

## Original Research Article

**RELATIONSHIP OF NURSE WORK EXPERIENCE AND EDUCATION WITH PATIENT HANDLING RESPONSE TIME IN INSTALLATION EMERGENCY ATTENTION RSUD dr. R. KOESMA TUBAN**

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**ABSTRACT**

**Introduction.** Response time can cause physical disability and death in patients, the speed, in this case, is an action less than 5 minutes from the patient's arrival at the Emergency department, indirectly experience and education may be related to the length of response time. Based on the problem above, the researcher is interested in researching The relationship between work experience and nurse education with response time for handling patients in the Emergency Installation of RSUD dr. R. Koesma Tuban. **Method.** This research uses an analytic survey research design with a cross-sectional time approach. Respondents in this study are all nurses at the RSUD Dr. R. Koesma Tuban were 23 nurses, the technique used in the study was total sampling. The independent variable in this study is work experience and nurse education while the dependent variable is the response time for patient care. **Result.** The instrument used was a questionnaire, and the analysis of this study used the Pearson correlation test. Statistical test results on work experience variables with response time obtained Sig (2-tailed) of 0.04 less than 0.05 then there is a correlation, while for the education level variable obtained Sig (2-tailed) 0.58 greater than 0.05 then it does not have a correlation to response time. **Discussion.** So it can be concluded from the results of statistical tests there is a relationship between work experience with the response time of handling patients and the level of education has no relationship with response time.

**Keywords:** Nurse Education, Response Time for Patient Handling, Work experience

**INTRODUCTION**

The lack of response time from nurses, both in taking action on patients based on the severity of the case, life expectancy and the success rate to be achieved by the service standards of the Emergency Room (IGD) owned, increased the response time required in handling emergency cases in the ER (Knippa & Popies, 2020).

Response time long periods can be fatal for patients in the form of physical disability or death, causing family and patient disappointment with the services offered by hospitals (Koning et al., 2022),

According to the Indonesian Ministry of Health (2006) Response time is one of the things that affects the success of medical treatment for patients. emergency department with the speed of providing adequate assistance to emergency sufferers, both in daily routine situations or during disasters. The success of the response time is very dependent on the speed available and the quality of assistance to save lives or prevent disability from the scene, en route to hospital assistance. Speed of Service, namely the target time for services to be completed within the time specified by the service delivery unit (response time

in IGD RSUD dr. R. Koesma Tuban in handling patients starting from the patient entering until the determination of triage is included in the fast response time, by the provisions of the Ministry of Health, which is 5 minutes from the first arrival of the patient in the ER until the triage is carried out, after determining triage as for the waiting time for patients through the designated medical service zone. according to the triage category to receive treatment with the appropriate provisions, namely prioritizing patients with severe emergencies and several other factors such as patient density.

Emergency Installation as the main gate for handling emergency cases in hospitals plays an important role in efforts to save the lives of clients. Elwyn (2021) has demonstrated the importance of response time even in patients other than those with heart disease. The response time mechanism, in addition to determining the extent of damage to internal organs, can also reduce the cost burden. The speed and accuracy of the help given to patients who come to the ER require standards according to their competence and ability so that they can guarantee an emergency treatment with a fast response time and proper treatment, this can be achieved by improving facilities, infrastructure, human resources, and hospital emergency department management according to standards (Fanina, 2021).

Based on the problem above, the researcher is interested in researching "The relationship between work experience and

nurse education with response time for handling patients in the Emergency Installation of RSUD dr. R. Koesma Tuban".

## METHOD AND ANALYSIS

Research with a cross-sectional approach seeks to study the relationship between risk factors as a cause and the impact of these causes. Risk factors and their impact will be observed at the same time. The researcher determined that the population in this study was the total number of nurses in the Emergency Department of RSUD dr. R. Koesma Tuban a total of 23 nurses. The sample in this study were nurses in the Emergency Department of RSUD dr. R. Koesma Tuban as many as 23 respondents. The criteria that will be used for research are inclusion and exclusion criteria.

## RESULTS

Table 1 Distribution of Respondents by Gender

No	Gender	Frequency	Percentage (%)
1.	Female	9	39.13%
2.	Male	14	60.87%
	Amount	23	100%

Based on table 1, 23 (100%) respondents found that almost all 14 (60.87%) respondents were male.

Table 2 Distribution of Respondents by Age

No	Age	Frequency	Percentage (%)
1.	26-35	17	74%
2.	36-45	5	22%
3.	46-55	1	4%
	Amount	30	100%

Based on table 2, 23 (100%) respondents found that almost all 17 (74%) respondents were aged 26-35 years.

Table 3 Distribution of Respondents by Period of Work

No	Level of education	Frequency	Percentage (%)
1.	Bachelor	8	34.8%
2.	Diploma	15	65.2%
	Total	23	100%

Based on table 3, it is found that the minimum value is 1 year of service, the maximum value is 25 years, and has the highest frequency of 1 and 2 years with an average value of 8.13.

Table 4 Distribution of Respondents Based on Last Education

Min	Max	Mean	Media	Mode	Std. Devition
1	25	8.13	4.00	1, 2	7.742

Based on table 4, 23 (100%) respondents found that most of the 15 (65.2%) respondents took the Diploma education level.

## DISCUSSION

### 1. Identification of Work Experience with Response Time for Patient Handling in the Emergency Installation of RSUD dr. R. Koesma Tuban

The result analysis and interpretation of data in May 2022 conducted by researchers on emergency room nurses at RSUD dr. R. Koesma obtained a minimum value of 1 year of service, a maximum value of 25 years, and has the highest frequency of 1 and 2 years with an average value of 8.13, the work experience variable has a significant relationship with response time with a

moderate correlation ( $r = 0.41$ ) and the direction of the negative correlation which means that more work experience does not determine that the response time of handling will be faster than those who have little work experience.

According to (Dewart et al., 2020) who says that there is no convincing reason that people who have long work experience in a job will be more responsive than those with seniority or who are new, the length of work of nurses in a hospital is not synonymous with productivity. high too. Factors that can affect the response time of nurses in the ER include: patient character, staff placement, stretcher, health workers, patient arrival time, management implementation, examination strategy, selected treatment, length of service, education, and workload (Jamal et al., 2021).

From the theory above, it can be concluded that work experience is not the main factor determining response time, this is to the results of researchers that getting work experience does not guarantee that someone will handle faster than those with little experience, but one of the advantages of having experience work, namely being able to improve skills in dealing with patients due to doing the same and repetitive work, and being able to understand the division of tasks between nurses to be more systematic with the advantage of reducing patient waiting time, nurses on duty in the emergency room are required to standardize the speed

and accuracy of handling patients which of course nurses who are trained in caring for patients continuously in daily circumstances, This supports that someone who has long work experience will tend to take action to be more thorough which results in relatively longer handling times.

Based on this study, it was concluded that work experience does not mean that the response time for handling will be faster than those who have little work experience, but work experience can be interpreted as something that nurses must have to hone work skills in a certain period, in the emergency room of RSUD dr. R. Koesma Tuban has various levels of service for each nurse and is supported by emergency training certification which is a supporting factor in the accuracy of patient care in addition to work experience.

## **2. Identification of Education with Response Time for Patient Handling in the Emergency Installation of RSUD dr. R. Koesma Tuban**

Based analysis and interpretation of data in May 2022 conducted by researchers on nurses in the emergency room of RSUD dr. R. Koesma Tuban from these results indicates that most of the 15 (65.2%) respondents took the education level of DIII and 8 (34.8%), it is known that the education level variable has a significant level of  $p = 0.58$ , so the education level is not correlated with response time.

According to Sikula (in Mangkunegara, 2003), the level of

education is a long-term process that uses systematic and organized procedures, in which managerial workers learn conceptual and theoretical for general purposes, in assessing a person's skills in this case nurse response time, not necessarily determined by the level of education may be influenced by other factors such as the motivation of the nurse itself. Moore et al., (2020), an important factor to realize and create an effective service implementation consists of regulatory factors, organizational factors, awareness factors, income factors, ability factors as well as expertise and skills, as well as service facilities factors.

This study is by the results of research by ,which found that there was no significant relationship between nurse education and nurse response time in handling emergency patients. Educated nurses can also help patients and families in educating various information from caregivers. services or knowledge about the patient's health and especially in taking consent for nursing actions given to patients can also play a role in maintaining and protecting patient rights which include the right to the best possible service, the right to information about their illness, therefore it is very important to a nurse has a good education to provide the best service.

Based on statistics for windows output results with the Pearson Analysis Test, it was found that the level of education of nurses with Diploma graduates and Bachelor Nurses did not

correlate with response time, besides that all emergency room nurses had been provided with emergency training regardless of the background of the nurse's education level. So it can be concluded that there is no relationship between a nurse's education level and response time

### CONCLUSION

Based on research can be concluded as follows: Experience of working as a nurse in the emergency room at RSUD dr. R. Koesma Tuban that the highest frequency value of respondents is having a working period of 1 and 2 years. Level of Nursing Education in the Emergency Room at RSUD dr. R. Koesma Tuban mostly took a Diploma education level. Response time handling of patients in the emergency department of dr. R. Koesma Tuban almost half have a response time of 5 minutes. There is a Relationship between Work Experience and Response Time for Patient Handling in the Emergency Installation of RSUD dr. R. Koesma Tuban with a negative correlation direction which means that more work experience does not determine that the response time for handling will be faster than those who have little work experience.

1. There is no Relationship between Education Level and Response Time for Patient Handling in the Emergency Installation of RSUD dr. R. Koesma Tuban

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