

Relationship of Nursing Knowledge, Skills, Attitudes and Work Environments with Completeness in the Decree of *Clinical Pathway* by Nurses in Ernaldi Bahar Hospital South Sumatera Province 2018

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Abstract:- Clinical Pathway (CP) is one means of integrating health services. At the Mental Hospital in South Sumatra, CP documentation that was carried out by nurses still tended to be lacking. This study aims to identify and analyze the relationship between knowledge, skills, attitude and work environment nurses in doing documenting CP with complete documentation in the inpatient unit. The type of research is quantitative with an approach cross sectional. The research sample amounted to 77 CP documents in the inpatient room were determined using purposive sampling technique. Sources of the data were CP documents and implementing nurses in the inpatient room. This research was conducted for 11 months, from June 2017 - May 2018 in the inpatient room of Ernaldi Bahar Hospital, South Sumatra province. Bivariate analysis found that there was no relationship between variables of knowledge, skills and work environment with complete CP documentation (p- value : 0.591 / 0.287 / 0.591). While the attitude variable was found to be associated with complete CP documentation (p- value : 0.001). It is expected that nurses as one of the teams responsible for completing the documentation of CP can increase awareness of the importance of the completeness of these documents so that they can improve the quality of health services in hospitals.

Keywords :- Clinical Pathway (CP), Implementing Nurse, Documentation

I. INTRODUCTION

In evaluating the accreditation process of a hospital, one of the standards that becomes a reference is related to the application of patient-focused services, known as "patient centered care". In the *patient center care* approach, so that all health workers can work in an integrated manner, the *Clinical Pathway* (CP) becomes a means of integrating health services (Firmanda, 2011). *Clinical Pathway* (CP) can improve the quality of health services by improving the performance of health practitioners who provide integrated care. Because of this increase in performance it is expected that there will be an increase in the effectiveness and efficiency of services that have an impact on increasing patient satisfaction with health services (Djasri, 2013)

As an effort to improve the quality of health services, ways and means are needed from both the government and health care institutions. Many programs have been created and implemented, including the National Health Insurance program or abbreviated (JKN). This program is carried out in accordance with the Regulation of the Minister of Health of the Republic of Indonesia Number 71, (2013) concerning Health Services at the National Health Insurance (JKN). The JKN program acts as a quality control and cost control for health services in Indonesia, the program is implemented by the Health Social Security Organizing Agency (BPJS). (Permenkes RI, 2013). In 2014 BPJS participants reached 52.33%. In 2015 there was an increase of 61.51% and in 2016 it increased again to reach 67.6% of Indonesia's population (BPJS, 2017).

Currently the complete documentation of CP in hospitals still tends to be lacking. At the inpatient installation of PKU Muhammadiyah Hospital in Bantul, it was stated that from examining 35 patient medical records there were only 10 medical records that had the CP form. From 10 medical records that have the CP form none of them have been filled in completely (Sari and Sundari, 2017). Research conducted by Nurfaridah (2014) the complete CP document is only 33.11%. In the Anutapura Hospital in Palu City, it was stated that the compliance of caregivers to patients in documenting the CP form was good, reaching 80%. This is due to the good collaboration between multidisciplinary professions involved in providing care to patients (Mutiarasari et al., 2017)

II. METHOD

The type or design of this research is quantitative research using descriptive correlational methods to analyze the relationship of knowledge, skills, attitudes and work situations with complete documentation of CP by nurses. Independent variables in this study are knowledge, skills, attitudes and work situations of nurses. While the dependent variable is the completeness of CP documentation conducted by nurses. The approach in this study is *cross sectional*, where data dependent and independent variables done at any time or simultaneously.

The instrument used in this study had previously been done to test the validity of the 20 respondents from the date of 5 to 7 March 2018. This validity test is carried out with the consideration of having the same characteristics as the place of research with the provisions of the data processing > r table (0.468). There are several question items with r values <0,468 so that they are not included in the research instrument.

➤ *Population and Samples*

The population in this study is the number of CP documents in 95 inpatients. Sampling of this study was carried out by *nonprobability sampling techniques* using *purposive sampling method* by selecting samples among the population in accordance with what was desired by the researchers, amounting to 77 documents and calculated the average value . Data collection was carried out for 2 (two) months namely March - April 2018 in the inpatient room of Ernaldi Bahar Hospital, South Sumatra Province

➤ *Research procedure*

The researcher gave information about the purpose of the study and participation in this study was asked to sign the *Informed Consent* sheet. Researchers divided the right questionnaire to the respondents and asked the respondent to answer all questions provided in the questionnaire. For data collection about the completeness of CP documentation by

nurses taken through the study of CP document documentation filled in by nurses.

Data obtained from the results of the study were carried out data processing and analyzed. Data processing was carried out based on four stages, namely *editing, coding, scoring* and *data entry* for analysis using a computer. The researcher then analyzed the collected data.

➤ *Data analysis*

The bivariate statistical test used in this study to see the relationship between the two variables using the *Chi Square* statistical test with the greatest error rate (level significantcy) of 0.05 or 5% and 95% confidence level. With provisions if the value of $p > \alpha$ ($p > 0.05$), then the decision $H_0 =$ accepted, means that there is no meaningful relationship. If the value of $p \leq \alpha$ ($p \leq 0.05$), then the decision $H_0 =$ is rejected, meaning there is a meaningful relationship.

III. RESULTS

The results of this study include an analysis of the relationship of knowledge, skills, attitudes and work situations of the nurses with complete CP documentation performed by nurses. The results of the research analysis that have been obtained are elaborated, as follows:

Independent Variables	Implementation of patient education and family						p value
	Not good		Well		Total		
	N	%	n	%	n	%	
Knowledge							
Less	0	0	0	0	0	0	0,591
Enough	2	5.0	2	5.0	4	100	
Well	15	57.7	11	42.3	26	100	
Skills							
Less	5	45.5	6	54.5	11	100	0,287
Well	12	63.2	7	36.8	19	100	
Attitude							
Negative	13	92.9	1	7.1	14	100	0,001
Positive	4	25.0	12	75.0	16	100	
Work Environment							
Less	6	46.2	7	53.8	13	100	0,519
Well	11	64.7	6	35.3	17	100	

Table 1:- Relationship Between Knowledge, Skills, Attitudes And Working Environment Of Implementing Nurses With Complete CP Documentation Conducted By Nurses At Ernaldi Bahar Hospital, South Sumatra Province In 2018

Based on the table above shows that there is no relationship between nurses' knowledge of completeness of CP documentation ($p\ value = 0.591$). From 26 implementing nurses who had good knowledge in CP documentation only 11 nurses who filled CP documents were in good category (42.3%). In the analysis of the relationship between nurses' skills to the completeness of CP documentation also showed no relationship ($p\ value = 0.287$). From 19 implementing nurses who had good skills in documenting CP, only 7 nurses who filled CP documents were in the good category (36.8%). analysis of the attitudes of nurses with documents CP indicate a relationship between attitudes of nurses towards completeness of documentation

CP ($p\ value = 0.001$). From 16 implementing nurses who had positive attitudes in documenting CP, most of them filled CP documents in good categories (75%). While the results of the analysis of the work environment with complete documentation of CP showed no relationship ($p\ value = 0.591$). From 17 implementing nurses who had a good working environment in documenting CP more than half filled the CP document in the less category (64.7%).

IV. DISCUSSION

The results of the analysis of the relationship between knowledge of nurses in CP documentation and completeness of CP documentation obtained 59.7% of nurses who had good knowledge but complete documentation of CP was still lacking. The results of the statistical test obtained a value of $p = 0.591$, it can be concluded that there was no significant relationship between knowledge of nurses with complete documentation of CP conducted in the inpatient room. Research conducted by Kuncoro (2012) states that there is a difference between the performance of nurses who have good knowledge and nurses who have less knowledge about their performance in implementing patient safety in hospitals. Other research also mentions that the knowledge possessed by nurses regarding their duties in carrying out the nursing process in the hospital is the basic capital for a nurse in carrying out their duties properly so that they can achieve maximum performance (Atmanto, 2015). According to the analysis of researchers, the knowledge of nurses at Ernaldi Bahar hospital is at the second level, namely understanding. The nurse understands and can answer research questions regarding the application and documentation of CP well which can be seen from the high number of nurses' knowledge that is 76.7% in good categories and 23.3% in sufficient category. However, nurses have not applied it well as seen from the still low number of documentation completed by nurses namely 41.6% in the good category and 58.4% in the less category.

The results of the analysis of the relationship between the skills of nurses in CP documentation with complete CP documentation found that there were as many as 62.5% of nurses who had good skills but CP documentation was lacking. The results of the statistical test obtained $p = 0.287$, it can be concluded that there is no significant relationship between the skills of nurses with complete documentation of CP performed in the inpatient room. Research conducted by Istiqomah, et al. (2014) states that the influence of work skills on nurse performance with the results of the coefficient of determination 0.266 or 26.6%. Other research also states that there is a relationship between skills towards the performance of nurses in H. Adam Malik Hospital (Yuliastuti, 2007). Other research also mentions the relationship between the performance skills of emergency nurses in Dr.R. Koesma Tuban Hospital (Karyo et al, 2016). According to the analysis of researchers, the skills in documenting CP in an inpatient room are not difficult because filling is done only by copying the actions taken every day. It can be seen from the high value of nurses' skills in documenting CP. Nevertheless, the high number of nurses' skills is not comparable to the implementation of documentation carried out on CP documents in the inpatient room.

The results of the analysis of the relationship between the attitude of nurses in CP documentation and the completeness of CP documentation found that there were as many as 94.6% of nurses who had negative attitudes which had an impact on completing the lack of documentation of CP. The results of the statistical test obtained a value of $p =$

0.001, it can be concluded that there is a significant relationship between the attitude of nurses with complete documentation of CP conducted in the inpatient room. From the results of the analysis obtained also the value of $OR = 39,000$ which means that nurses who have a negative attitude towards the implementation and documentation of CP have a tendency of 39 times to lack complete CP documents of patients. This attitude regarding work opens the way for positive and negative evaluations held by employees regarding aspects of their work environment (Robbins, 2015). Research conducted by (Alireza, et al, 2015) found that out of 200 samples 70.4% nurses had a positive attitude and 87.5% nurses had good performance in Hand Hygiene procedures at Iranian Hospitals. This proves that positive attitudes help improve nurse performance. P Another enelitian conducted by Suarni (2013) who found that nurses who have a positive attitude tend to have good performance in the documentation of nursing care (82.8%). Conversely nurses who have negative attitudes also tend to have less performance (54.5%). This study found that the attitude of nurses in CP documentation was more than partially positive, but negative attitudes were also quite high (53.3% and 46.7%). Quite a number of negative attitudes due to the low value of the attitude of nurses who consider CP adds to the burden of nurses, the duties and responsibilities of nurses in CP documentation and hospital policies in implementing CP. From the results of the documentation study conducted by researchers, almost all nurses who had negative attitudes did not properly document CP (94.6%). On the other hand nurses who have a positive attitude mostly also do CP documentation well. This is what underlies the relationship between the attitude of nurses and CP documentation by nurses.

The results of the analysis of the relationship between the working environment of nurses in CP documentation and the completeness of CP documentation showed that there were 64.7% of nurses who had good work situations but CP documentation was still lacking. The results of the statistical test obtained a value of $p = 0.519$, it can be concluded that there is no significant relationship between the work situation of nurses with complete documentation of CP conducted in the inpatient room. Some studies discuss the relationship between work environment and nurse performance. Research conducted at the Islamic Hospital of Unisma Malang states that there is a relationship between the situation of the work environment and job satisfaction, this also has implications for nurse performance. Nurses' performance will increase if their work environment situation is safe and comfortable (Ghofar and Azzuhri, 2013). Another study in the inpatient room at RSUD Undata Palu said that there was no significant relationship between the work environment and nurse performance. The study states that nurses feel happy to work is not because of a good environment but because nurses have inspired and love their profession so that they can adapt well even though the work environment they value is not good (Sipatu, 2013). The nurse at Ernaldi Bahar Hospital who assessed the working environment as good and not good almost had the same number (56.7% and 43.3%). The work environment in this study looks at 5 components namely work relations,

work facilities, leader policies, leadership patterns and working conditions of nurses. The five components in composite have almost the same average value. However, based on the questionnaire filled out by nurses, the facilities in the room were still not fulfilling the needs in the room, the supervisor still did not help solve the problems faced by nurses, and nurses still felt uncomfortable with the policies that apply in the hospital.

V. CONCLUSION

The conclusion of this study is generally, the knowledge, skills, attitudes and work environment of nurses in CP documentation are good. However, the completeness of the *clinical pathway* (CP) documents carried out by implementing nurses at Enaldi Bahar Hospital is still lacking. From the analysis carried out the knowledge, skills and work environment of nurses were not related to the completeness of CP documentation ($p \text{ value} > 0.05$). For attitudes obtained there was a relationship with the completeness of CP documentation ($p \text{ value} < 0.05$). It is expected that implementing nurses will document CP according to the instructions on the *form* provided. Documentation must be carried out every day after providing care to patients in the inpatient room.

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