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# The Implementation Of Patient-Centered Collaborative Care Training Concept To Increase Inpatient Unit Nurse Performances Of RSUD Raden Mattaher Provinsi Jambi

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## INDEXING

### Keywords:

Patient Centered  
Collaborative Care

### Kata kunci:

Patient Centered  
Collaborative Care

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## ABSTRACT

**Objective:** The implementation of best Patient-Centered Collaborative Care training concept become one of the important aspects of providing health services in a hospital. The improvement of health services conducted by the hospital is aimed to support healing and recovery with full attention of patient comfort.

**Method:** This study used Mixed Method Research or a combination of quantitative and qualitative approaches or Sequential Explanatory, and qualitative data analysis in the second stage, to support the quantitative research finding which is done in the first stage. This study used One Group Pre – Test – Post – Test Design without Control, is a way of performing one pretest- before treatment (treatment/training) and afterward measuring again (post-test) without giving a control treatment. There are 96 respondents with one year of minimum work period in RSUD Raden Mattaher Provinsi Jambi. The respondents' observations are included gender, educational background, work period, status, children, residence and the workplace.

**Result:** The result of this study shows that the highest level of nurse's knowledge is influenced by the age, work experience, educational background, and motivation of self-development. Statistically, there are no significant differences, but from training appreciation, nurses are unrealized that there is influence of PCC implementation at the Surgical and Intern Ward Inpatient Unit RSUD Raden Mattaher Provinsi Jambi and supported by nurse's performances.

**Conclusion:** Good knowledge of PCC concept proved to have an effect on PCC implementation inpatient Surgery and Internal Ward RSUD Raden Mattaher Provinsi Jambi supported by improvement of nurse performance in inpatient room.

**Pendahuluan:** Implementasi konsep pelatihan perawatan pada pasien menjadi salah satu aspek penting dalam memberikan pelayanan kesehatan di rumah sakit. Peningkatan pelayanan kesehatan yang dilakukan di rumah sakit ditujukan untuk mendukung penyembuhan dan pemulihan dengan perhatian penuh pada kenyamanan pasien.

**Metode:** Penelitian ini menggunakan Mixed Method Research atau kombinasi pendekatan kuantitatif dan kualitatif or Sequential Explanatory, dan analisis data kualitatif pada tahap kedua, untuk mendukung temuan penelitian kuantitatif yang dilakukan pada tahap pertama.

Penelitian ini menggunakan One Group Pre-Test – Post-Test Design Without Control, adalah cara melakukan satu pretest sebelum perawatan (perawatan/pelatihan) dan sesudahnya mengukur lagi (post-test) tanpa dengan anda berikan perawatan kontrol. Ada 96 responden dengan masa kerja minimal satu tahun di RSUD Raden Mattaher Provinsi Jambi. Observasi responden termasuk jenis kelamin, latar belakang pendidikan, masa kerja, status, anak-anak, tempat tinggal dan tempat kerja.

**Hasil:** Hasil penelitian ini menunjukkan bahwa tingkat pengetahuan perawat dipengaruhi oleh usia, pengalaman kerja, latar belakang pendidikan, dan motivasi pengembangan diri. Secara statistik, tidak ada perbedaan signifikansi, tetapi dari pelatihan appreciation, perawatan tidak menyadari bahwa ada pengaruh pelaksanaan PCC di Unit Rawat Inp Bedah dan Penyakit Dalam di RSUD Raden Mattaher Provinsi Jambi dan didukung oleh perawat.

**Kesimpulan:** Pengetahuan yang baik tentang konsep PCC terbukti berpengaruh terhadap implementasi PCC di Ruang Rawat Inap RSUD Raden Mattaher Provinsi Jambi didukung oleh peningkatan kinerja perawat di ruang rawat inap.

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## INTRODUCTION

Hospitals as a means of health services have an obligation to serve patients with complete facilities and fast and precise service. To achieve this the management of the hospital must be carried out properly (Rhesavani, 2013). The performance of nurses in applying a concept of health services can be felt by hospitals and also patients.

One of the concept of health services that is currently applied by hospitals in Indonesia that has been widely applied by developed countries is starch centered care (PCC) or one – centered services.

The PCC emphasizes that hospital managers need to look from the patients perspective or imaging themselves to be patient in orde to understand the patients needs and to be patient-focused hospitals. All hospital components, including clinicians, must apply the concept of PCC and the mindset that the patient is the only patient there to be truly focused, and not make decisions without involving the patient.

### Literature Review and Hypothesis

Patient Centered Care (PCC) is managing patients by referring and treating individual patients including preferences / needs, values, and ensuring that all clinical

decision – making has taken into account all the values the patient wants (Frampton, et al, 2008).

Patient safety (patient sfety from PCC) is a system whereby the hospital keeps the patients cre safer, prevents injuries caused by errors resulting from an action or not talking action that should be taken. The system includes risk recognition, identification and management of issues related to patient risk, incident learning ability, follow-up and implementation of solutions to minimize risk (MOH, 2008).

Application of PCC through the Hospital Accreditation Standard Version 2012:

1. Respect the patients values, choices and needs.
2. Participation of family and friends in the service process.
3. Information, Communication, Education
4. Continuing care to meet patient needs and smooth transition
5. Acces to services
6. Integration and Coordination
7. Physical comfort – Pain management
8. Emotional support and decreased anxiety, including in patients who will die Performance as a result of work functions / activities of a person or group in an organization that is influenced by various factors to archieve organixationl goals within a

certain period of time (Pabundu, 2006). Performance is the result of work quality and quantity achieved by an employee in performing their duties in accordance with the responsibilities given to him.

The standard of nursing practice has been described by PPNI (National Nurses Association of Indonesia, 2000) which refers to the stages of nursing process which includes:

1. Nursing Assessment, the nursing collects data on the clients health status in a systematic, thorough, accurate, concise and sustainable manner.
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4. Implementation, the nurse implements the action identified in the nursing care plan.
5. Nursing Evaluation, the nurse evaluates the clients progress toward nursing acting in achieving objectives and revising the baseline and planning data.

According to the background and theories that have been described, the hypothesis of this study is: There are

differences in Performances of Nurses before and after getting Patient Centered Care training.

#### **RESEARCH METHOD**

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