

# The effect of Professional Nursing Practice Model Training (MPKP) with the implementation of Pillar IV Nursing Care Delivery System (Pillar IV NCDs) at a Hospital in Kotamobagu, Indonesia

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## ABSTRACT

**Background:** Professional Nursing Practice Model Training (Model Praktik Keperawatan Profesional; MPKP) is one of the efforts to improve the quality of service in hospitals in nursing services to minimize errors or omissions that can occur. The training carried out is expected to be able to improve the implementation of pillar IV NCDS in hospitals.

**Aims:** This study aimed to determine the effect of MPKP training with the application of pillar IV NCDS at the General Hospital of the Evangelical Masehi Church Bolaang Mongondow Monompia Kotamobagu.

**Methods:** This research is a quantitative research type with a pre-experimental research design one group pre-test post-test design. This research was conducted in August 2022 as many as 52 nurse respondents working at the Monompia GMIBM Hospital Kotamobagu.

**Results:** From the survey, it shows that the intervention will increase the number of nurses implementing the Pillar IV Nursing Care Delivery System (Pillar IV NCDs) including the assessment element (from 76.9% to 90.4%), nursing diagnosis (from 36.5% to 75.0%), planning (from 51.9% to 88.5%), action or measurement (from 84.6% and 92.3%), evaluation (from 46.2% to 90.4%), and nursing care notes (78.8% and 98.1%). There are differences in the implementation of pillar IV NCDS before and after being given MPKP training ( $p$ -value:  $<0.001$ ). It is known that education level and the work experience of the nurses will significantly determine the success of the training, respectively with  $p$  value of  $<0.001$  and  $0.004$ .

**Conclusion:** From the survey, we may note how the Professional Nursing Practice Model Training (MPKP) affecting the number of nursing implementing the Pillar IV NCDs. Data from the results can be used as recommendation to the hospitals' human resources department in designing their program in order to increase the nurses' competences.

**Keywords:** *Professional Nursing Practice Model Training, Nursing care delivery system, Hospital management*

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## 1. Introduction

The hospital is an integral part of a social and health organization with the function of providing complete services (comprehensive), disease healing (curative), and disease prevention (preventive) in the community (Scovell, 2010). Concerning Hospital is a health service institution that provides

comprehensive and complete health services for individuals by providing inpatient, outpatient, and emergency services (Mogopa et al., 2017). Professional services as an integral part of health services based on nursing knowledge and tips aimed at individuals, families, groups, or communities both healthy and sick with the support of successful implementation policies governing procedures and related treatment room management (MPKP) (Erickson & Ditomassi, 2011).

Improving the quality of nursing care requires restructuring, reengineering, and redesigning through MPKP so that the success of services and the application of nursing care to patients will be professional (Pramono et al., 2022). The only well-executed MPKP stages were team formation and handovers (Amir et al., 2020). Meanwhile, pre-conference, post-conference, and nursing rounds were not carried out properly which could affect the application of professional values to patients and families (Meade et al., 2006). Regarding the influence of MPKP on the performance of team leader service management in inpatients, showing a significant difference in the performance of MPKP service management in planning, directing, and supervising while organizing there is no significant difference before and after receiving MPKP training (Arisanti et al., 2018).

The application of MPKP is developed based on nursing activities which consist of five main pillars, namely management approach, compensatory reward, professional relationship, professional value, patient care delivery system (Amir & Ningsih, 2022). Using the nursing theory of Peplau's interpersonal relationship model, the concept of the nursing paradigm has four pillars, namely human, environment, nursing, and health, which are integrated through four relationship phases, orientation phase, identification phase, exploitation phase, and resolution phase (Alligood, 2017). The nurses had the ability according to their roles to be successful in providing professional services, providing comfort, and nurses being more caring and more experienced in their fields according to the management of the after-got care room management training (MPKP) (Wasaya et al., 2021).

The preliminary study was conducted in April - May 2022 by observing and interviewing the head of the room. It is known from the results of the initial study that each inpatient room has installed a vision, mission, and philosophy of the nursing field and organizational structure. However, the management approach and patient care delivery at the Monompia GMIBM Hospital Kotamobagu have not been structured and have not been effective. Short-term policies and plans have not been achieved. The implementation of the team method in nursing is still functional. In addition, personnel mapping related to the degree of client dependence is not appropriate in every inpatient room. The management of the treatment room has not been structured in every room so that nurses have not carried out nursing actions by standard operating procedures (SOPs).

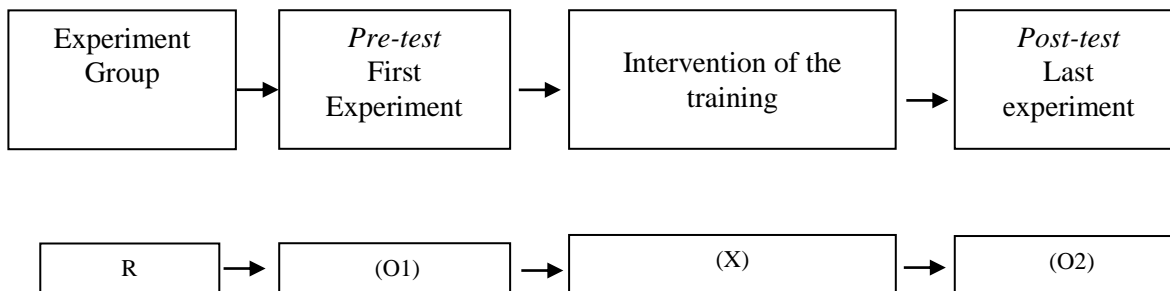
Based on interviews and observations of implementing nurses related to the motivational climate as much as 40%, giving praise as much as 56%, giving motivation as much as 40%, the delegation has not been in accordance with procedures, supervision has not run effectively and the function of controlling quality indicators has been running as much as 55%, audit documentation has carried out every month but there are no Extension Program Unit (SAP) / Nursing Care Guidelines (PAK) in each inpatient room. The results of the documentation format that are filled in are 90% completeness of the assessment, 70% nursing diagnoses, 70% nursing plans, 70% implementation, and 70% evaluation with a target of 90% documentation completeness, the satisfaction survey of the tools used already exist but the results of the achievements have not been socialized in each room, a survey of health and nursing problems has not been carried out by the person in charge of the room. The results of interviews conducted with clinical case managers regarding the implementation of MPKP at the Monompia GMIBM Hospital Kotamobagu, it is known that the nursing sector has policies and SOPs in accordance with hospital accreditation provisions. These policies and SOPs have not been socialized so every nurse in their implementation has different perceptions. Most nurses have not attended MPKP training and education.

The mission is to develop holistic health services based on love, to provide optimal health services in accordance with hospital standards, to improve the competence and professionalism of hospital

human resources, and to realize fast and quality services. The above phenomenon encourages researchers to find out the Effect of MPKP Training on Pillar IV of the Nursing Care Delivery System (NCDS) at the Monompia GMIBM Hospital Kotamobagu".

## 2. Methods

This research is a type of quantitative research with a pre-experimental one-group pre-test post-test design to look for the possibility of a change in perception in the form of training on MPKP against pillar IV NCDS. The flow of research implementation can be seen in the following scheme (Figure 1) :



Note:

R: Group of Respondent

O1: Pillar IV of NCDS before training on MPKP

O2: Pillar IV of NCDS after training on MPKP.

X: MPKP training.

Figure 1. Research Scheme: One group pre-test post-test research design

The population in this study was nurses at Monompia Hospital GMIBM Kotamobagu who served in inpatient installations. The total number of nurses is 110 people. The sample in this study was 52 nurses. This sampling technique is purposive sampling. The samples in this study were the head of the room, the team leader, and implementing nurses in the inpatient room at the Monompia Hospital GMIBM Kotamobagu. The research has been carried out from May to July 2022 after obtaining a research permit from Karya Husada University, Semarang.

This research tool uses a questionnaire consisting of 3 parts, namely Demographic Data, MPKP Implementation Training, and Pillar IV NCDS. Pillar IV NCDS is methods of providing nursing care, such as case, functional, team, and primary nursing methods, and case management. So the practice of professional nursing is the most possible method of providing professional nursing care. MPKP training is a learning process through the training given to implementing nurses about MPKP in hospitals. The results of this study will be analyzed using univariate and bivariate methods using the SPSS version 15 application.

## 3. Results

### *Respondent Characteristics*

From Table 1, it is shown that most of the participants were nurses at the age of 26-35 years as much as 86.5%. The majority nurses were female (90.4%) and it is noted that at the Monompia Hospital GMIBM Kotamobag, only one of tenth are male nurses. The education level is relatively not varied, with 90.4% of the nurses graduated only from Diploma (DIII Kep/Keb). From the survey, it is known that more than half of nurses are in charge for 3-5 years (PK 2), and only 26.9% can be considered in senior level (length of work more than 5 years).

Table 1. The general characteristics of the respondents

<b>Variables</b>	<b>Frequency</b>	<b>Percentage (%)</b>
<b>Age (years)</b>		
17-25	3	5.8
26-35	45	86.5
36-45	4	7.7
>45	0	0.0
<b>Sex</b>		
Male	5	9.6
Female	47	90.4
<b>Education</b>		
Diploma	47	90.4
Bachelor/Profession	5	9.6
<b>Length of work (years)</b>		
1 < 3	7	13.5
3-5	31	59.6
>5	14	26.9

### ***Implementation of Pillar IV NCDs before and after the training***

From the survey, we may note how the Professional Nursing Practice Model Training (MPKP) affecting the number of nursing implementing the Pillar IV NCDs. Table 2 shows that the intervention will increase the number of nurses implementing the assessment element (from 76.9% to 90.4%), nursing diagnosis (from 36.5% to 75.0%), planning (from 51.9% to 88.5%), action or measurement (from 84.6% and 92.3%), evaluation (from 46.2% to 90.4%), and nursing care notes (78.8% and 98.1%). The record shows that the training highly increases the number of nurses to do nursing diagnoses in order to implementing the Pillar IV Nursing Care Delivery System (Pillar IV NCDs).

Table 2. Distribution of Implementation of Pillar IV NCDs for Before and After Training

<b>Doing Pillar IV NCDS</b>	<b><i>Pre-Test</i></b>		<b><i>Post-Test</i></b>	
	<b>Frequency</b>	<b>%</b>	<b>Frequency</b>	<b>%</b>
<b>Assessment</b>				
No	12	23.1	5	9.6
Yes	40	76.9	47	90.4
<b>Nursing diagnoses</b>				
No	33	63.5	13	25.0
Yes	19	36.5	39	75.0
<b>Planning</b>				
No	25	48.1	6	11.5
Yes	27	51.9	46	88.5
<b>Action</b>				
No	8	15.4	4	7.7
Yes	44	84.6	48	92.3
<b>Evaluation</b>				
No	28	53.8	5	9.6
Yes	24	46.2	47	90.4
<b>Nursing Care Notes</b>				
No	11	21.2	1	1.9
Yes	41	78.8	51	98.1

**How respondents' characteristics affecting to the implementation of the Pillar IV NCDs**

From the set of questionnaires distributed to the participants, we may learn how significant the respondents' characteristics (age, sex, education, and length of work) were affecting the implementation of the Pillar IV NCDs in the respondents, as shown in Table 3. From a statistical analysis Chi-Square test, it is noted age and years are not the significant factors ( $p > 0.05$ ) in determining the success of implementing the standard to the nurses. However, it is known that education level and the work experience of the nurses will significantly determine the success of the training, respectively with  $p$  value of  $< 0.001$  and  $0.004$ .

**Table 3.** The Relationship of Characteristics to the Implementation of Pillar IV NCDs

Variables	Pillar IV NCDs				P-value
	No		Yes		
	Freq.	%	Freq.	%	
<b>Age (years)</b>					<b>0.131</b>
17-25	2	66.7	1	33.3	
26-35	8	17.8	37	82.2	
36-45	1	25.0	3	75.0	
<b>Sex</b>					<b>0.057</b>
Male	3	60	2	40	
Female	8	17	39	83.1	
<b>Education</b>					<b>&lt;0.001</b>
Diploma	10	76.9	3	23.1	
Bachelor/Profession	1	2.6	38	97.4	
<b>Length of work (years)</b>					<b>0.004</b>
1 < 3	4	57.1	3	42.9	
3-5	2	6.5	29	93.5	
>5	5	35.7	9	64.3	

Based on Table 4 below, it can be seen that the difference in the implementation of Pillar IV NCDS before and after being given MPKP training at the Monompia GMIBM Hospital Kotamobagu, namely the mean value: SD before ( $74.5 \pm 20.1$ ) and the Mean: SD value after ( $88.9 \pm 15.9$ ). Min-Max before (0.00-100.0) and Min-max after (25.0-100.0). The  $p$ -value is 0.000 ( $p$ -value  $< 0.05$ ) which indicates that there is a difference in the implementation of Pillar IV of the Nursing Care Delivery System before and after being given MPKP training.

**Table 4.** Differences in the Implementation of Pillar IV NCDS Before and After Training

Variable		Mean±SD	Min -Max	SE	p-value
Pillar IV NCDs	Before	74.5±20.1	0.00 -100.0	2.78	<0.001
	After	88.9±15.9	25.0 – 100.0	2.21	

**4. Discussion**

*The relationship between job satisfaction and turnover intention*

The results showed that the characteristics of nurses at the Monompia Hospital GMIBM Kotamobagu were 86.5% aged 26-35 years. Age is related to a person's maturity as a person gets older, his technical and psychological skills also increase and show mental maturity (Hogan & Roberts, 2004). The young adult age group has the characteristics of identifying social and work roles, experiencing stress related to changing roles and trying to cope with these stressors, experiencing conflict related to role demands, and having an interest in finding their identity and personality (Croes & Bartels, 2021). Age  $< 35$  years in nurses is the stage where a nurse wants to compete and complete to form a good performance in the workplace (Quek et al., 2021).

The results showed that the majority of women were 90.4%. Gender is an interesting thing because the nature of the nursing profession is predominantly female (Gray, 2010). Generally, the gender is dominated by women because the nursing profession is synonymous with motherhood, but recently there have been many men who work as nurses (McIntosh et al., 2015). Men who work as nurses do not feel interested in work and feel there are limitations when doing nursing work that requires physical contact with female patients (Younas et al., 2022). The study also states that women are better at providing nursing services to patients, especially for services that are not medical actions, such as handling patients who are anxious, embarrassed, or feeling helpless. Women who choose to nurse for their careers have higher levels of satisfaction (Clayton-Hathway et al., 2020). However, there was no difference in problem-solving ability, analytical ability, sociability, learning ability, and desire to compete.

The result of the research shows that diploma education is 90.4%. Education is something that is expected to be able to change a person's mindset which influences knowledge and decision making. Knowledge is very closely related to education, with increasing levels of education, individuals will have more extensive knowledge (Notoatmodjo, 2014). The level of education affects the performance of nurses (Aswad & Ferrial, 2016). However, the lower level of education of new nurses can have the same quality of care as new nurses who have a higher level of education by holding an orientation program and structured training program so as to increase self-confidence, knowledge, critical thinking skills, and interpersonal skills. The relationship between education and the implementation of pillar IV NCDS is still lacking because there is still diploma nursing education and there is no opportunity for these nurses to take education to a higher level. Low or unsustainable education can have an impact on low awareness and responsibility in carrying out tasks (Duffield et al., 2008). Nurse career development motivation through increased formal education must be utilized properly because it is a potential resource to be able to improve performance in the quality of nursing services (Manongi & Marchant, 2006).

The results showed that the length of work of nurses with the length of work (3-5 years) was 59.6%. Length of work is a process of forming knowledge and skills regarding work methods with employee involvement in carrying out their duties so that by working hard you can improve methods or techniques so as to reduce stress levels on employees (Nuryani et al., 2021). Tenure and satisfaction show a positive relationship the longer the work, the more skills and knowledge will increase (Judge, 1994). The length of work begins when the nurse is officially appointed as an employee (Penn et al., 2008). The longer a person works is expected to be able to carry out nursing care in the hospital well. The length of work is associated with the skills and abilities of nurses in performing nursing care (Longhini et al., 2021).

Based on Table 4 above, shows that there is an increase in the application of assessment elements before and after training (76.9% and 90.4%) of Nursing Diagnosis (63.5% and 75.0%). Planning (51.9% and 88.5%). Measures (84.6% and 92.3%). Evaluation (53.8% and 90.4%). Nursing Care Records (78.8% and 98.1%). This result is supported by previous research which states that there is an increase in the implementation of Pillar IV NCDS before and after training by 69.8%. Not only that, but another study also stated that the implementation of Pillar IV NCDS increased significantly before and after being given training. It was concluded that MPKP training could increase nurses' knowledge so that they were able to perform Pillar IV NCDS well. MPKP training as an organized method ensures that a person has the knowledge and skills for the specific purpose that they get the knowledge needed to perform work tasks (Marquis & Huston, 2010). The benefits of training are part of an organization that can increase organizational work productivity which can create a harmonious relationship between superiors and subordinates when the decision-making process is faster, increases the morale of all workers, can encourage an attitude of management openness, facilitates the MPKP training process in hospitals.

The Peplau nursing theory concept model has four stages including the first stage, where the researcher and the client enter into an initial contract to build trust by fostering a trusting relationship and the data collection process occurs, the second stage, the identification phase of the nurse's role whether she has done or acted as a facilitator who facilitates the expression of the client's feelings and carrying out nursing care, third, the exploration phase where the nurse has helped the client in providing an overview of the client's condition by providing motivation and helping the client to mobilize early postoperatively and fourth, the nurse's resolution phase gradually motivates the client so as not to depend on the workforce health (Comley, 1994).

A leadership that is able to motivate the role of nurses in the implementation of nursing care from the results of this study shows that starting with growing high trust from leaders to nurses to start early mobilization to patients, and a significant influence from leadership on nurse performance, which raises the spirit of nurses (Rokhyati & Hasib, 2018). The difference in the increase in the implementation of the Pillar IV NCDS before and after the MPKP training proves that the training makes a positive contribution

to increasing nurses' knowledge about the implementation of the Pillar IV NCDS. The more often the training is carried out, the more understanding and knowledge that a nurse is able to carry out Pillar IV NCDS in hospital services.

## 5. Conclusion

There are differences in the implementation of pillar IV NCDS before and after being given MPKP training ( $p$ -value:  $<0.001$ ). From the survey, we may note how the Professional Nursing Practice Model Training (MPKP) affecting the number of nursing implementing the Pillar IV NCDs. After the statistical analysis, it is known that education level and the work experience of the nurses will significantly determine the success of the training, respectively with  $p$  value of  $<0.001$  and  $0.004$ . Data from the results can be used as recommendation to the hospitals' human resources department in designing their program in order to increasing the nurses' competences.

## Conflict of Interest

There is no conflict of interest. Nothing to disclosure.

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