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## “Optimizing The Role of Nursing and Health Professionals to Enhance Health Care Quality in The New Normal Era”

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### NURSE CARING BEHAVIORS AND PATIENTS' LENGTH OF STAY: CORRELATIONAL STUDY

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#### ABSTRACT

**Background:** Nursing is a profession that emphasizes an attitude of care and affection for patients. Nursing puts forward an understanding of human behavior and responses to health problems, how to respond to others, as well as understanding the advantages and disadvantages of patients. This study aims was to correlate the nurse's Caring behavior with the length of stay in the Inpatient Installation of Dr.R.Soedarsono General Hospital, Pasuruan City. **Method:** This research used the correlational descriptive method. The number of samples were 37 nurses. Variable In this research were nurse's Caring behavior and the length of stay. The data obtained will be analyzed used Rank Spearman **Results:** The results of Spearman Rank analysis show there was relationship between a nurse caring in nursing services with length of stay. It was shown with a significant 0.009 with a positive relationship direction of 0.501 so that it showed a relationship with a moderate category between the relationship of caring nurses in nursing services with length of stay. **Discussion:** The conclusion of this study there was a relationship between nurses caring behaviors and a length of stay. Based on this research it is recommended that Hospital continue to improve caring ability for professional nurses with skills training about caring behavior.

Keywords: Caring, nursing services. length of stay

#### BACKGROUND

Hospitals as one of the health facilities that provide health services to the community have a very strategic role in accelerating the improvement of community health status. Hospitals are required to provide quality services by established standards and can reach all levels of society (Ministry of Health, Republic of Indonesia, 2008). Quality services can be provided by hospitals to the community, by preparing existing services at hospitals, including nursing services. Nursing services as a form of professional service, as an integral part that can not be separated from the overall health care effort and also as one of the determinants of both the poor quality and image of the

hospital. Nursing services have an important role in improving the quality of health services in hospitals (Asmadi, 2008).

Nursing Service quality can be assessed by several indicators namely; 1) BOR (Bed Occupancy Rate) or the ideal bed use rate is 60-85%, 2) The term TOI (Turn Over Interval) is used for a bed turnover that is ideally within the range of 1-3 days, 3) LOS ( Length Of Stay ) the term used to refer to the patient's length of stay the standard value is 6-9 days, 4) NDR ( Net Death Rate ) is the death rate within 48 hours for 1000 patients who are discharged, 5) BTO ( Bed Turn Over ) is a number bed turnover in one year ideally in one bed used in one year that is 40-50 times

(Ministry of Health Republic of Indonesia, 2009)

Nursing is a profession that emphasizes an attitude of Care and affection for patients. Nursing puts forward an understanding of human behavior and responses to health problems, how to respond to others, as well as understanding the strengths and weaknesses of patients.

Nursing as a profession that is part of the community will continue to change in line with community development, one of which is the demands of the community's need for quality health services, so nurses are expected to improve and develop professional abilities to provide the best nursing services to the community.

Wartawan (2012) mention the factors that influence the length of stay of patients in the hospital, among others: the patient's medical condition, socioeconomics, diagnosis, types of actions and planning of therapeutic actions, personnel involved in the treatment process and hospital administration policies.

#### **PURPOSE**

This study aims was to correlate the nurse's Caring behavior with the length of stay in the Inpatient Installation of Dr.R.Soedarsono General Hospital, Pasuruan City.

#### **METHODS**

This type of research is quantitative research, namely research methods with data in the form of numbers and analysis using statistics (Sugiyono, 2015). The quantitative approach is carried out in an independent study (in the context of testing hypotheses) and rests the conclusion of the results on a probability of rejecting a null hypothesis. The design of this study used a correlational descriptive design that was research conducted to determine the level of relationship between two or more variables, without making additional

changes or manipulation of existing data. Researchers used a cross-sectional approach which is a type of research that emphasizes the measurement time or observation of independent and dependent variable data only once at a time. Independent and dependent variables are assessed simultaneously at one time, so there is no follow up. With this study, the prevalence or effect of a phenomenon (dependent variable) will be related to the cause (independent variable) (Nursalam, 2013).

#### **RESULTS**

The results of characteristics of respondents can be seen in the table below:

**Table 1** Characteristics of respondents

<b>AGE</b>	<b>F</b>	<b>%</b>
20 - 35	25	67
36-50	11	29
> 50	1	4
<b>GENDER</b>	<b>F</b>	<b>%</b>
WOMAN	21	57
MALE	16	43
<b>EDUCATION</b>	<b>F</b>	<b>%</b>
S1	5	14
D3	32	86
<b>LONG TIME OF WORK</b>	<b>F</b>	<b>%</b>
1-5 years	13	35
5-10 years	16	43
> 10 years	8	22
<b>Caring rate</b>	<b>F</b>	<b>%</b>
Good	12	32
Enough	25	68

Source: Primary Data (2019)

Based on table 4.1 the characteristics of respondents based on age, it can be seen that most of them were aged 20 - 35 years, namely 25 respondents (67%). Characteristics of respondents based on the sex of the majority was women as many as 21 respondents (57%). Most respondents with D3 level of nursing were 32 respondents (86%). Respondents' work can be seen that most work for 5-10 years, as many as 16

respondents (43%). The length of stay of patients most of the *caring* nurses in care that was enough that was as many as 25 respondents (68%). Patient stay, most of them were fast in treatment, that is 30 respondents (81%).

**Bivariate Analysis**

Bivariate analysis was carried out on two variables, namely the relationship of *caring* nurses in nursing services with length of stay in Internal Room 2 RSUD DR. R. Soedarsono. Analysis of the data in this study was using the *Spearman Rank* correlation with the SPSS program can be seen in the table below:

**Table 2 Spearman Rank Correlation**

		Correlation Coefficient	Caring Nurse	Duration of treatment
Spearman's rho	Correlation Coefficient	0.501	26	26
	Sig. (2-tailed)	.009		
	N		26	26
Duration of treatment	Correlation Coefficient	0.009	26	26
	Sig. (2-tailed)	.009		
	N		26	26

Rank Spearman analysis results show there was a nurse caring relationship in nursing services with length of stay was shown with a significant 0.009 with the direction of a positive relationship of 0.501 so that it showed a moderate relationship between the caring relationship of nurses in nursing services with length of stay.

**DISCUSSION**

**Caring Nurses in Nursing Services**

Based on table most of the nurses caring to provide nursing services entered the category pretty much as 25 respondents

(68%). According to research conducted by Bagus Setyo Prabowo, et al, entitled the relationship of nurses' cognitive levels about caring nurses with caring applications in the inpatient room of H Koesnadi Bondowoso Hospital said nurses who have cognitive levels of caring are good, will have 4.4 times the chance to behave caring compared with nurses who have poor cognitive levels. The researcher analyzes the many factors that result that nurses in the category of good nurses caring for patients. Among other heavy workloads, the number of nurses is not balanced with the number of patients, the types of cases in that room vary so that nurses who work in the room can not be optimal in providing nursing services with caring behavior.

**Duration of Hospitalization**

Based on the results of the study, the length of stay of patients is mostly in the fast category of care, which is 30 respondents (81%). Length of stay is the average length of stay of a patient. The ideal length of stay according to the Indonesian Ministry of Health 2005 is between 6-9 days. This indicator provides an overview of the level of efficiency and quality of service when applied to certain diagnoses for further treatment. According to Multaza's research entitled Relationship of the length of stay with anxiety levels of children aged 8-11 years in the children's ward of Dr. Zainal Abidin General Hospital in Banda Aceh stated that there was a significant relationship between the length of stay and level of anxiety of children. According to the researchers' assumptions, the length of stay is quite fast. This is influenced by many factors including the type of illness, the way patients go home whether forced to go home, on doctor's instructions, move to another hospital, or die, the patient at home or not, comfortable or not, nurses on duty caring or not, etc. Patients stroke

nonhemorrhagic would be different from a long hospitalization in patients with fever typhoidal, surgery patients laparotomy certainly different patients with renal failure, etc.

### **Relationship of Caring Nurses in Nursing Services to Inpatient Length**

Rank Spearman analysis results show there is a nurse caring relationship in nursing services with length of stay was shown with a significant 0.009 with a positive relationship direction of 0.501 so that it showed a relationship with a moderate category between the relationship of caring nurses in nursing services with length of stay. A nurse tries to get to know who his client is, pay attention to the patient and how a nurse behaves according to circumstances. The real form is recognizing the patient's name, recognizing the strengths and characteristics of the patient, calling the name with a preferred name, prioritizing the patient's interests rather than personal interests, making time for the patient even when he is busy, listening to the patient's complaints and needs, respecting and respecting the patient's opinion, providing social support to meet the needs and improve the health status of patients. In line with research conducted by Prabowo and Dodiwijaya, namely the cognitive level of nurses about caring with the application of caring practices in the inpatient room of H Koesnadi Bondowoso Hospital with the results of nurses who have cognitive levels of caring well, will have 4.4 times the opportunity to behave caring compared to nurses who have poor cognitive levels.

### **CNCLUSION**

Most of the caring of nurses in nursing services for length of stay is in the sufficient category. There is a relationship between nurse caring in nursing services and length of stay

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