

Pengaruh penerapan faktor karatif caring dalam asuhan keperawatan terhadap kinerja perawat pelaksana di ruang rawat inap perjan rumah sakit persahabatan dan perjan rumah sakit fatmawati jakarta tahun 2002

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Abstrak

Kinerja kemampuan pengesahuan, sikap, ketemmpilan dalam menerapkan Faktor karatif caring merupakan kompetensi kritis yang hams dimiliki oleh perawat profesional. Melalui kompetensi tersebut perawat dapal memperlihatkan unjuk kezja (kinerja caring) dalam memberikan asuhan keperawatan kepada klien. Namun demikian masih ada keluhan klien/keluarga tentang layanan keperawatan yang kurang caring diantaranya: kurang memberikan informasi yang diperlukan klien, lama datang jika dipanggil, tidak empati, kurang melakukzm kegiatan observasi/moniroring dan kurang terampil dalam melalukan pekenjaan. Oleh karena itu, maka dapat disimpulkan bahwa belum optimalnya penerapan faktor karatif caring dalam asuhan keperawalan, sehingga menyebabkan kuaiitas kerja (kinerja) perawat belum optimal.

Berdasarkan situasi tersebut penelitian ini dilakukan untuk meihat efektifitas penerapan faktor karatif caring untuk meningkatkan kinerja: kemampuan (pengetahuan, sikap, keterampilan) perawat seteah intervensi dibandingkan dengan keionpok kontrol. Penelitian ini menggunakan desain quasi experiment pre dan post fest pada perawat RS Persahabatan sebagai kelompok intervensi dan psrawat RS Fatmawati sebagai kelompok kontrol.

Penelitian ini menggunakan teknik cluster sampling proporsi 2 (dua) populasi, sebanyak 40 sampel di tiap rumah sakit (RS Persahabamn dan RS Fatmawati). Instmmen penelitian terdiri dari 2 (dna) yaitu instrumen karakteristik dan instrumen kemampuan (pengelahuan, sikap, keterampilan) akan carin dalam asuhan keperawatan. Pengumpulan data diiakukan 2 (dua) kali yaitu sebe!um intervensi dan 6 minggu setelah intervensi.

Penelitian ini menunjukkan kemarnpuan sikap dan ketetampijan perawat sebelum intervensi di RS Persahabatan lebih tinggi yaitu sikap ($p=0,027$) dan keterampilan ($p=0,001$). Kemampuan sebelum dan sesudah intervensi di RS Persahabatan IX Perbandingan selisih perubahan kemampuan antara RS Persahabatandengan RS Fatmawati menunjukkan ada perbedaan bermakna pada tingkat pengetahuan ($p=0,006$) dan sikap ($p=0,025$), sedangkan keterampilan tidak bemnakna ($p=0,277$).

Penelitian ini membuktikan bahwa intervensi penerapan faktor karatif caring meningkatkan kinerja kemampuan (pengetahuan, sikap, keterampilan). Hal ini didukung oleh penelilian Rochmani (2003) yang membuktikan bahwa intervensi penerapan hubungan terapeutik perawat-klien meningkatkan kemampuan pengetahuan, sikap, keterampilan.

Saran yang direkomendasikan untuk mempertahankan dan meningkatkan pelayanan kqierawalan di rumah sakit khususnya pelayanan keperawatan adalah perawat yang telah mempunyai kemampuan terus

meningkatkan kemampuan tersebut sehingga akan menjadi unjuk kerja atau kinerja dan menjadi role model bagi perawat yang belum pelatihan, menumbuhkembangkan unjuk kerja caring dan akhirnya menjadi salah satu ciri budaya kerja setiap perawat sebagai individu maupun kelompok. Manajemen rumah sakit sebaiknya menindaklanjuti penerapan caring dalam asuhan keperawatan ini dengan adanya kebijakan pemberlakuan SOP penerapan caring dalam asuhan keperawatan, menggunakan penerapan caring dalam asuhan keperawatan sebagai salah satu indikator kualitas pelayanan keperawatan, memasukkan kompetensi penerapan caring dalam asuhan keperawatan sebagai poin untuk menentukan peringkat sistem imbal jasa sumber daya manusia (SDM) keperawatan. Sedangkan untuk organisasi profesi adalah agar penerapan caring dalam asuhan keperawatan dimasukkan sebagai salah satu standar praktik keperawatan.

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Nurse's performance specially on knowledge, attitude, practice competency of the applied of caring carative factor is a critical competency that must be have for professional nurse. By that competency the nurse can show performance appraisal (performance appraisal of caring) in nursing service. However, it is shown that patients and their family expressed their concern that nurses did not show excellent the applied of caring carative factor in nursing service, it was reported that nurses did not give adequate information to patient, too long for coming if the patient called, was not empathy, was not good enough in patients monitoring/observation and was not skillful to do nursing intervention. To make the conclusion that the nurses was not optimal in the applied of caring carative factor in nursing service.

Based on the situation, this study has trying to improve nurse's competency specially on knowledge, attitude and practice after intervention compare to control group. This study used a quasi experiment study, in which the intervention was given at Persahabatan Hospital and as control group was Fatmawati Hospital- By using two-population sampling formula, 40 nurses was selected clusterly in each hospital. The instrument consists of two part, i.e, the instrument of nurse's characteristic and nurse's performance specially on knowledge, attitude, practice of the applied of caring carative factor in nursing service. Data collection was twice, i.e, before intervention and 6 weeks after intervention.

This study showed that nurse's competency on attitude and practice before intervention at Persahabatan Hospital more higher with p-value of attitude 0,021 and p-value of practice 0,001. Nurse's competency before and after intervention at Persahabatan Hospital showed a significant improvement on knowledge, attitude, practice with p-value of knowledge 0,000, p-value of attitude 0,000 and p-value of practice 0,000. Nurse's competency pre test and post test at Fatmawati Hospital showed a significant improvement on practice with p-value 0,017. There is a significant different on nurse's competency before and after intervention at Persahabatan Hospital with Fatmawati Hospital that without intervention with p-value of knowledge 0,000, p-value of attitude 0,000 and p-value of practice 0,000. X Comparing nurse's competency deviation between Persahabatan and Fatmawati Hospital showed there is a significant different on knowledge (p-value=0,006) and attitude (p-value=0,025), but on practice is not significant (p-value=0,277).

This study proved that the intervention (the applied of carative factor in nursing service) increase nurse's performance specially on knowledge, attitude, practice nurse's competency. This study was supported with Rochmani's study (2003) that the intervention (the applied of nurse's-patient therapeutic relationship) increase

nurse's competency on knowledge, attitude and practice.

This study recommends several applicative to maintain and improve hospital performance especially in nursing service such as nurses should improve their ability in applying caring carative factor that's become performance appraisal of caring and become role model for nurses that do not training yet, to growth and to develop that nurse's performance appraisal Of caring and linally become nursing culture for each nurse as individual or as group. Hospital management should continue the applied of carative factor in nursing service trough regulation of using standard operating procedure, using the applied of carative faclor as one of indicator of quality in nursing service, using the applied of caring carative factor on grading system in reward system al nursing's human resource management. For the Indonesia musing organization should tll e applied of caring carative factor become one of standard nursing practice.