

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.

INTRODUCTION

One health policy that is part of public policy is the Professional Nursing Practice Model (MPKP). The Professional Nursing Practice Model (MPKP) at the Hospital aims to improve and realize the quality of nursing services, where patient satisfaction is an indicator. The Professional Nursing Practice Model (MPKP) itself is a system consisting of structures, processes, and professional values that allow professional nurses to regulate the provision of Nursing Care including the environment, which can sustain the provision of Nursing Care (Sitorus, 2006). The structure in MPKP includes the determination of the number of nursing staff, the process in implementing MPKP depends on the method used in providing nursing care, in professional nursing practice the most possible method of providing professional nursing care is primary nursing methods but does not rule out the use of team methods and management methods cases or can be modified according to the conditions of the Hospital and the application of professional values is the core of a professional service. Values about respect for client autonomy, respecting clients, doing the best for clients and not harming clients. These values must be increased in a professional service (Sitorus, 2006).

Theoretically, the implementation of the Professional Nursing Practice Model (MPKP) is supported by the Good Governance Theory and the Good Corporate Governance Theory in public administration. Where Good Governance is a solid and responsible development management in line with the principles of democracy, and an efficient market, avoidance of misallocation of investment funds and prevention of corruption both politically and administratively, running budget discipline and the creation of legal and political frame work for growth business activities. While the use of the theory of good corporate governance is because hospitals in the form of public service bodies are organizations that manage their finances independently based on established regulations.

MPKP development has proven to have a positive impact on the provision of nursing care. This was developed in Cipto Mangunkusumo Jakarta Hospital in 1996, the MPKP method used in Cipto Mangunkusumo Hospital is a combination of primary nursing and team methods. The number of nosocomial infections is reduced, and the length of stay is shorter. The professional nursing practice model (MPKP) at Achmad Mochtar Bukittinggi Hospital has also been implemented starting in 1999 and has been evaluated and obtained results in which the results of patient satisfaction after MPKP were increased (Wahyuni Sri, 2007).

The implementation of MPKP in the City Hospital of Baubau itself has been determined through a director's decree regarding the establishment of the MPKP team since May 4, 2015. Some considerations were issued due to several complaints from the public regarding nursing services and functional methods that were used previously. lack of collaboration with other health teams and only carry out delegation tasks provided by other health workers so that it is not optimal in providing services to patients. The Baubau City hospital managing nursing services, the number of nurses in five adult inpatients is 95 people. This amount is not yet sufficient because it is dominated by volunteers, of which 95 people are divided into civil servants: 44 people and 51 Voluntary Workers people. The Professional Nursing Practice Model (MPKP) which began to be implemented since May 2015 has not been structured evaluation of these activities.

Researcher's observations in the field and based on interviews with field staff (SL, 39 years) found that there were many complaints from the community in this case patients about the services provided, the lack of nurses in all inpatient rooms, lack of discipline of voluntary nurses for working hours. From the patient's perspective related to the satisfaction of data obtained that the lack of responsiveness of health workers to patient complaints, officers who are not friendly to patients (MH, 30 years). In connection with the above, the researcher conducted a study entitled "the implementation of professional nursing practice model (MPKP) and its effect on inpatient service satisfaction in Baubau City Hospital".

LITERATURE REVIEW

A. Policy Implementation

Public policy is one of the outputs or results of the governance process, in addition to public services, public goods and regulation. Therefore, in the process of implementation of the policy is related to the efforts to achieve the objectives of the implementation of a particular policy. Hogwood and Gunn identified a number of problems that were constraints in evaluating public policies or programs. These problems are as follows: (1). Policy objectives, (2). Limit criteria for success, (3). Side effects, (4). Data problems, (5). Methodological Problems, (6). Political Problems, (7). Costs (Winarno, 2012). This must be implemented after implementation runs to assess whether the implementation is running optimally or not.

B. Professional Nursing Practice Model (MPKP)

Sitorus (2006), defines the Model of Professional Nursing Practice as a system that includes professional structures, processes and values that allow professional nurses to administer nursing care and regulate the environment to support nursing care. Structures in MPKP include determining the number of nursing staff, the process of implementing MPKP depending on the method used in the provision of Nursing Care, in practice professional nursing methods that most likely provide professional nursing care methods that use primary nursing but do not rule out the possibility of using team methods and case management methods or can be modified according to the conditions of the Hospital, Application professional values are at the core of a professional service. Values about respect for client autonomy, respecting clients, doing the best for clients and not harming clients. These values must be increased in a professional service (Sitorus, 2006).

C. Patient Satisfaction

Satisfaction is the main indicator of a standard or a health facility and is a measure of the quality of service that low customer satisfaction will have an impact on the number of patient visits which will affect the health facility's provitability (Atmojo, 2006). Satisfaction Indicator According to Hawkins and Lonney (in Atmojo, 2006) there are several core concepts that have similarities between the various ways of measuring customer satisfaction, namely :1) Overall customer satisfaction: The simplest way to measure customer satisfaction is to directly ask customers how satisfied they are with certain specific products or services. 2) Dimensions of customer satisfaction: Various studies choose customer or customer satisfaction into its components. 3) Repurchase interest: Repurchase interest is customer satisfaction measured behavioral by asking whether customers will shop or use company services again. Quality services can create consumer satisfaction where the quality of service will enter the minds of consumers so that they are perceived as good. If in the future when experiencing health problems, the hospital will become a reference that appears first in the minds of consumers. 4) Willingness to recommend. Willingness to recommend is the willingness to recommend products to friends or family to be an important measure to be analyzed and acted upon. If the service received or recommended is as expected, the quality of service is perceived to be good and satisfying, so that through satisfaction the customer will purchase the service or decide to use the service and will eventually recommend it to others. 5) Customer dissatisfaction: Customer dissatisfaction is examining aspects that are used to find out customer dissatisfaction. In this study, limiting some indicators of customer or consumer satisfaction in research in RSUD Kota Baubau namely the suitability of expectations, interest in purchase or reuse and willingness to recommend.

RESEARCH METHODS

This study uses sequential mixed methods approaches, especially sequential explanatory strategies. Data collection and analysis of the two methods are carried out separately, but made continuously (Sugiyono, 2011). The first stage was conducted interviews and then analyzed the qualitative data to find out 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 window of inpatients in Baubau City Hospital. For the second research question, it was conducted in five inpatient rooms of Baubau City Hospital that implemented MPKP in June - August 2018. The sampling technique used stratified random sampling and obtained a sample of nurses 77 people scattered in five inpatient rooms that applied MPKP and 150 people patient. Data collection uses questionnaires and observations. The analysis uses a simple linear regression

statistical test with $\alpha = 0.05$ and using the SPSS program (Statistical Product and Service Solution) version 23.

DISCUSSION

A. Implementation of the Model of Professional Nursing Practice in Baubau Hospital.

1. Structure

The structure in MPKP includes determining the number of nursing staff. The amount of personnel here is adjusted to the number of beds in accordance with Permenkes No. 129 of 2009 or based on the level of dependence of patients calculated using the Douglas formula/ Ministry of Health 2005 or using other formulas according to the conditions of each Hospital. Determination of the type of nursing staff varies where the standard type of head of the room is preferred Ners, primary nurses are also preferred Ners and nurses associates are D III nursing, it is stated in health minister Regulation number 40 of 2017 and the standard setting of nursing care is guided by nursing care standards prepared by a drafting team consisting of the Nursing, Nursing Committee and nursing functional groups (KFK).

Based on a number of information and interviews, it can be interpreted that the MPKP policy implementation has been established since May 2015. MPKP implementation in the inpatient room has been implemented although there are still many obstacles in its implementation. One of the obstacles in the implementation of MPKP is the number of nurses who are not good in terms of the number and qualifications of education do not meet the requirements for MPKP but because of the many complaints about nursing services, the Nursing Division took the initiative to implement MPKP in the Inpatient Room, so that the Director of City Hospital Baubau to establish MPKP policy in the inpatient room. Before the establishment of MPKP policy implementation in the inpatient room various efforts have been carried out including training and workshops, socialization and assistance by experts so that all parties involved in the implementation of MPKP understand and can implement MPKP in accordance with existing standards.

Calculation of the needs of personnel in the inpatient room has been carried out by nursing supervisors by involving the head of the room to provide data on the level of dependence of patients who had previously been socialized to all heads of rooms how to calculate energy requirements, so the results were obtained if volunteers were included in the calculation, the personnel needs were met. According to the observations of the researchers the amount of energy is sufficient if there are volunteers who help. Calculation of energy requirements in the City Hospital of Baubau based on the level of dependence of patients by using the Douglas formula modification of the Department of Health and various educational qualifications that are dominated by D III Nursing education and there is still SPK (equivalent to high school) education. Although according to the calculation of the number of personnel is enough, but both volunteers and civil servants are not disciplined for working time, volunteers who work in two places so that if they are still working in another place then the work in the hospital is ignored, there is a workforce that is not maximal due to ill, and Non Nursing Job that burdened nurses So that in the implementation of MPKP it is not maximally caused by the state of the nurse. Based on the reality in the inpatient room, the Nursing Field modifies the condition by modifying the nurse's care schedule with the team method so that the MPKP implementation can be maximized.

So, the reality in the field, MPKP is not well implemented. Of all the stages of the MPKP that were carried out well, only team formation and Hand Over, while the pre conference, post conference and nursing rounds were not performed well, in addition to the lack of discipline

of the nurses also due to lack of understanding of MPKP because the trainees were limited to the head of the room and team leader. Socialization and mentoring by experts have also not been carried out.

2. Process

The process in implementing MPKP depends on the method used in providing nursing care. In the practice of professional nursing, the method most likely to provide professional nursing care is a method that uses primary nursing but does not rule out the possibility of using team methods and case management methods or can be modified according to the conditions of the Hospital.

Referring to a number of interviews and observations, researchers argue that the process of implementing the professional nursing practice model in RSUD Kota Baubau uses team modification primary nursing methods. The choice of this method is adjusted to the energy conditions in the City Hospital of Baubau, where the number of civil servants is lacking and the qualifications of staff vary, namely S1, D3 and SPK. In Baubau City Hospital, the modified primary nursing method team was divided into two teams according to the number of beds in the inpatient room of Baubau City Hospital, where each team was led by a primary nurse and associate nurse as the executor and collaborated to care for patients. Each nurse associate has a managed patient who is cared for together from the patient to enter home.

The above is in accordance with the standard of the professional nursing practice model (MPKP) and the modified team's primary nursing method set in Baubau City Hospital is in accordance with the theory and has been exemplified in several hospitals in Indonesia. In this modification model, HR management is applied, namely there is a clear line of coordination between primary nurses (PP) and associate nurses (PA). The performance of PA in one team is the responsibility of PP, thus PP is a manager of nursing care. As a PP manager must be equipped with management and leadership skills so that PP can become an effective manager and effective leader.

However, the nursing method established in the RSUD in the form of a modified nursing method team still has some disadvantages. For example, there is still a team leader with D3 Nursing education, namely class 3 internal care room, class 1 and 2 surgical treatment rooms, class 3 surgical treatment room. Team leader with Nursing D3 education selected based on work experience, competence in taking action and nursing care documentation . This is done because those who have Ners education are still lacking and there are Ners educated but not competent, meaning that work experience does not yet exist, career path is still PK 1 (Clinical Nurse 1), while what is required as Team Leader is PK 3 (Clinical Nurse 3) . Personnel needs in each inpatient unit have been adjusted to the use of the bed and the level of dependence of patients, but if only PNS personnel are declared to be still lacking but if there are volunteers who help carry out the nursing process then the available energy is sufficient. The nursing process that was carried out from the assessment to the evaluation there were still some rooms that were not in accordance with the documentation standards, it was caused by a lack of knowledge and excessive workload where nurses were still working on administrative tasks and other tasks (Non Nursing Job).

3. Professional Values

The application of professional values is at the core of a professional service. Values about respect for client autonomy, respecting clients, doing the best for clients and not harming clients. These values must be increased in a professional service (Sitorus, 2006).

Based on a number of interviews and observations of values about respect for client autonomy, respect for clients, doing the best for clients and not harming clients, intellectual value, moral commitment, autonomy, control and accountability have been carried out by nurses in the inpatient room of Baubau City Hospital. . Although sometimes there are still complaints from the community regarding the implementation of these professional values due to poor communication from nurses so that conflicts between nurses, patients and their families can occur. To minimize and even eliminate the miscommunication, Baubau City Hospital through the Nursing Division has carried out effective communication and excellent service training, but in the training, only a small part of them were trained in the hope that those who had been trained could socialize to nurses who had not participated in the training.

According to observations, the application of professional values has been carried out well, all nurses always knock on the door, greet when entering the patient's room, the nurse always smiles when meeting the patient and his family, treating the patient and family as partners so that when performing nursing actions involving patients and their families. Each nursing action provided always asks for the patient's approval and explains to the patient the purpose of the action given. What is lacking from professional values is that nurses never introduce themselves, nurses do not help me in carrying out various activities including: personal hygiene, exercise, deep breathing exercises, nurses do not explain the situation.

B. Effect of MPKP Implementation in Baubau Regional Hospital Against Patient Satisfaction

Based on the questionnaire data it is known that out of 77 respondents, there were 71 respondents (95.8%) who stated that nursing services in RSUD Baubau were in accordance with the Professional Nursing Practice Model (MPKP) and as many as 6 respondents (4.2%) in nursing services were not appropriate . The results of the questionnaire also showed that out of 150 respondents, there were 138 respondents (92%) were satisfied with nursing services and as many as 12 respondents (8%) were dissatisfied with nursing services. This shows that most respondents were satisfied with nursing services. Furthermore, the table of processed statistics shows the effect of the implementation of professional nursing practice model (MPKP) on inpatient satisfaction in RSUD Kota Baubau as below:

Model	<i>Unstandardized Coefficients (B)</i>	<i>Standardized Coefficients (Beta)</i>	<i>R Square</i>	Nilai <i>p</i>
(Constant)	33.697			
Implementation of the Professional Nursing Practice Model	1.460	.445	.198	0,000

Source: Primary Data

Based on the results of simple linear regression test, p value = 0,000 ($p < 0,05$) which means that H_0 is rejected. This shows that there is an influence of the implementation of the professional nursing practice model (MPKP) on the satisfaction of inpatients in the Baubau City Hospital. Unstandardized Coefficients (B_0) = 33.697 and B_1 = 1.460, so the regression

model obtained: $Y = 33.697 + 1.460 (X) + \acute{\epsilon}$, or Satisfaction = 33.697 + 1.460 (Implementation of MPKP policy) + $\acute{\epsilon}$.

From the regression model above, the regression coefficient of the implementation of the professional nursing practice model (MPKP) is positive (1,460), which means that the implementation of the professional nursing practice model (MPKP) has a positive effect on the satisfaction of inpatients in Baubau City Hospital, where the implementation of the practice model policy professional nursing (MPKP) has a one-unit increase (assuming other variables are constant), the satisfaction of inpatients of Baubau City Hospital will increase by 1,460. So the higher the implementation value of the professional nursing practice model (MPKP), the higher the satisfaction of inpatients of the Baubau City Hospital. The coefficient value of determination of R square (r^2) = 0.198, meaning that the contribution or influence of the implementation of the professional nursing practice model (MPKP) on inpatient satisfaction in Baubau City Hospital is 19.8% and the remaining 80.2% is caused by other factors that do not included in the model in the hospital at Baubau City Hospital, with an influence of 19.8% (the remaining 80.2% was determined by other factors not observed in this study).

The results of this study are in accordance with research conducted by Wahyu Wahtavia Christian, Ngesti W. Utami and Neni Maemunah (2017) who examined the relationship between the implementation of MPKP cases and patient satisfaction in the Intensive Care Installation at Panti Waluya Hospital, Sawahan Malang. patient. Suhartini Rahayu Maria (2015) concluded that there was a significant influence between the modified MPKP Primary Model modification on patient satisfaction, and the higher the implementation of the modified primary model, the higher the level of patient satisfaction.

CONCLUSION

1. The results of this study indicate that the implementation of the Professional Nursing Practice Model (MPKP) in the inpatient room of Baubau City Hospital, in nursing services is in accordance with the Professional Nursing Practice Model (MPKP). However, it is not yet in full standard, where the stages in the MPKP are Pre Conference, Post Conference, Team Formation, Hand Over, Nursing Round. Only the Formation of the Team and Hand Over is carried out optimally, while others are not implemented optimally. This is caused by a lack of personnel, various educator qualifications that cause nurses to be unable to communicate with medical personnel and other health workers, especially in the implementation of the nursing round.
2. The implementation of the Professional Nursing Practice Model (MPKP) policy in the inpatient room has an influence on the level of patient satisfaction in the Baubau City Hospital. From the regression model above, the regression coefficient of the implementation of the professional nursing practice model (MPKP) is positive (1,460), which means that the implementation of the professional nursing practice model (MPKP) has a positive effect on the satisfaction of inpatients in Baubau City Hospital, where the implementation of the practice model policy professional nursing (MPKP) has a one-unit increase (assuming other variables are constant), the satisfaction of inpatients of Baubau City Hospital will increase by 1,460.

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