of Larval Monitoring Officers. *Community Health Study Program IKM Fak. Medicine*, II(1)

- Elsye, HDD.:SS.: RM, 2017. Evaluation of the Implementation of Nursing Supervision at the PenembahanSenopati Regional General Hospital, Bantul. Medicaeticolegal and Hospital Management., Volume VI.
- G, c. G. et al., 2017. Impact Of Managers'CoachingConventionson Staff knowledge Use and Performance in long term Care Settings. Wordviews on Evidence-Based Nursing Sigma Theta Tau International, pp. 1-10.
- Harwatiwi, D., Sri, S. & Elsy, R., 2017. Evaluation of the Implementation of Nursing Supervision at the PanembahanSenopati Regional General Hospital, Bantul. Medicaeticolegal and Hospital Management, VI(1).
- Kadek, F. & Paramita, D., 2017. The Effect of Workload and Compensation on Performance. Management Journal, VI(6).
- Ling, T., 2017. Relationship Between Meaningful Work and Job Performance in Nurses. Wiley International Journal of Nursing Practice Doi: 101111/ijn.12620 RESEARCH PAPER, pp. 1-6.
- Lisbert, F., Marina, K. & Jan, S., 2017. Nursing workload, patient safety incidents and Mortality: an Observational Study From Finland. Journal Of Clinical Pathology <http://dx.doi.org/10.1136/bmjopen-2017-016367>, VIII(4), pp. 1-10.
- Lorrine, K. et al., 2016. A Clinical Nurse Leader (CNL) Practice Development Model to Support Integration of the CNL Role Into Microsystem Care Delivery. Journal of Professional Nursing xxx.
- Maria, BH, 2017. Nursing Management Concepts and Applications in Professional Nursing Practice. Yogyakarta: Pustaka Baru Press.
- Mazurenko, et al., 2019. Examination of the Relationship Between Management and Clinician Perception of Patient Safety Climate and Patient Satisfaction. Health Care Management Review, LXIV(1), pp. 79-89.
- Mollie, A.E., Alexandra, D. & Woltenberg, 2019. Evaluating Undergraduate Nursing Students Attitudes Toward Health Care Teams in the Context of an Interprofessional-Focused Nursing Course. Journal of Professional Nursing, XXXV(1), pp. 37-43.
- Nursalam, 2016. Nursing Management Applications in Professional Nursing Practice. 5th ed. Jakarta: SalembaMedika.
- RI, law. UU., 2014. Nursing Law Number 38. Jakarta: MOH.
- Rusminingsih, N., 2012. The Relationship between the Application of Nursing Care Delivery Methods and Nurse Job Satisfaction in the Inpatient Installation of Tangerang General Hospital, Jakarta: Edu Ui.
- Foundations for Professional Nursing, Revised Edition.
Jakarta: Trans Info Medika.
- Supriyanto, S. & J, DA, 2011. Research Methodology and Health Business. 1st ed.
Banjarmasin: PT Graphics Wangi Kalimantan.
- Susan, P.C., Pim, K., Karen, B. & Piona, H., 2018. Evaluation of a Peer Group Model of Supervision for the Allied Health Workforce in Queensland
- Tri, S. & Yulisetyoningrum, 2017. Analysis of the Relationship between the Implementation of Team Model Professional Nursing Care and Patient Satisfaction. <http://journal.ummgl.ac.id/index.php/urecol/article>.
- YanggaDzikrin Nur, SH, 2016. Measuring Inpatient Performance Based on a Balanced Scorecard Perspective. Indonesian Journal of Health Administration Volume 4 Number 1 January-June 2016, Volume 4 Number 1, pp. 67-76.