

PATIENT SATISFACTION LEVEL AND NURSING ACTIVITY IN IMPLEMENTING NURSING CARE IN HAEMODIALISA ROOM

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Abstract

Nursing care is a series of activities of nurses in providing professional care to patients. Good professional service will enhance the sense of patient satisfaction to nursing actions. Increased sense of satisfaction with the services will have an impact on the improvement of health conditions of patients. This study aimed to identify the level of patient satisfaction and nurse actions in provision of nursing care. The study design was descriptive and selection of patient respondents using random sampling as many as 69 people and selection of nurses using total sampling as many as 18 people. The research instruments using patient satisfaction questionnaires and nursing actions questionnaires. The results of Content Validity Index (CVI) in patient satisfaction questionnaire obtained CVI value of 0.95, and in nursing actions questionnaire obtained CVI value of 0.98. The results of this study showed data that the majority of haemodialytic patients are not satisfied with nursing care as many as 46 people (66.7%) and were satisfied as many as 23 people (33.33%). The majority of the nurses said that the action taken by haemodialytic nurse was good as many as 16 people (88,9%) with an average value of 73.06. Good and appropriate action of the nurse will provide patient satisfaction during treatment.

Keywords: patient satisfaction, nursing actions

BACKGROUND

Patient satisfaction is defined as an individual's reaction to the main aspects of hospital care (Greenslade, 2011). Patient satisfaction is also an indicator of health care outcomes (Hill and Doddato, 2002). Satisfaction becomes the main results in assessing a health care (Gonzalez, 2005). Satisfaction terminology refers to a situation that is unique to living organisms, it has received a number of concepts that are applied in health care. Patient satisfaction in nursing care meaning as an opinion in receiving care from nurses (Wagner, 2009) and often becoming

patient's expectations which satisfaction evaluated (Kane, 1997).

Nursing is a part of the health care system. Process and structural factors will influence patient satisfaction in nursing care (Korniewicz and Duffy, 2008). Otani, Kurz, Barney (2004) says that the nursing care showed the largest parameter estimates on patient satisfaction and behavioral models. Han, Connolly & Canham (2003) argues is a professional nursing to provide a proportion of the most significant health care and the impact on patient satisfaction. Patient satisfaction in nursing care has been identified as an indicator of the quality of

nursing and its impact on acute care (Moorhead, Johnson, and Maas, 2013).

Patient satisfaction were assessed by the American Hospital Association in which a number of researchers conducted a survey of 37,000 patients in 120 hospitals. Where identified patient dissatisfaction to health care, such as receiving information that is not optimal (Rutledge, 2008). According to Williamson (2008), one of the outcomes of nursing care that is often identified as a of dissatisfaction is patient's perception not receiving information from the nursing staff.

Nurses have taken into account as an important role in patient care and interaction with patients perceived as a major determinant of patient satisfaction (Larrabee et al., 2004; Thorsteinsson, 2002). Research on cancer patient satisfaction in nursing care where some of the role of nurses were to provide information about the patient's condition, the relationship between nurses and patients, the support provided to patients, the technical ability of the nurse, the education given to patients who are dealing with health issues, continuity between the hospital and home care as well as communications (Dorigan and Guirardello, 2010).

The purpose of this study to describe the level of satisfaction of patients with chronic

renal failure undergoing haemodialisa in receiving nursing care

METHODS

The study design was descriptive which conducted to describe the level of satisfaction of patients with chronic renal failure undergoing haemodialisa in receiving nursing care. The population in the study were all haemodialisa patients as many as 274 and as many as 16 haemodialisa nurses. The sample size for patients as many as 69 and using total sampling for nurses. Patients criteria undergoing routine haemodialisa. This study used the level of patient satisfaction instrument and nursing action were made based on literature review. The results of patient satisfaction questionnaire Content Validity Index (CVI) obtained CVI value of 0.95, the nurse action questionnaire obtained CVI value of 0.98.

RESULTS

Based on the Table 1. results obtained the data that Haemodialisa patients were maajority at aged 56-65 years as many asa 20 people (29%), male gender as many as 47 people (68.1%), the majority of the tribe is the Bataknese as many as 46 people (66 , 7%), Haemodialisa patients underwent more than one year as many as 34 people (49.3%) and the frequency of underwent

Haemodialisa 2x / week as many as 68 people (98.6%).

Table 1. Frequency Distribution of Respondents Research Characteristics (Haemodialysis Patients) (N=68)

Characteristic	Total	Percentage
Age:	20	29
18-25 = Adolescence	2	5.0
26-32 = Early Adulthood	8	11.8
33-45 = Late Adulthood	17	24.9
46-55 = Early Old age	15	21.9
56-65 = Late Old age	20	29.3
> 65 = Old	4	5.8
Mean = 40.81, SD = 10.22, minimum = 20, 75		
Sex:	47	69.1
Male	23	33.9
Female	24	35.1
Tribes:	46	67.6
Batak	10	14.8
Minangkabau	3	4.4
Malay	1	1.5
Other	2	2.9
Other	4	5.8
Time undergoing hemodialysis:	34	50
< 6 months	17	25
6 months - 1 year	10	14.7
> 1 year	7	10.3
Hemodialysis frequency:	68	100
2x/week	68	100
3x/week	0	0

Result

of table 2 obtained the data the majority of haemodialysis patients are not satisfied with nursing care as many as 46 people (66.7%) and were satisfied as many as 23 people (33.3%).

Table 2. The frequency distribution of hemodialysis patients' satisfaction level on the implementation of nursing care. (N=68)

Satisfaction Level	Total	Percentage
11-15 Not satisfied	46	67.6
16-100 Satisfied	23	33.3
Mean = 71.98, SD = 6.68, minimum = 58, 97		

Table 3. Below describes the characteristics of nurses that the dominant aged was 36-45 years are as much as 6 people (30%), by sex was high among females as many as 13 (65%), the majority was Batak tribe as many as 11 people (55%), status of civil servants as many as 13 people (65%) and over 5 years has worked as many as 13 people (65%).

Table 3. Frequency Distribution of Respondent Research Characteristics (Hemodialysis Unit Nurses) (N=18)

Characteristic	Total	Percentage
Age:	18	100
26-32 = Early Adulthood	2	11.1
33-45 = Late Adulthood	6	33.3
46-55 = Early Old age	4	22.2
> 55 = Old	6	33.3
Mean = 38.19, SD = 8.60, minimum = 26, 90		
Sex:	13	72.2
Male	5	27.8
Female	8	44.4
Tribes:	11	61.1
Batak	2	11.1
Minangkabau	1	5.6
Malay	1	5.6
Other	1	5.6
Employment Status:	13	72.2
Civil servants	13	72.2
Contract employee	5	27.8
Time Working:	13	72.2
< 1 year	1	5.6
1 - 5 year	2	11.1
> 5 year	10	55.6

Results of the Table 4. data obtained the majority of nurses said action of hemodialysis nurse was good as many as 16 people (80%).

DISCUSSION

Satisfaction is a person's judgment of an action that he or she receives. One's satisfaction in receiving services can be achieved if the individual already feel the fulfillment of the hopes, wishes and needs (Awinda, 2004). The results of the study illustrate the lack of satisfaction of patients receiving nursing care in 46 people (66.7%) described the patients have not fulfilled the expectations he wanted to feel about his/her health. Kamaruzzaman, 2008 says many factors can affect patient satisfaction. The results of the study describes the vast majority of patients with chronic renal failure undergoing hemodialysis less than one year. Patients undergoing long-term hemodialysis should confronted with various problems such as financial problems, difficulty in keeping a job, lost

sex drive, depression and fear of death (Brunner & Suddarth, 2001).

The level of satisfaction is also affected by a person's age, the higher the person's age have a higher power analysis so that the resulting perception is also different (Kamaruzzaman, 2008). The results of the study described respondents in this study mostly over 46 years of age or older which described the high power of analysis to the fulfillment of desires and expectations. The results of this study obtained that nurses were good in providing nursing care, but patients had not feel the high satisfaction in obtaining nursing care. According to Sumarto (2004) patient's high satisfaction on nursing care is influenced by the high professionalism of nurses, increase the therapeutic relationship communication, improved friendly and courteous attitudes and behavior.

CONCLUSION

Good nursing care will improve patient satisfaction in receiving nursing care. Increased patient satisfaction will speed the healing process and improve the quality of nursing care. It is recommended to nurses to be more responsive to complaints and needs of the patient to improve the quality of nursing care to patients.

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