

RESEARCH PUBLICATION

**THE EFFECTIVENESS OF PARAMEDIC INTERPROFESSIONAL
COLLABORATION IN INCREASING THE MANAGEMENT QUALITY
OF HOSPITALIZED PATIENTS IN MAWADDAH WARD OF AN
N'MAH HOSPITAL OF WANGON IN 2018**



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APPROVAL PAGE

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INDEKS

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ABSTRAK

Introduction : An Ni'mah Hospital is a type D hospital with low BPJS tariff package. Therefore the hospital often experiences loss. The prime service given by An Ni'mah Hospital is Obstetric and Gynaecology Service. The most cases handled are delivery, *curettage* and *sectio caesaria*. The patients of the cases are taken to Mawaddah Ward.

Purpose : This research is aimed to analyse the effectiveness of paramedic interprofessional collaboration in increasing the management quality of hospitalized patients in Mawaddah ward in An Ni'mah Hospital in 2018.

Research Methodology : The research uses mixed method. Quantitative and qualitative data are collected using concurrent triangulation strategy in one time period. The subjects of the research are paramedics doing interprofessional collaboration in Mawaddah ward. They are gynaecologist, general practitioner, nurses, midwives, pharmacist, and nutritionist. The data are collected by document analysis, questionnaire, and interview.

Research Result : The interview result analysis shows that the paramedics have understood about interprofessional collaboration practices but the pharmacist and the nutritionist are under-staffed. Another obstacle is interprofessional communication problem. The questionnaire result analysis on the patient satisfaction shows that based on 5 satisfaction scale, the patients are satisfied with the collaboration process, the point for procedure indicator, administration requirement, and service is 3,68, and patient satisfaction on the officers' performance is 3,63 in point. The medical record document observation result shows that all paramedic (100%) have worked based on their SOP. However, in the patient treatment, they do not work on the Clinical Pathway.

Conclusion : The whole collaboration process is not yet undergone thoroughly due to the hospital internal problems yet the interprofessional collaboration increases patient satisfaction. The paramedics do not complete the clinical pathway in treating the patients. This leads to hospital less effective service and the hospital also experiences losses.

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INTRODUCTION

The effective collaboration among doctors, nurses, midwives, nutritionists, and pharmacists is the main key to the effective health service and patient safety. In the field, it is kind of difficult to put them together to

make good interprofessional collaboration team. This happens because they have not had good communication skill to promote effective interprofessional collaboration and good discussion culture to make clinical decision

for patients (Manual komunikasi efektif dokter pasien, 2009).

Doctors who undergo patient-centered care treatment, may improve the patient's clinical result and satisfaction by increasing the quality of doctor-patient relationship and in the mean time, reducing diagnostic test use, prescription use, the length of hospitalization, and referral. The practice involving doctor-patient interaction is conducted with measured skill and behavior. This treatment can be done by any specialists and is effective for all kinds of illness (James Rickert 2012)

Effective communication is defined as verbal speech or other methods of relaying someone's thought or information that get a point across (Komarudin, 1994). JKN policy brings hospital to use BPJS package tariff which is less expensive than the hospital original cost. Nevertheless, the hospital still has to serve the patients effectively and efficiently without losing its quality. Effective paramedic interprofessional collaboration reduces hospital expenses, drug use, mortality rate, the length of hospitalization, and medical cost. It increases patients' satisfaction and their quality of life instead.

An Ni'mah Hospital is a type D-private hospital. The hospital has joined with BPJS since Januari 2014. The BPJS package tariff is less expensive than the hospital original cost. Thus, in some cases, it brings the hospital in losses. An Ni'mah Hospital's prominent service is Obstetric and Gynaecology service in Mawaddah Ward. The patients are treated there for delivery, *curettage* and *sectio caesaria*.

The writer entitles this research "The Effectiveness of Paramedic Interprofessional Collaboration in Increasing The Management Quality of Hospitalized Patients in Mawaddah Ward of An Ni'mah Hospital of Wangon in 2018". Hopefully this research can be one of the references for servicing the patients effectively and efficiently through interprofessional collaboration, without giving away the service quality. Then it comes to the question; how does effective paramedic interprofessional collaboration increase the management quality of hospitalized patients in

Mawaddah Ward in An Ni'mah Hospital of Wangon in 2018?

MATERIAL AND METHOD

The research used mixed method. Quantitative and qualitative data were collected using concurrent triangulation strategy in one time period. The subjects in this research were paramedics who performed interprofessional collaboration in treating patients in Mawaddah Ward. The objects of the research were patients' CPPT sheets, billing, *clinical pathway* and SPO. The research informants are 1 gynecologist, 1 general practitioner, 4 nurses, 3 midwives, 2 pharmacists and 1 nutritionist. These informants were chosen based on:

1. The gynecologist was the DPJP or the Ward doctor, was the leader of interprofessional collaboration, and gave medical care to the patients.
2. Nurses were paramedics who gave nursing care to the patients.
3. Midwives were paramedics who gave midwifery care to the patients.
4. Pharmacist was paramedic who gave pharmacy care to the patients.
5. Nutritionist was paramedic who gave nutrition care to the patients.

This research used qualitative approach. Therefore the primary data collection was done through observation and interview guideline. The secondary data was already collected. They were patients' CPPT sheets, medical records, hospital reports, and hospital profile. Data triangulation is the quantitative data from questionnaire about patient's satisfaction on collaboration practices.

In this stage, data was processed and analyzed using descriptive qualitative analysis technique with *Interactive Model of Analysis* (Miles dan Huberman, 1992:15).

RESULT

The research was conducted on medical group and paramedics in An Ni'mah Hospital who worked together in interprofessional collaboration in Mawaddah Ward. This research took place for 4 weeks, from April 20 to May 20, 2018. Informants were selected

within *total sampling*. They were all midwives, nurses, doctors, pharmacist, and nutritionist who contributed in hospitalized patient management in Mawaddah Ward.

1. The research result and Paramedic qualitative Data Analysis

A complete informant data is seen in this table:

Table 4.1. Reseach informant character

No	Informant Character	Number	Percentage
1	Sex		
	Male	1	9%
	Female	11	91%
2	Age		
	21 – 30 y.o	11	91%
	31 – 40 y.o	1	9%
3	Education		
	SD	0	0%
	SMP	0	0%
	SMA	0	0%
	Diploma	10	82%
	Under-graduate	1	9%
	Post-graduate	1	9%
4	Job title		
	Midwife	3	25%
	Nurse	4	33%
	Nutritionist	1	8%
	Pharmacist	2	17%
	Doctors	2	17%

The research result yields in final context; collaboration practices, collaboration obstacles centered-care doctor, standard operational procedure, integrated patient development record, clinical pathway, and patient satisfaction.

The analysis shows that An Ni'mah Hospital had applied doctor-centered care for managing its patients but has changed into patient-centered care practices using interprofessional collaboration. It also shows that the paramedics unferstand how to conduct the collaboration. The obstacles occurring are insufficiency of human resources, pharmacist

and nutritionist, and communication problem. The analysis then says that An Ni'mah's paramedics have understood the importance of SPO, the way to fill in CPPT sheets and the need to follow clinical pathway as the guideline of quality and cost control. And the analysis directs that collaboration practices in managing hospitalized patients in Mawaddah Ward can increase the patient satisfaction.

2. The research result and Patient satisfaction qualitative data analysis

A complete informant data is seen in this table:

Table 4.7. Informant research character

No	Informant Character	Numbers	Percentage
1	Sex		
	Male	0	0%
	Female	7	100%
2	Age		
	21 – 30 y.o	3	91%
	31 – 40 y.o	4	9%
3	Education		
	SD	1	14%
	SMP	2	29%
	SMA	4	57%
	Diploma	0	0%
	Under-graduate	0	0%
	Post-graduate	0	0%
4	Status		
	Patient	7	100%
	Patient's family	0	0%

The research result yields in final context of medical service, paramedic service, patient satisfaction, and hospital facility. The analysis of the contexts indicates that medical service available in An Ni'mah Hospital has met the patient needs and the paramedic service has increased the patient satisfaction. The analysis also shows that the patients also hope that the hospital can improve its facilities.

3. The research result and Patient satisfaction quantitative data analysis

Here is the result of patient satisfaction questionnaire given during the research period.

Table 4.9 Level of patient satisfaction within the interprofessional collaboration

No.	Service Indicators	Average
	Procedure, Administration Requirement, and Service	3,68
1	Speed and accuracy of patient registration/handling	3.68
2	Conformity of the hospital service schedule and the informed schedule	3.68
3	The simplified administration procedure	3.84
4	Service cost	3.64
5	Nutrition service	3.56
6	Pharmacy service	3.68
	Officer Performance	3,63
7	Doctor's speed and accuracy in fulfilling patient's needs	3.72
8	Nurses' and midwives' skill and dexterity	3.60
9	Clear and easy-to-understand information given by the officers	3.60
10	Officers' courtesy and friendliness	3.64
11	Patient service security	3.76
12	Officers' neat appearance	3.48

Using 5 scale-satisfaction index, the patient satisfaction on interprofessional collaboration in An Ni'mah Hospital is closely to satisfied level. It is seen from the average value of Procedure, Administration Requirement, and Service (3,68) and the Officer performance value (3,63

4. The research result and Medical record data analysis

Medical record data observation was conducted on April 20 – May 20, 2018. The documents observed were CPPT sheets, Clinical Pathway, SPO guideline dan Patient billing, using close examination approach.

The observation result shows that all 100% paramedics have run through the SOP well. Yet, in managing the patients, they have not followed the Clinical Pathway. This condition leads to long period of

hospitalization, high billing, and over-treatment therapy.

DISCUSSION

1. Collaboration Practices in An Ni'mah Hospital

Paramedic interprofessional collaboration process is aimed to give patients better medical care treatment. With those parties involved in the collaboration, it requires professional relationship management to synchronize all treatment given to the patients. The team members need to have good collaboration skill and they also need to agree on the pattern of how the collaboration must be conducted.

This research supports the previous study by Scott Reeves, Simon Lewin (2004). They agreed on the understanding of all elements involved in collaboration that tends to be task-based, simple, and formal. Doctors see it as job activities involving their fellow paramedics while the paramedics see it as interprofessional activities.

Hospital medical service involves various medical teams with different science field backgrounds. They are collaborated professionally to perform their functions and roles.

Tuti Anggarawati studied paramedic collaboration in 2013. She said that the quality of collaboration of control function, practice scope, and team interest, relates to the quality of treatment service. In relevance to An Ni'mah Wangon Hospital, the paramedic collaboration is aimed to improve the quality of patient treatment.

The collaboration applied in An Ni'mah Hospital is part of the service excellence given to the patients. The service is of course given without violating the professional ethic code. Optimum patient service is the main point of interprofessional collaboration. A study by Danielle D'amour et al. (2005) concluded that collaboration is not only a professional effort. It is more a human process. Professionals will not collaborate only by assumption that the collaboration is good for client/patient but it is because of the real need.

2. Collaboration Obstacles

a. The lack of human resources

As known, collaboration requires all paramedic team work. Hospital with 24-hour service needs to consider human resources availability for all medical groups. This lack of human resources is one of the obstacles. An Ni'mah Hospital has to perform optimized collaboration but there are not enough specialists, pharmacists, and nutritionists.

This research result is similar to Pagela Pascarella's research (2016). He reported that patient-centered care treatment cannot be conducted maximally because of the absence of certain paramedics and also due to the limited research periode. In this condition, hospital is needed to perform monitoring, evaluation, logistic, and human resources.

b. Communication Aspect

This under-staff condition in An Ni'mah Hospital is temporarily solved by maximizing the use of communication media. The paramedics remaining do coordination activities through their smartphones.

Paramedics also share information through CPPT sheets since CPPT functions as paramedic treatment records.. Problems occur when the sheets are not completely filled. As a result the paramedic CPPT communication does not work well because some information might be missing thus it may derail the effectiveness of patient treatment.

3. SPO obedience, CPPT sheet filling in, dan Clinical Pathway

The data shows that doctors, nurses, and midwives continuously fill in CPPT sheets when visiting patients, nutritionist does not do that regularly, and pharmacist never does it. This indicates that the collaboration process is not yet completely done especially by nutritionist and pharmacist. And again, it is about communication aspect that can bring down the effectiveness of interprofessional collaboration,

Communication covers various strategies and purposes. Good communication among paramedics, patients and their family is the key to collaborative patient treatment. Effective communication is needed in

paramedic team to delegate task, respond to a problem, and to contribute professionally. It is also needed to adjust language used with the target client. Understanding and effective communication are the dominant competences in effective collaboration practice to increase quality (Noor dan Anggorowati, 2017: 68).

This research is similar to Yulya Fazyanda dan Ardia Putra (2017). They said that paramedics still have not applied effective communication practice, therefore missed-communication often occurs. For example, the incomplete CPPT puts the next-shift officers in between choices in treating the patients. Another thing is the lack of nursing care for patients by the available officers. Those show that professional relationship is not yet built optimally.

The Ministry of Health has Health Minister Regulation (PMK) No.69/2013 on Health Service Standard Tariff and Standard Health Facilities for Holding National Health Security. Since Januari 1, 2014 BPJS handles global health coverage for all Indonesians. Hopefully, this policy can provide the people their right to access health. BPJS pays the first level health facility with kapitasi system. And to the referral health facility, BPJS pass using Indonesia Case Based Groups (INA-CBG's) package. The later tariff package makes hospital management to be able to do cost efficiency, to optimize hospital financial management, and to do quality control. One of which is by *clinical pathways* (Yurni Dwi Astuti, Arlina Dewi, Merita Arini, 2017: 97-98).

Clinical pathway is a concept of integrated service planning that captures each step of treatment given to patients based on health service standard using measured proof in certain period of time basis. Clinical Pathway is also a multi-disciplined plan that needs collaboration practices with team approach through *day to day activity* and focuses at patient with systematical activity as standard outcome (Adisasmito W. (2008).

Clinical pathway is patient clinical service track since entering to exiting the hospital. Nevertheless, there is still limited population of clinical pathway in Indonesia. It

is applied as approach to cost rationalization without reducing service quality. An Ni'mah is also trying to reach this goal by applying clinical pathway in interprofessional collaboration since the hospital experiences loss due to the high cost of service. Yet the BPJS claim does not meet the hospital operational cost.

4. Patient Satisfaction

Interprofessional collaboration process that is not yet applied completely in An Ni'mah Hospital influences the target goal. The direct service to the patients is not yet done perfectly because not all paramedics can visit together. But there is an improvement. Although not all, at least doctors do not visit the patients alone. There is always companion from other paramedics. One goal that is not yet accomplished is overcoming the loss. Based on monthly financial report, the hospital is still struggling with this. If the loss is still there, it definitely will affect the hospital operational.

Essentially, collaboration is the acceptance of one's skill by others whether they are in group or outside the group. Collaboration is also interpersonal process where two or more people commit to constructively interact, to solve the group-client's problem, and to accomplish target goal. The ability to perform constructive interaction depends on the similar perception, goal, clinical competence, interpersonal skill, humor, trust, appreciation and respect the difference background (Nurachmah, 2001). If the collaboration has run well, all involved parties can get the positive benefits of it.

People value a hospital quality from the hospital facilities and service mainly given in hospitalizing treatment by paramedics and other hospital staffs. Patients will have the first stage of service at polyclinic or Emergency Room then to the treatment wards. Patient feel satisfied when doctors and nurses give qualified service. The more qualified the service is, the more satisfied the patient will be. (Noor dan Anggorowati, 2017: 70).

Generally, even though interprofessional collaboration has not been conducted

thoroughly and continuously, the motivation to improve the service quality is always there (Yossi yulia, 2016). The improvement can be seen from the doctor visit to the patients. Doctors are now accompanied by some involved paramedics. And communication quality is also improved especially when some of them cannot visit patients together. The hospital is committed to always improve the service for increasing the patient satisfaction.

Hospital loss is the weakness that is still being workdone. Interprofession collaboration practice does not seem significantly help the hospital to overcome the loss. One of the obstacles that keep the collaboration applied optimally is the lack of human resources.

CONCLUSION

Patient management keeps promoting the best service for patients. This leads to interprofessional collaboration policy with *patient-centered care approach*. *Collaboration process* is not yet completely performed due to some hospital internal problems. Therefore the purpose of collaboration application is not yet also accomplished. Two of which are the hospital is still in loss and health service is not yet effective.

Medical staffs and paramedics in An Ni'mah Hospital understand what interprofession collaboration means and how it depends on interprofession teamwork to serve the patients. They have applied interprofessional collaboration to perform their work although it is not yet optimally done.

1. Communication as one strategy in performing interpersonal collaboration faces obstacles. Some paramedics who do not join the patient visit make the communication process is derailed. To make it worse, there are some paramedics do not compete CPPT.
2. Interprofessional collaboration ideally involves all paramedics treating patients although in practice, the collaboration has not been performed completely because some of the supporting factors are not available like *clinical pathway* and CPPT

are not completely filled in and human resources insufficiency. The hospital still needs more specialists, nutritionists, and pharmacist. But in term of working by following SOP, 100% doctors who are responsible to give medical service, have worked based on their SOP.

3. An N'mah Hospital is able to provide patient satisfaction eventhough the hospital is not yet able to perform interprofessional collaboration perfectly.

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