STIKep PPNI Jawa Barat, Bandung - INDONESIA
National Cheng Kung University Hospital - TAIWAN
Bandung, 16th – 17th July, 2018

Conference Book
International Conference on Health Care and Management

"Evidence to inform action on supporting and implementation of SDGs"

IMPROVING NURSING SKILLS MODEL ON THE IMPLEMENTATION OF RESPONSE TIME IN TRUE EMERGENCY CASE AT THE EMERGENCY UNIT

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ABSTRACT

Background: A good *Response Time* will prevent patient's disability and death. The health professionals' comprehension on *Response Time* requires continuous evaluation and refreshment. **Objective:** The purpose of this research is to know the influence of nurse's knowledge and attitude towards the implementation of *Response Time* in true emergency case at the emergency unit (IGD). **Methods:** Pre Experimental method with One Groups Pretest-Posttest was used in this research. The sample was 30 respondents. **Results:** The result of Mann Whitney U test showed that there was an effect of improving the nurse's knowledge and attitude toward the speed and accuracy of *Response Time* in true emergency case with p value of 0.000. **Conclusion:** It was concluded that the knowledge and attitude of the nurse improves the implementation of *Response Time* in true emergency case at the emergency unit (IGD). It is suggested that for the installation service to continue providing periodical internal training to nurses regarding *Response Time* and handling the true emergency case.

Keywords: Response Time, True Emergency, knowledge, attitude, emergency unit

INTRODUCTION

The emergency unit has an important role as the main gate for emergency patients. The emergency case is a clinical case in which patient needs immediate medical act to save life and prevent advanced disability (Republic of Indonesia Constitution No. 44 about Hospital, 2009).

Emergency services at the emergency unit start with *Response Time* process and triage implementation to the patients. This helps the health professionals to select which patient needs early handling. In performing the task health professionals at the emergency, the unit should follow the operational standard set. The philosophy of handling the emergency case is *Time Saving Life Saving*. It means that each act of saving life should be effective and efficient. Stop breathing for 2 – 3 minutes will remove cells and might continue to tissue decease (Sudiharto & Sartono, 2010).

The speed and accuracy in handling emergency patient should correspond to the competency and standard of service, and the treatment should be based on *Response Time* which is prompt and proper (Kemenkes RI, 2011). The data states that there are 4,402,205 patients who visit the emergency unit. (Health Ministry Decree, 2009). Meanwhile, regarding emergency service at DKI Jakarta, it was found out that in 2016 there were 9,868,775 outpatients and 10,777 inpatients. That data shows that the number of the emergency case should be handled by health officers is still high, especially in relation with the implementation of *Response Time* (Health Profile of DKI Jakarta, 2016).

According to WHO (2016), the maximum time of *Response Time* standard service is five minutes. However, the implementation of adequate *Response Time* in Indonesia needs further evaluation. Yuwono 's research (2015) on government hospitals showed that *Response Time*

implementation which was still far from being standard was the result of the nurses' lack of knowledge and attitude towards the importance of *Response Time* to true emergency patients.

Nurse's skill in implementing *Response Time* in an emergency case requires monitoring and evaluation. This is why continuous refreshment on *Response Time* is needed. Every month, an audit on *Response Time*, especially on emergency cases, should be done. It is because Response Time is considered to be the quality standard of emergency service.

There are many government and private hospitals in Banten Province, especially in Tangerang City. One of the private hospitals is Siloam Karawaci Hospital. At the emergency unit of Siloam Karawaci Hospital, triage can be done by health professionals, either by medical specialists, general practitioners, or competent nurses (Siloam Karawaci Hospital Medical Services, 2016).

Based on a preliminary study at the emergency unit of Siloam Karawaci Hospital, it was found out that the average *Response Time* done by nurses was 7 minutes with the average number of true emergency case at about 1435 during June –September 2017. Based on the description above, the writer was interested in doing the research entitled *The Influence of Nurse's Improved Knowledge and Attitude towards Response Time in True Emergency Case.*

This research was aimed at identifying the influence of nurse's knowledge level and attitude towards the implementation of *Response Time in true* emergency case at Siloam Karawaci Hospital, Tangerang. It was hoped that in the future, nurse's skills with its various characteristic could be improved, so the influences on nurse's improved knowledge and attitude towards the implementation of *Response Time* at emergency unit of Siloam Karawaci Hospitals can be identified.

METHODS

This research was conducted at Siloam Karawaci Hospital, Tangerang. The research method used was Pre Experimental with One Group Pretest-Posttest. The sample was 30 nurses of emergency unit, and the technique used was Total Sampling.

RESULTS AND DISCUSSION
1. Respondents' Characteristics

The research was conducted from January – February 2018. The respondents in this research were of various characteristics.

Table 1. Respondents' Age Frequency Distribution at Emergency Unit of Siloam Karawaci Hospital Tangerang in 2018 (n=30).

Age	Frequency	%
25 - 35	28	93.3
36 - 45	2	6.7
TOTAL	30	100

Respondents' age in this research was mostly 25-35 years old and belongs to productive age category (Table 1). This was because those belong to productive age category were easy to understand new things, and the older a person was, the better and more rational his/her thought and attitude.

Table 2. Respondents' Sex Frequency Distribution at Emergency Unit of Siloam Karawaci Hospital Tangerang in 2018 (n=30).

Sex	Frequency	%
Male	13	43.3
Female	17	56.7
TOTAL	30	100

In this research, it was found out that the respondents were mostly female (Table 2). It is said that sex influences one's knowledge and attitude.

Table 3. Respondents' Education at Emergency Unit of Siloam Karawaci Hospital Tangerang in 2018 (n=30)

Education	Frequency	%
D3	17	56.7
S1	13	43.3
TOTAL	**30**	**100**

In this research, it was found out that the educational background of the respondents was mostly D3 in Nursing (Table 3). It was believed education influences the knowledge level and attitude. The more knowledgeable one is, the more rational his/her decision and acceptance.

Table 4. Frequency Distribution of Respondents' Years of Service at Emergency Unit of Siloam Karawaci Hospital Tangerang in 2018 (n=30)

Years of Service	Frequency	%
Permanent	30	100
Part time	0	0
TOTAL	**30**	**100**

In this research, all the respondents were permanent workers (Table 4). It is considered that the longer someone's years of service, the more experienced he/she will be. He/she would also be considered to have a higher level of knowledge and knows how to face problems. It is said that experiences are the source of knowledge, and it is a way of knowing the truth of knowledge.

Table 5. Frequency Distribution of Respondents' Improved Knowledge and Attitude Before and After Education at Emergency Unit of Siloam Karawaci Hospital Tangerang in 2018 (n=30)

Category	Knowledge				Attitude			
	Before		After		Before		After	
	(n)	%	(n)	%	(n)	%	(n)	%
Good	13	43.3	24	80	16	53.3	22	73.3
Poor	17	56,7	6	20	14	46.7	8	26.7
TOTAL	**30**	**100**	**30**	**100**	**30**	**100**	**30**	**100**

The respondents' knowledge and attitude after training were improved. After given the training, almost all respondents were well-knowledgeable and had a good attitude (Table 5). It is believed that the training and information gained from it enhanced the respondents' insight and attitude.

Table 6. Frequency Distribution of *Response Time* Before and After Training at the Emergency Unit of Siloam Karawaci Hospital Tangerang in 2018 (n=30*)*

	Response time in *True EmergencyCase*								
Speed	**Before**		**After**		**Accuracy**	**Before**		**After**	
	N	%	n	%		n	%	n	%
Fast	11	36,7	23	76,7	**Accurate**	8	26,6	24	80
Slow	19	63,3	7	23,3	**Not Accurate**	22	73,3	6	20
Total	30	100	30	100	**Total**	30	100	30	100

Regarding *Response Time*, in this research, it was found out that almost all respondents were able to do a fast and accurate *Response Time* after given the training (Table 6). It can be concluded that training caused the improved level of knowledge and attitude, because through training new information obtained and that this might influence one's attitude in doing any action.

2. **Analysis of the Effect of Improving the Knowledge and Attitude towards Response Time in True Emergency Case.**

Table 7. Nurse's Knowledge of *Response Time* (Speed and Accuracy) in True Emergency Case at the Emergency Unit of Siloam Karawaci Hospital Tangerang in 2018 (N=30)

	N	Mean Rank	Z	Asymp. Sig. (2-tailed)
Post Knowledge	30	35,90	-3,435	0,001
Post Speed	30	25,10		

In this research, it was found out that respondents' knowledge was improved. Using Bivariate analysis with Mann Whitney U test, it showed that there was an effect on improving nurses' knowledge towards the implementation of *Response Time* in true emergency case at the emergency unit of Siloam Karawaci Hospital Tangerang (Table 7). It can be concluded that the improved knowledge and attitude of the nurses might influence the implementation of *Response Time*.

Nurses' knowledge on *Response Time* is the intellectual ability gained through the steps of Know, Comprehend, Analyze the *Response Time* within < 5 minutes to handle patient as quickly as possible at the emergency unit. Moreover, the nurses have to be able to decide accurately Triage to the patients. Speed and Accuracy should be the main priority in handling patient in the case of True Emergency.

Table 8. Nurse's Attitude towards *Response Time* (Speed and Accuracy) in True Emergency Case at the Emergency Unit of Siloam Karawaci Hospital Tangerang in 2018 (n=30)

	N	Mean Rank	Z	Asymp. Sig. (2-tailed)
Post Attitude	30	37,07	-3,843	0,000
Post Accuracy	30	23,93		
	N	Mean Rank	Z	Asymp. Sig. (2-tailed)
Post Attitude	30	36,70	-3,721	0,000
Post Accuracy	30	24,30		

Regarding respondents' attitude, it was found out that the nurses' attitude towards *Response Time* (Speed and Accuracy) in True Emergency Case at the emergency unit of Siloam Karawaci Hospital Tangerang was improved (Table 8). It can be concluded that after training, the respondents were able to act accurately in deciding Triage to the patient. Speed and Accuracy should correspond to the patient's condition in handling the True Emergency case.

CONCLUSION

The sample's characteristics in this research are almost all respondents are between 25-35 years old, mostly female, mostly graduated from D3 Nursing, and mostly their years of service is > 3 years.

There was a difference regarding knowledge and attitude of the respondents before and after training given to them. It was found out that the knowledge and attitude of the respondents were improved after the training.

There was an effect on improving the knowledge and attitude of the respondents towards *Response Time in* True Emergency Case at the emergency Unit of Siloam Karawaci Hospital Tangerang.

REFERENCES

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