
Application Of Nurse Response Time In The Implementation Of Emergency Management Priority Determination On Accident Patients In Porsea Hospital

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Abstract

The philosophy emergency care that it's Live Saving Time Saving for all actions performed during emergency conditions must be really effective and efficient and the response time is calculated from the emergency care of patients come to do treatment. The condition is reminiscent of the patients losing their lives in the next three defects even very short. The purpose of this study was to identify application response time nurse in the prioritization of handling emergency accident patients in Emergency Department of Balung General Hospital. This was non-experimental research with cross sectional design. The sampling method using purposive sampling, with a population of 32 respondents in order to obtain a sample of 30 respondents. The research instrument used was the observation sheets and questionnaires. This study showed that was application response time nurse in the implementation of the prioritization of handling emergency accidents in patients with Spearman Rho significance level $\alpha = (0.001)$. The response time nurse in prioritization of handling emergency accident patients should be improved in order to achieve the quality of service quality to patients and families of patients who receive services.

Keyword: Response Time, Prioritization Of Treatment, Patient Accidents

INTRODUCTION

Emergency Management has a philosophy that is Time Saving it's Live Saving. This means that all actions taken during emergency conditions must be truly effective and efficient. This is reminiscent of the condition that patients can lose their lives in just a matter of minutes. Stopping breath 2-3 minutes in humans can result in fatal Death. (Sutawijaya, 2009). Emergency situations that often occur in the community include the condition of someone who experiences respiratory arrest and cardiac arrest, unconscious accidents, injuries such as fractures, bleeding, stroke cases, and disaster victims. Emergency department cases due to traffic accidents are the leading cause of death in urban areas. (Sukoco, 2010). One indicator of the success of medical treatment of emergency patients is the speed of providing adequate assistance to emergency patients either in routine daily circumstances or during disasters. The success of the response time or response time depends on the speed available and the quality of assistance to save lives or prevent disability from the scene, on the way to hospital assistance. the first emergency involves two main components, namely Pre-Hospital Phase assistance and Hospital Phase. Both components are equally important in emergency relief efforts. (Muwardi, 2005) response time health workers concluded that 67.5% of nurses are less responsive to their duties in the field of emergency and feel the burden is heavier than the officers in the room/other work units, 80.0% of nurses are less responsive to their duties because of the facilities and support facilities available in the medium category, because there are still facilities and equipment that should the number and quality are not in accordance with the standards, 77.5% of nurses are less responsive to emergencies because the standard of service procedures are less qualified. (Girsang,2005) Response time or timeliness given to patients who come to the emergency room requires standards in accordance with their competence and ability so as to ensure an emergency department with a fast response time and proper handling. Response time is also categorized with priority P1 with handling 0 minutes, P2 with handling <30 minutes, P3 with handling <60 minutes. This can be achieved by improving facilities, infrastructure, human resources and hospital emergency room management according to standards (Kepmenkes, 2009).

RESEARCH METHODS

Research Design

This study uses analytical survey research design with cross sectional approach. This research was conducted in the emergency room of Porsea hospital on February 24-March 24, 2024.

Population and sample

Based on preliminary studies conducted, the population of this study were patients with priority I and Priority 2 in the emergency room of Porsea hospital with a total of 30 patients accidents, sampling techniques are purposive sampling.

Data Collection

In this study the instruments used are observation sheets researchers used to determine the response of nurses in a matter of minutes and questionnaires used to determine the suitability of priority determination. The questionnaire sheet contains general data including the type of name, gender, age, education, occupation. The questionnaire contains 20 questions using a likert scale. Likert scale is a scale that can be used to see the appropriateness of determining the priority of nursing care in the emergency room. There are two forms of questions that use the likert scale, namely the form of positive questions to measure positive service, and the form of negative questions to measure negative Service. On the dependent variable likert scale is used with the assessment of very appropriate (value 4), appropriate (value 3), not appropriate (value 2), very inappropriate (value 1) emergency. After subjects using statistical correlation test.

Chart 1. Frequency distribution of response time in accident patients in emergency room of Porsea hospital, February 2024

Response time (Minutes) (%)	Total (People)	Percentage
0	18	60,0
2	4	13,3
5	4	13,3
10	2	6,7
20	1	4,3
30	1	4,4
Total	30	100,0

Based on Table I above, respondents were given <0 handling indicating that most of the minutes were 18 respondents (60.0%).

Table 2 frequency distribution of suitability of respondents in the emergency room of Porsea hospital, February 2024

Level of conformity	Total (People)	Percentage (%)
Not very suitable	4	13,3
not suitable	8	26,7
suitable	6	20,0
Very suitable	12	40,0
Total	30	100,0

willing to be studied, the subject or respondent must sign a consent sheet to become a respondent and fill out a questionnaire in the form of a statement sheet that has been prepared by the researcher. After the data collected, data processing is done through checking the completeness of the data, scoring, and tabulation of data and then performed data analysis. The collected Data is then analyzed. Based on Table 2 above shows that most respondents said it is very appropriate in determining priorities as many as 12 respondents (40.0%). Spearman Rho bivariate analysis.

RESULTS AND DISCUSSION

Based on the results of the study found that the response time of most nurses handling 0 Minutes that is as many as 18 respondents (60.0%). 2 minutes handling as many as 4 respondents (13.3%), 5 minutes handling as many as 4 respondents 13.3 (13.3), 10 minutes handling as many as 2 respondents (6.7%), 20 minutes handling 1 respondent (3.3%), 30 minutes handling 1 respondent (3.3%). Nurse Response time is the speed or response time of fast service (reponsif), calculated from the patient comes until handling. Service response time is a combination of response time when the patient arrives at the door of the hospital to get a response or response from the emergency department personnel whose service time is the time required for the patient to complete. Researchers argue that nurses are very responsive to patients. Visible response time (response time) to the patient 0 minutes, when the patient arrives at the emergency department. Nurses in the emergency department intalansi should be calm but dexterous and think before acting, do a quick and careful assessment of life-threatening problems in addition nurses improve the performance of knowledge for nurses and the ER about Emergency Nursing need to be held about the renewal-renewal of Emergency Nursing in the emergency room by attending emergency training, following BCLS certification, emergency, train emergency skills internally and evaluate activities to improve attitudes in handling victims of traffic accidents in the emergency room. Response time is very important in dealing with emergency patients, especially patients with priority 1, a quick response time can lead to confidence in the service felt by the patient's family is also supported by caring or empathy and anger as well as good communication between the patient's family and health workers, especially nurses. Based on the results of the study, it was found that the suitability of most patients stated that they were very suitable, namely 12 respondents (40%), 8 respondents (26.7%) stated that they were not suitable, 6 respondents (20%) stated that they were suitable, 4 respondents (13.3%) stated that they were not suitable. The customer is the main focus in the discussion of customization and quality of Service. In this case the customer plays an important role in measuring the level of conformity to the services provided by the company to assess the quality of Service. The importance of the role of customers for the survival of the company is often expressed by business people by expressing it in the form of praise and pride to customers. (Hendrik, 2010). Based on the questionnaire data, most of the respondents stated that it was in accordance with the treatment given by nurses. And there are still some who say it is not in accordance with the handling done by nurses. This proves that there are still respondents who feel that the handling of nurses is not appropriate. Nurses must have the ability to handle emergencies properly and create trust for patients. Suitability starts from the reception of patients from the first time they come to get services, services are formed based on 5 Principles of service quality, namely speed, accuracy, security, friendliness and comfort of service, so that from the role of nurses who advocate for patients and handling fast, precise, comfortable and friendly nurses to patients will cause an increased level of trust and good performance. Based on statistical tests Spearman Rank / Rho ($\textcircled{3}$ 0.05) obtained a value of Pvalue = 0.001 where P value < 0.05. Thus H1 is accepted which means there is a significant relationship between nurse response time and suitability of handling in accident patients. According to the researchers, the nurse's response time in handling emergencies that are fast and precise will increase the level of suitability to the patient and the patient's family. It can be seen from the results of the study that the faster the nurse's response time to the patient, the level of trust will increase and vice versa, the slower the response given by the nurse will reduce the level of trust of the patient or the patient's family to the nurse's performance. The nurse must be able to provide information to the patient so that the patient and the patient's family know how many minutes the standard treatment should be done. If the patient or the patient's family knows how many minutes of response time should be given by the nurse to the patient in accordance with the emergency, then the family will understand. A patient or a patient's family who receives good information will show confidence in the nurse's performance, especially when doing the response time appropriately according to the

emergency. A nurse who provides information about the emergency response time to the patient or the patient's family, will have a positive impact, one of which is increased confidence in the nurse

CONCLUSION

Most of the respondents who were given response time (response time) handling 0 minutes as many as 18 respondents (60.0%), of the 30 respondents who were in the emergency room of Porsea hospital, most of the respondents stated that it was in accordance with the response time (response time) in emergency services as many as 12 respondents (40.0%), of the 30 respondents who were in

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