

# THE RELATIONSHIP BETWEEN IMPLEMENTATION OF PRIMARY NURSE ASSIGNMENT METHOD WITH PATIENTS' SATISFACTION

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## Abstract

Nursing care as an integral part of health care and plays a vital role in improving quality healthcare services at the hospital. The study aimed to examine the relationship between the implementation of the primary nurse assignment method with patients' satisfaction. The cross-sectional study design was applied in this study. The findings showed that nursing orientation has a strong correlation with patients' satisfaction (RR-value = 3.64). Whereas, discharge planning was a weak correlation with interpersonal communication (RR-value = 1.70). Documentation has a stronger relationship with nurses' skills (RR-value = 4.94), and supervision was a weak correlation with nurses' ability (RR-value = 1.68). This method was sufficient to implement comprehensive hospitals to improve patients' satisfaction with healthcare services.

**Keywords:** primary nurse assignment method, patients' satisfaction

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## Introduction

A hospital is one of health care activities in a hospital, especially in inpatient nursing care in which nurses are the critical resources because besides the number is dominant in all health care providers in a hospital, they also provide 24-hour service within a week, and they have direct and constant contact with their patients. Nurses provide 90 % of hospital service; therefore, they play a significant role in determining service quality (1). The standard of evaluation and quality control explains that nursing care guarantees that nursing care will have high quality if nurses continuously get involved in the quality control program in a hospital (2).

Nursing is a profession; therefore, nurses are required to take responsibility for providing nursing care according to their competence and authority, either independently or cooperatively with the other health care providers. The method of assigning primary nursing is a system that will be applied in providing nursing care for patients to increase the quality of nursing care and the health standard (3).

The method of assigning primary nursing is a system of assigning nurses in a hospital. In this case, nurses should know what is needed by patients, nursing plans,

implementation, and evaluation; they should take the responsibility within 24 hours, commencing from the patients are receiving in a hospital until they are discharged from it (4). The method of assigning primary nursing is referred to as a primary nurse who takes care of five or six patients within 24 hours. She has to be able to be firm, to lead herself, to make a decision, to be responsible, and to communicate with the other professional health care providers (5). Wan et al. also point out that in the method of assigning primary nursing, the primary nurses should provide comprehensive nursing care for every patient; she should also have authority and autonomy during a patient is being treated in a hospital (6).

The process of providing nursing care, which has to be organized in the implementation of the method of assigning primary nursing, consists of some components: contract/orientation with clients, transfer of duty, nursing round, supervision, medicine centralization, discharge planning, and documentation (7). Sitorus also points out that the implementation of the method of assigning primary nursing has a positive impact on the quality of nursing care, which is related to the increase in patients' and families' satisfaction with nurses' services in the inpatient wards of a hospital (8).

### **The objective of the Study**

The study aimed to examine the implementation of the primary nurse assignment method with patients' satisfaction among nurses.

### **Research Methodology**

The cross-sectional study design was applied in this study. Ninety-seven samples were selected based on the inclusion criteria. The inclusion criteria of this study were 1) hospitalized patients at least 48 hours, 2) willing to participate in this study, and 3) be able to communicate in the Indonesian language. This study conducted at Rafflesia room, dr. Pirngadi Hospital, Medan. Three main instruments were used to obtain data as follows: 1) demographic data questionnaire, 2) Observation sheet and 3) Patients' satisfaction questionnaire.

The demographic data questionnaire consisted of aged, gender, hospitalized period, status, and education background. The researcher developed this questionnaire. The observation sheet was used to measure the implementation of the assignment method for the primary nurse. The components of the observation sheet consisted of 36 statements. The elements of this observation sheet included: 1) orientation, 2) weigh the acceptance, 3) nursing round, 4) centralization medicine, 5) home planning, 6) supervision, and 7) documentation.

Patients' satisfaction questionnaire consisted of 20 statements with a 4-likers scale point. The components of the questionnaire, including 1) interpersonal communication, and 2) nursing skill. Regarding the validity and reliability of the questionnaires. Three experts and pilots have validated those questionnaires tested for 30 patients.

The data were analyzed by using descriptive analysis to describe the characteristic of respondents and other variables. Correlation analysis by using the chi-square test also was used to examine the implementation of the method primary nurse assignment. This study also has been approved by the ethical committee of faculty of public health, Universitas Sumatera Utara, Indonesia.

## Results

### Respondents' characteristic

Table 1 showed that the majority of respondents were males (52.60%) and has been graduated from senior high school (53.60%). Most of the respondents were 11-20 years old (62.90%), and 69.10% of them have married. Regarding the caring period, most of them (61.90%) had been treated for 6-10 days.

Table 1 Respondents' characteristic

Characteristics	Frequency(F)	%(percent)
<b>Sex</b>		
Male	51	52.60
Female	46	47.40
<b>Age</b>		
1-10 years	6	6.18
11-20 years	35	36.08
21-30 years	30	30.94
31-40 years	20	20.62
>41 years	6	6.18
<b>Education</b>		
Elementary School	5	5.20
Junior High School	20	20.60
Senior High School	52	53.60
Graduate School	20	20.60
<b>Marital Status</b>		
Married	67	69.10
Single	13	13.40
Widow/Widower	17	17.50
<b>Treatment Duration</b>		
1-5 days	9	9.30
6-10 days	61	62.90
>10 days	27	27.80

### Frequency of primary nurse assignment method

Table 2 showed the primary nurse assignment method. The majority of respondents were a proper orientation on the primary nurse assignment method (91.80%). They were also sound good in the transfer of duty (93.80%). Regarding the nursing round, 91.80% of them did not implement it at all. However, most of them perform of primary nurse assignment method included medicine centralization (91.80%), discharge planning (91.80%), supervision (93.80%).

Table 2. Frequency primary nurse assignment method

<b>Primary nurse assignment method</b>	<b>F</b>	<b>%</b>
Orientation		
Good	89	91.80
Bad	8	8.20
Transfer of Duty		
Good	89	91.80
Bad	8	8.20
Round		
Good	6	6.20
Bad	91	93.80
Medicine Centralization		
Good	89	91.80
Bad	8	8.20
Discharge Planning		
Good	89	91.80
Bad	8	8.20
Supervision		
Good	89	91.80
Bad	8	8.20
Documentation		
Good	91	93.80
Bad	6	6.20

### Frequency of Patients' Satisfaction

Table 3 showed the rate of patients' satisfaction. The findings showed that most of the respondents were great interpersonal communication (93.80%). Most respondents also were satisfied with the nurses' skills (95.87%).

Table 3. Frequency of Patients' Satisfaction

<b>Patient Satisfaction</b>	<b>F</b>	<b>%</b>
Interpersonal Communication		
High	91	93.80
Low	6	6.20
Nurses' Skill		
High	93	95.87
Low	4	4.13

### Relationship between primary nurse assignment method and patients' satisfaction

Table 4 described the relationship between the primary nurse assignment method and patients' satisfaction. The findings showed that the component of the primary nurse assignment method, such as orientation, has a strong correlation with patients' satisfaction in terms of interpersonal communication (RR-value = 3.64). Whereas, another component of the primary nurse assignment method, such as discharge planning, was a weak correlation with interpersonal communication (RR-value = 1.70).

The findings showed that the component of the primary nurse assignment method, such as documentation, has a stronger correlation with nurses' skills (RR-value = 4.94).

Whereas, another element of the primary nurse assignment method, such as supervision was a weak correlation with nurses' ability (RR-value = 1.68).

Table 4. Relationship between primary nurse assignment method and patients' satisfaction

Primary nurse assignment method	Relative Risk (RR)	
	Interpersonal Communication	Nurses' Skill
Orientation	3.64	2.36
Transfer of Duty	3.41	2.27
Medicine Centralization	2.30	1.82
Discharge Planning	1.70	2.33
Supervision	2.18	1.68
Documentation	2.27	4.94

## Discussion

Proper orientation could improve the patients' satisfaction. Based on the researchers' observation found that nurses implemented the services orientation correctly, all patients. This strategy improved the patients' satisfaction. This study was consistent with the previous study revealed that the implementation of the primary nurse assignment method improved patients' satisfaction (10). Another study also showed a positive effect on satisfaction among patients, doctors, nurses, and healthcare management (11).

This study also found that nurses did the transfer of duty correctly with the nurse. The method also proved the patients' satisfaction. It was consistent with another study confirmed that the primary nurse assignment method is one of nurses' assigning system to understand patients' needs, nursing plan, implementation, and evaluation, and their responsibility in 24 hours, commencing from patients come to a hospital until discharged from a hospital (12).

Regarding the implementation of the nursing round at the hospital, this study found that nurses did not implement nursing rounds properly for patients. In contrast, this strategy is essential to understand patients' conditions and update information about the nursing care plan. Previous study also described that implementing the primary nurse assignment method could effective nursing care since nurse who handles from 5 to 6 patients in 24 hours has to be able to show her firmness, to lead her self, to make decision, to take responsibility, and to communicate professionally with the other inter-professionals (nursing consultants) and health care providers (14).

Discharge planning among patients should be appropriately prepared to improve the patients' satisfaction and to prevent readmitted among patients. This study found that most nurses prepare proper discharge planning. Therefore, patients felt more satisfaction. These findings were similar to the previous study mentioned that discharge planning was significantly improved a patients' satisfaction (15).

Patients' satisfaction has proved adequate supervision. In this study found that implementation the excellent guidance and development for all nursing team sustainably. The findings were consistent with the previous study found that adequate supervision was a positive effect on patients' satisfaction in terms of the caring method (16). Moreover,

another study also showed that the implementation of adequate primary nurse assignment methods was effective on the quality of nursing care (17).

Documentation is the last primary nurse assignment method. This method also has proved to increase patients' satisfaction. The finding was also similar to a study found that sufficient nursing documentation was essential to understand patients' needs, nursing plans, implementation, and evaluation (18). A nurse has to take responsibility in 24 hours, commencing from the entrance of patients to a hospital until they are discharged from a hospital (19)

## Conclusion

The findings of this study showed a positive effect on patients' satisfaction after implementation of the primary nurse assignment method at Raflesia Ward of dr. Pirngadi, Medan. Therefore, it necessary to recommend the healthcare management of dr. Pirngadi Hospital to implement a primary nurse assignment method to the nursing care in all wards of the hospital

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