



Caring Nurse Services Increase Patient Satisfaction in the Catheterization Room

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Article Info	Abstract
<p>Article history: Received 22 March 2023 Revised 08 November 2023 Accepted 20 November 2023 Available online 02 February 2024</p> <p>Keywords: Caring nurse services; patient satisfaction; hospital</p> <p>Correspondence: putraginting0@gmail.com</p> <p>How to cite this article: Apri Chandra Putra Ginting, Rangga Saputra, Siti Haeriyah. Caring Nurse Services Increase Patient Satisfaction in the Catheterization Room EMC. MAGNA MEDIKA Berk Ilm Kedokt dan Kesehat. 2024; 11(1):1-7</p>	<p>Background: The nursing profession's caring service is one of the indicators of success in determining patient satisfaction, which will impact the quality of customer satisfaction in the health facility.</p> <p>Objective: The purpose of the study was to determine the relationship between caring nurse services and patient satisfaction</p> <p>Methods: The population was all patients in the Catheterization Room of EMC Hospital Alam Sutera Hospital, South Tangerang, which amounted to 30 people in December 2022-January 2023. A total sampling technique was used. Data analysis was conducted in this study using univariate analysis and bivariate analysis.</p> <p>Results: The results obtained on the nurse's caring service description showed that 16 respondents (53.3%) said nurses had done enough caring. While the results of the description of patient satisfaction were obtained, as many as 17 respondents (56.7%) said caring was sufficient for a nurse's caring service. Results obtained from statistical tests using the correlation spearman rank (ρ) correlation with SPSS obtained the result of p-value = 0.001, with a correlation of 0.579. There is a strong relationship between nurse care and patient satisfaction.</p> <p>Conclusion: There is a strong relationship between caring nurse services and patient satisfaction in the Catheterization Room of EMC Alam Sutera Hospital, South Tangerang City</p>

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INTRODUCTION

Nursing is one of the professional services that is integral to the overall health facility. In a health facility, the nursing profession has an essential role in determining the quality of health because the number of nurses is very dominant to other health worker professions. As this profession is always in contact with patients, nursing staff has a large share in the world of health. This profession is a quality indicator that will determine patient satisfaction. A nursing care activity, individually, in a family group, or in a community, is needed in sick and healthy conditions¹.

Health facilities must provide quality actions based on the patient's health needs but still follow the professional code of ethics. Along with the rapid advancement of technology and a state of competition for health facilities that are currently getting tougher, health facilities are required to develop the quality-of-service delivery. Health facilities can be used by the general public, which refers to facilities, infrastructure, or equipment manifested in the form of services provided by the government or non-orders aimed at improving the quality of health¹. Nursing services have a strategic position in determining the quality of health services because the most professional service providers (60%) are nurses and the longest in contact with clients for 24 hours². In 2017, WHO expressed encouragement to all countries to re-develop the issue of health insurance for their people. The International Association of Human Caring says nursing consists of four concepts. Namely, caring is what it does. Human beings are the targets that nurses, health is the intended outcome point, and the

environment is where nurses do their care. However, right now, it is the fifth paradigm concept. In 2016, hospital data in ASEAN countries showed that patient satisfaction was 79%, while the standard set is >80% with a complaint rate of 4-5 cases/ month³.

Patient dissatisfaction with nursing services in Indonesia and other developing countries remains problematic. A survey at one of the hospitals in Indonesia found that 70% of patients were dissatisfied with the service of the nursing profession³.

There are several ways to do more deeply, including caring about others, helping others, and being patient. Nursing is about caring for people and meeting their needs. Nurses who always behave well towards their patients can contribute positively to patient satisfaction in receiving nursing services and vice versa⁴.

Hospitals are an invaluable means of service that coordinates public health efforts to improve overall public health. Meanwhile, individual health efforts are focused on improving the individual's health. These efforts can be combined to achieve the maximum degree of public health. By prioritizing promotive and preventive efforts, hospitals can help ensure that every community is in good health⁵.

METHODS

In this research, the population was all patients in the Catheterization Room of EMC Hospital Alam Sutera Hospital, South Tangerang, which amounted to 30 people in December 2022-January 2023. A total sampling technique was used. Data analysis was conducted in this study using univariate analysis and bivariate analysis.

RESULTS

Table 1 shows that out of 30 patients, most or as many as 16 get enough care (53.3%). Table 2 shows that out of 30 patients, most or as many as 17 felt quite satisfied (56.7%). Based on Table 3, it can be explained that 14 patients have received good caring services from nurses, consisting of 6 patients (20%) feeling very satisfied and as many as eight people (27%) patients said they were pretty satisfied

with the care of nurses. Meanwhile, of the 16 patients who said caring services were sufficient, seven (23%) said they were delighted, and nine (9%) said they were pretty satisfied. The results obtained from statistical tests using the correlation of Spearman rank (ρ) with SPSS were p value = 0.001, with a correlation of 0.579. There is a strong relationship between nurse caring and patient satisfaction; if nurse caring improves, patient satisfaction will also increase.

Table 1. Frequency Distribution of Caring Nurse Services

Caring Service	Amount (n)	Percentage (%)
<i>Good</i>	14	46,7
<i>Simply</i>	16	53,3
<i>Less</i>	0	0
Total	30	100

Table 2. Patient Satisfaction Frequency Distribution

Patient Satisfaction	Amount (n)	Percentage (%)
<i>very satisfied</i>	13	43,3
<i>Moderate</i>	17	56,7
<i>Less</i>	0	0
<i>Dissatisfied</i>	0	0
Total	30	100

Table 3. The Relationship between Caring Nurse Services and Patient Satisfaction

Caring Nurse	Patient Satisfaction		Total		p-value
	Very	Moderate	N	%	
	N	%	N	%	
Good	6	20	8	27	0,001
Moderate	7	23	9	30	
Less	0	0	0	0	
Total	13	43	17	57	
			30	100	

Spearman' ρ : 0,579**

DISCUSSION

Overview of Caring Nurse Services in the Catheterization Room of EMC Alam Sutera Hospital

The results of this study were that 16 respondents (53.3%) said nurses had done enough caring. This study was in line with previous research on Iwan Setyo, Showing the results of most nurses doing enough caring, which is 68.3%. This result shows that the majority of nurses have not provided maximum caring services in providing caring services while doing nursing care⁶.

In line with Kusnanto, every healthcare facility requires high-quality care from nurses with an essential attitude and role in providing nursing care. Following the patient's health condition, that is, meeting his needs. Every nurse is expected to have a highly caring service attitude because caring, in essence, is an active and caring approach and requires nurses to take every action to have a sense of care and responsibility towards patients⁷. Caring is a vital service skill, and nurses can provide suitable interventions to help patients cope with their care⁸.

These results show that most nurses have not provided maximum care services. The possibility, according to researchers, is due to the lack of experience and knowledge about caring from the nurse, Or maybe the duty of nurses who not only provide services to patients but also have other duties when providing nursing care, so that it is less optimal when providing nursing care. So that it is less optimal when providing caring services to patients.

Overview of Patient Satisfaction in the Catheterization Room of EMC Alam Sutera Hospital

This study obtained results where patients in the Catheterization Room of EMC Alam Sutera Hospital South Tangerang City as respondents felt quite satisfied With caring nurse services. There were 17 respondents (56.7%). This result shows that most patients feel caring services but still judge enough for the caring services provided.

This study aligns with the results of previous research by Iwan Setyo (2021), who showed that patients still feel pretty satisfied, which is 56.7%. This result says that patient satisfaction remains dominant in the sufficient range⁶, but it differs from Fitri Mailani's (2017) research with BPJS patients at RSUD DR. Rasidin Padang. The result was shallow patient satisfaction, with 59.5% of respondents dissatisfied⁸.

According to the theory, consumer satisfaction with nursing services is based on assessing the quality and performance of results. Satisfaction is formed when expectations are met. This condition is because excellent service will ensure patients feel healthy and comfortable, leading to a positive attitude and increased Satisfaction. Nursing staff can be judged by their actions and attitudes when providing care. This result is how they interact with patients, communicate with staff members, and handle circumstances⁶. Patient satisfaction assessment will be good if the patient is satisfied with various aspects of service

Caring Nurse Service Relationship with Patient Satisfaction.

Results The relationship between caring nurse services and patient satisfaction in the Catheterization Room of EMC Alam Hospital Sutera with statistical tests obtained the p -value = 0.001. So statistically, it can be said that there is a significant relationship between caring nurse services and patient satisfaction, and a correlation coefficient of 0.579 is obtained (rank spearman), so it can be concluded that there is a strong relationship between nurse care services and patient satisfaction in the Catheterization Room of EMC Alam Sutera Hospital, South Tangerang City, in 2022.

Based on the results obtained in the description of nurse caring services, 16 respondents (53.3%) said nurses had done enough caring. While the results of the patient satisfaction picture were obtained, as many as 17 respondents (56.7%) said caring enough for nurse caring services, following statistical tests obtained, that there is a significant relationship between nurse service and patient satisfaction.

This study's results follow the theory Kusnanto (2019) said that Satisfaction is based on consumer assessment of the quality and performance of results. Satisfaction is formed when expectations match patients' feelings, so good caring service will increase patient satisfaction. The higher the nurse care service, the more patient and family satisfaction will increase, meaning that the therapeutic relationship between nurses and patients is deeper⁹.

The results of this study are also in line with the results of Iwan Setyo's (2021) research on the relationship between caring nurses and the level of patient satisfaction at the Teluk Bogam Health Center, which shows that there is a relationship between caring nurses and the level of patient satisfaction ($p= 0.001$).

Likewise, in line with Fitri Mailani's about the relationship between nurses' caring behavior and patient satisfaction at RSUD DR. Rasidin Padang ($p = 0.001$)⁸. Nursalam theory says that caring is a form of giving attention from a nurse to a patient, centered on the patient, respecting and respecting the patient's self-esteem, So that the formation of health status in¹⁰.

There is a relationship between caring nurse services and patient satisfaction because caring nurses are fundamental to nursing care for patients. High or good caring services will make patients and families feel valued as they expect so that patients can feel safe and comfortable when receiving care services, making the spirit of wanting to heal even. However, the factors that cause the need for caring services in the field are still sufficient. Therefore, an evaluation of caring service improvements is needed per dimensions that affect patient satisfaction, namely Responsiveness, Reliability, Assurance, Empathy, and Tangible (direct evidence) that nurses should do in nursing care¹¹.

An assessment of 100 respondents who received medicine warrior services for outpatients during the COVID-19 pandemic at Madiun City Hospital on five dimensions of service quality (Reliability, Assurance, Tangible, Responsiveness, Empathy) received an average percentage of 67.4% in the satisfied category with the highest percentage in the Tangible dimension (Physical Evidence) at 70.2% and the lowest percentage in the Empathy dimension (Caring) at 64.5%¹². This result shows the need to evaluate nurse caring services in nursing care for patients. Thus, patient Satisfaction will be influenced by

nursing services carried out by nurses, as expected or not¹³.

CONCLUSION

The catheterization room at EMC Alam Sutera Hospital in South Tangerang City examined the connection between patient satisfaction and nursing care services. According to the data, improved patient care will lead to higher patient happiness, which showed a substantial positive association between nurse caring services and patient satisfaction in the hospital's catheterization room.

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