

IMPLEMENTATION OF PROFESSIONAL NURSING PRACTICE MODEL (MPKP) AND ITS EFFECT ON HOSPITAL PATIENT SATISFACTION IN BAUBAU CITY HOSPITAL

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ABSTRACT

This study aims to analyze the implementation of a professional nursing practice model (MPKP) and the influence of MPKP on the level of satisfaction of inpatient care services in Baubau City Hospital (RSUD Baubau). This study uses sequential mixed methods approaches, especially sequential explanatory strategies. The first stage was conducted interviews, observations, documentation studies and analysis of qualitative data to determine the implementation of MPKP policy in RSUD Kota Baubau. Then the researchers also conducted questionnaires and analyzed quantitative data to find out how the influence of MPKP policy implementation on the satisfaction of inpatients in Baubau City Hospital. The results of this study indicate that the Implementation of the Professional Nursing Practice Model (MPKP) which consists of aspects of structure, process and professional value in the inpatient room of Baubau City Hospital is in accordance with the Professional Nursing Practice Model (MPKP). However, it is not yet in full compliance with MPKP. Furthermore, simple linear regression analysis showed that there was an effect of the implementation of the Professional Nursing Practice Model (MPKP) policy in the inpatient ward on the level of inpatient satisfaction in the City Hospital of Baubau with a large influence of 19.8% (the remaining 80.2% was determined by other factors which was not observed in this study). The higher the implementation value of the professional nursing practice model (MPKP), the higher the satisfaction of inpatients of Baubau City Hospital.

Keywords: Policy Implementation, Professional Nursing Practice Model and Patient Satisfaction.