

Original Article

Nurses Performance after Accreditation at Inpatient Rooms of the Anuntaloko Hospital

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Abstract

Background: Hospital accreditation can encourage nurse performance to be better in providing quality, professional, responsible health services in hospitals and paying attention to patient safety efforts.

Aim: This study was to determine the performance of nurses after accreditation in the inpatient room of Anuntaloko Hospital, Parigi.

Methods: This research was used quantitative research with a descriptive approach. Respondents in this study were 96 nurses who served in inpatient rooms at Anuntaloko Hospital. The research instrument was used a performance questionnaire consisting of work quality, work quantity, punctuality, presence, and cooperation ability. Data were analyzed descriptively by the average score of their items, besides the use of amplitude (minimum and maximum) and dispersion (standard deviation) measures.

Results: The results showed that 57 nurses (59.4%) had high performance and 39 nurses (40.6%) had low performance. The highest mean value of the five items of Nurses Performance is presence with an average score of 87.82. The second is cooperation ability with an average score of 81.14 followed by punctuality of 81.14. The average score of work quality is 79.40. Meanwhile, the lowest average score in nurses performance is work quantity with a score of 78.92.

Conclusion: The performance of nurses after the accreditation of Anuntaloko Hospital showed high performance. This high nurse performance is based on the aspects of work quality, work quantity, punctuality, presence, and cooperation ability.

Keywords: Accreditation, Nurses, Performance, Hospital.

Introduction

The government has the responsibility to provide quality health services to improve and maintain health and improve people's welfare. One of the regulations made by the government to guarantee the quality of health services is to accredit health services such as hospitals. Implementation of hospital accreditation according to standards is carried out in order to achieve an increase in the quality of patient health and safety services as well as good hospital governance, so that quality, professional and responsible health service delivery is realized in hospitals (Kemenkes, 2022).

The positive impact of hospital accreditation is encouraging the application of standards that improve the quality of hospital services and increase cooperation between professional disciplines in patient care. Health professionals support the accreditation program because it is an effective strategy to ensure quality, better organizational performance after accreditation, provides guidelines for quality management and better organizational safety.

Changes that occur after accreditation in health organizations include: administration and management, review systems, medical staff organization, facilities and physical security, nursing services, and planning that provide opportunities for health professionals to reflect on organizational practice, introduce sustainable quality programs, and quality improvement in clinical guidelines (Sari, 2021).

The hospital is an institution engaged in the field of health services with the responsibility of providing treatment, care, seeking the recovery and health of patients and seeking healthy life education for the community (Tulasi, M., Sinaga, M., and Kenjam, 2021). To guarantee the quality of hospital health services, the Government of Indonesia issued a policy through the Ministry of Health by issuing Regulation of the Minister of Health of the Republic of Indonesia Number 34 of

2017 concerning Hospital Accreditation. This decision was issued in the context of efforts to improve service quality and protect the safety of hospital patients.

In 2021, the Ministry of Health noted that 3,120 hospitals had been registered. 2,482 or 78.8% of the hospitals have been accredited and 638 hospitals or 21.2% have not been accredited. The Indonesian government hopes that by 2024 all hospitals will have been accredited according to the 2020-2024 RPJMN target (Kemenkes, 2022). Service quality is strongly influenced by the performance of human resources in hospitals, both medical and non-medical personnel (Watmanlussy, et al., 2020).

Nurses as medical personnel have the main role and are most highlighted by the community as actors/providers of nursing care, nurses can provide nursing services directly and indirectly to clients and use the nursing process approach in providing services to patients in hospitals (Ardiansyah, 2022). The clinical role of nurses is very important in patient care, requiring nurses to play a proactive role in quality improvement and patient safety programs as well as hospital risk management programs (Kemenkes, 2022).

Accreditation can encourage nurses to pay more attention to patient safety efforts in hospitals, including by implementing better standard operating procedures in efforts to prevent infection, mobilize patients, and provide nursing care. In addition, accreditation also encourages nurses to carry out complete documentation, encourages nurses to carry out health education to patients and families intensively and encourages integrated documentation so that it creates communication between the health team treating patients (Munthe, 2022).

The accreditation process also poses a number of psychosocial risks to healthcare professionals, such as increased work demands during the accreditation process including increased working hours, work

speed. This demand can affect not only their health but also impact on patient care (Alshamsi et al, 2020). The positive impact of hospital accreditation is an increase in the quality of services provided by hospitals through improving the quality of management (81.8%), 27.27% can increase employee participation, and 54.54% can increase the quality of results (Avia, I and Hariyati, 2019). Hospital accreditation also consistently has a consistently positive impact on safety culture, performance measures related to process efficiency, and patient length of stay but not related to employee satisfaction and patient satisfaction and experience (Hussein et al, 2021).

Anuntaloko Hospital is a hospital owned by the Government of Parigi Moutong Regency. This hospital is a type B hospital and has been accredited with the “Madya” rating in 2019 with the registration number: KARS-SERT/1211/XI/2019. This means that the standards for providing services to patients and efforts to create a safe, effective and well-managed hospital organization have been fulfilled with the results of the assessment in the patient safety target section getting a minimum score of 70% (Kemenkes, 2022).

In 2015 it was noted that the achievement of minimum service standards for inpatient care at Anuntaloko Hospital had not been achieved, where the incidence of nosocomial infections was still high (28.1%), the number of deaths of patients > 48 hours was still high at 1.2% and customer satisfaction in inpatient services which only reached 89%. This shows that the performance of nurses in providing nursing services is not maximized. The high number of patient safety incidents in several reports in Indonesia indicates a weak relationship between accreditation status and patient safety.

The current existence of hospitals in responding to competition, also needs to try to increase productivity with set standards. The application of accreditation standards encourages changes in quality hospital

services and increases cooperation between professional disciplines in patient care and good accreditation can improve service quality and increase public confidence in being treated at the hospital. Government efforts that require hospitals to carry out accreditation so that hospitals prioritize service, safety and protection to the community (Sari, 2021).

Method

Design and Participants: The type of research used in this study is quantitative research with a descriptive approach. This research method is to describe or analyze a research result using a Data Collection and Instrument. Data was collected using a questionnaire consisting of the characteristics and performance of nurses adopted from Mathis, and Jackson, (2016), where nurse performance is measured based on quality, quantity, punctuality, attendance, and ability to cooperate. The performance questionnaire consists of 15 question items using a Likert scale. The questionnaire has been tested for validity and reliability where the value of r count > r table (0.361) means that all of the questionnaire question items are valid and the Cronbach alpha value is > 0.60 so that the research questionnaire is reliable for use in this study. The researcher first explained to the nurses in hospitals where they work and nurses who were willing to be respondents, they were asked to fill out and sign a consent form and fill out the distributed questionnaires. In this study, researchers maintain the privacy of all nurses and anonymity, respect their right to privacy, and keep the identity of the nurses who are respondents in this study confidential. The time needed for nurses to fill out the questionnaire is only around 15-20 minutes and is done when the nurse is in the nurse's room or is not carrying out nursing actions that can interfere with their main job. This research has been approved by the High School of Health Sciences of Indonesia Jaya and the Nursing Study Program of the High School of Health Sciences of Bala

Keselamatan, and has received permission from the Director of Anuntaloko Hospital and the Head of the Inpatient Treatment Room. The background and purpose of the research, discusses the research gaps and emphasizes how important this research is for nurses and the certain population or sample, data collection uses research instruments, and data analysis is quantitative or statistical (Sugiyono, 2019). Respondents in this study were 96 nurses who served in inpatient services at Anuntaloko Hospital, Parigi Moutong Regency, Central Sulawesi Province, Indonesia with a total sampling technique.

Statistical Analysis: Data sourced from questionnaires that had been filled in by nurses were analyzed using the SPSS for windows program to obtain the frequency distribution of the characteristics of the respondents and the performance of the nurses. In the descriptive analysis, the performance of nurses was analyzed by the average score of their items, besides the use of amplitude (minimum and maximum) and dispersion (standard deviation) measures. The statistical test uses 95% confidence ($\alpha = 0.05$) to determine the relationship between characteristics and nurse performance. The

data is presented in the form of a descriptive frequency table.

Results

Nurses Characteristics: Most of the nurses who were respondents in this study (70.8%) were young adults, 85.4% were women, 82.3% had a nursing diploma education qualification, 62.5% had status as civil servants, and 52.1% have worked for above 5 years (Table 1). The results of the study (Table 1) showed that 57 nurses (59.4%) had high performance and 39 nurses (40.6%) had low performance. In terms of age, more young adult nurses have high performance compared to middle aged adults nurses. More male nurses have low performance while more female nurses have high performance. Nurses with educational background in nursing diplomas and nursing bachelors both have high performance compared to those with low performance. Based on employment status, nurses with contract-based employee status had more low performance, while nurses with civil servant status had more high performance. Nurses with a working period of below 5 years are more likely to have low performance, while those with a working period of above 5 years are more nurses with high performance.

Table 1 Nurses Characteristics (n=96)

Characteristics	Frequency	Performance				p value
		Below		High		
		n	%	n	%	
Age						
Young Adult	68 (70.8)	22	32.4	46	67.6	0.019
Middle Aged Adults	28 (29.2)	17	60.7	11	39.3	
Gender						
Male	14 (14.6)	9	64.3	5	35.7	0.098
Female	82 (85.4)	30	36.6	52	63.4	

Qualification						
Nursing Diploma	79 (82.3)	33	41.8	46	58.2	0.825
Nursing Bachelor	17 (17.7)	6	35.3	11	64.7	
Employment Status						
Contract-based Employee	36 (37.5)	20	55.6	16	44.4	0.036
Civil Servant	60 (62.5)	19	31.7	41	68.3	
Working Period						
Below 5 Years	46 (47.9)	25	54.3	21	45.7	0.016
Above 5 Years	50 (52.1)	14	28.0	36	72.0	

Source: SPSS output

Statistical test using chi-square with a 95% confidence interval (CI) was used to determine the relationship between the characteristics of nurses and their performance. The results of the chi-square test obtained p values for the age of the nurse (0.019), employment status (0.036), and working period (0.016) <0.05, which means that there is a significant relationship between age, employment status and working period and the performance of nurses. The p values for gender (0.098) and qualification (0.825) > 0.05,

which indicates that there is no significant relationship between gender and qualifications with nurse performance. Nurse performance in this study was influenced by age, employment status, and working period after hospital accreditation.

Nurses Performance

The performance of nurses in this study was seen from five aspects based on the theory of Mathis, and Jackson, (2016), which include:

Table 2 Items of Nurses Performance

Nurses performance	Mean	Minimum	Maximum	Standard Deviation
Work Quality	79.40	53	100	9.559
Work Quantity	78.92	46	100	12.892
Punctuality	81.14	40	100	13.749
Presence	87.82	66	100	9.762
Cooperation Ability	85.95	60	100	9.386

Source: SPSS output

The highest mean value of the five items of Nurses Performance is presence with an average score of 87.82. The second is cooperation ability with an average score of 81.14 followed by punctuality of 81.14. The average score of work quality is 79.40, and the lowest average score in nurses' performance is work quantity with a score of 78.92.

Discussion

Nurse performance is an activity given by nurses to clients in the form of nursing care to increase adaptation responses (Waryantini and Maya., 2020). Nurse performance is a measure of success in achieving nursing service goals. Poor nursing services can lead to a lack of public trust in the ability of the hospital. Nurses as the spearhead of the services provided by the hospital must have good performance in carrying out their work so that the quality of hospital services can be improved (Kurniawan, and Syah, 2020).

The role of nurses in hospitals, especially in inpatient installations, is very important. The nurse is the biggest role in the health service in the hospital and the staff who has the most contact with the patient. However, many patients and their families complain about the performance of nurses (Maslita, 2017). The performance of hospital employees, especially nurses, in Indonesia is still low. This shows that in general the health services provided by nurses to patients are not optimal (Laksana, and Mayasari, 2021).

Nursing services contribute to determining the quality of service in hospitals. The good and bad of the services provided by the hospital are greatly influenced by the behavior and performance of the nurses because health services in hospitals have the main key in the field of nursing (Hasanah, and Maharani, 2022). The performance of nurses in implementing the nursing process greatly influences patient satisfaction, so that the nursing care services provided by nurses to patients must be professional in nature in order to help patients recover and improve

their ability to meet their life needs (Muchliza, 2022).

The research results show that there is a relationship between age and nurse performance because young nurses have high enthusiasm in providing nursing services. Handayani et al, (2020). Stated that the older the nurse, the lower the performance, because older nurses are considered less able to accept new technology. Putri, & Rizal, (2020) expressed different things, where nurses in the young age category still need guidance in carrying out nursing services with discipline and must instill a sense of responsibility, while nurses in the old age category have responsibility for their work because they are more experienced and responsive.

The results of this study are in line with research conducted by Tuna et al, (2018) where there is a significant relationship between age and nurses performance (p value = 0.05). where the average nurse's performance over the age of 31 years is higher than employees under the age of 31 years. Characteristics of nurses based on employment status also shows a significant relationship with the performance of nurses at Anuntaloko Hospital.

This is in line with Djemiran research (2020), where the results of his research show a positive coefficient value, so that the employment status of nurses affects their performance. This means that if the status of a nurse is a permanent employee then her performance will increase, and vice versa. This study is inversely proportional to the research of Chu, Cheng-I and Hsu, (2011), which shows that there is no significant difference in nurse job performance between contract nurses and full-time nurses ($t = 1.685, p = 0.095$).

This study illustrates that contract nurses and full-time nurses have the same self-assessed performance scores. Tenure is also a characteristic of nurses related to their performance. This is in line with research by Walukow et al, (2018) which shows that there

is a relationship between length of service and nurse performance at South Minahasa Hospital ($p = 0.012 < 0.05$). Working period is one indicator of the tendency of workers to carry out their work activities.

The longer a person works, the higher his productivity because he is more experienced and has good skills in completing the tasks entrusted to him. Research by Majannang et al, (2021) also showed that there is a relationship between motivation and nurse performance in the Haji Hospital Inpatient Room, Makassar. The results showed that 57 nurses (59.4%) had high performance and 39 nurses (40.6%) had low performance. The presence of nurses who have low performance in providing nursing services to patients will be able to reduce the quality of health services in hospitals.

The results of the research by Magda et al, (2017) also show that the performance level of nurses is unsatisfactory in providing services to patients undergoing nasogastric tube care. Nurses are responsible for maintaining optimal quality of care services. High nurse performance will affect service performance (Pujiyanto, and Hapsari, 2020). Considering that the services provided by nurses are still often complained of by patients and their families, the performance of nurses who are a problem must be addressed immediately because nursing services determine the quality of hospital services Hendry et al (2020), The current existence of hospitals in facing competition needs to be strived to improve their performance by implementing established standards. The implementation of service standards must involve all staff in the hospital in the accreditation process according to their fields and responsibilities (Kusumawardhani et al, 2021).

The government's policy to accredit hospitals aims to improve the quality of hospital services and patient safety so that it has an impact on improving nurse performance. Accredited hospitals have better overall

perceived safety compared to hospitals that have not been accredited, including the frequency of reporting safety incidents (Hapsari, Y and Sjaaf, 2019). The ability of different hospitals to provide high-quality care over the decades has made accreditation a national strategy to ensure and improve quality of care. Policy makers think that accreditation can ensure high quality nursing services.

The results of the study show that hospitals that are not accredited have poorer performance in a series of nursing action processes and are less likely to try to improve their performance over time (Jha, 2018). The performance of nurses in providing services must always be assessed to improve quality and patient safety using quality indicators. This is in accordance with one of the accreditation standard assessment elements in the hospital governance section (Kemenkes, 2022).

Performance is the achievement of employees which is the hope of the hospital to achieve hospital goals, namely accreditation. The performance of medical staff has a significant and positive effect on the understanding of accreditation. This means that the performance of medical personnel affects the understanding of hospital accreditation. Accreditation is a real commitment from the hospital to improve the safety and quality of patient care to ensure a safe hospital service environment and hospital efforts to reduce risks for patients, nursing service providers, and hospital staff (Kusumawardhani et al, 2021).

Nurses in providing nursing services at accredited hospitals do not always show high or good performance. Referring to a survey conducted by Jha, (2018) at several accredited hospitals, it shows that accredited hospitals get lower scores on patient experience ratings, their performance is very poor in terms of communication, staff responsiveness, and cleanliness and comfort. hospital. This survey clearly shows that accredited hospitals do not

seem to provide better care services. Several studies related to the performance of nurses in accredited hospitals in Indonesia have also shown different results (Table 3). The results (Table 3) of research at several hospitals that have been accredited in Plenary (Table 3), show that not all nurses have good performance.

There are 2 hospitals where nurse performance is above 80% in the good category. 1 hospital where the nurse's performance is in the adequate category, and 2 hospitals where the nurse's performance is still in the poor category. This means that not all accredited hospitals will guarantee that the performance of their nurses in providing nursing services is also good. Nurses who work in accredited hospitals perceive a higher level of quality of health care. Nurses' perceptions of patient safety culture are influenced by nursing management, commitment and support for quality strategic planning, education and training. Accreditation results can predict the quality of health care and can show a positive trend between accreditation and quality of care (Algunmeeyn, and Mrayyan, 2022).

Accreditation has a positive effect on the satisfaction of nursing professional workers. The satisfaction of the nursing professional team is an important indicator of organizational success, especially in the context of human resource management (Oliveira et al, 2019).

Patient safety culture is a culture that must be carried out by nurses in providing nursing services in health facilities. The high patient safety culture will be proportional to the level of nurse performance, which illustrates that the better the nurse performance, the higher the level of patient safety culture (Harlinasari et al, 2021). Improving patient safety culture after hospital accreditation requires commitment and support from all staff, especially from hospital leadership so that the process of improving the quality of care gets positive results (Hapsari, and Sjaaf, 2019).

Based on the Law of the Republic of Indonesia Number 38 of 2014 concerning nursing, it is explained that nurses in carrying out nursing practice must be based on humanity, scientific values, ethics and professionalism, benefits, justice, protection, and patient health and safety (Setiawati, et al, 2020). Accreditation has a significant impact on several dimensions of patient safety culture and an even more significant influence on safety culture outcomes. Improving the quality of service and patient safety is getting more attention nationally and internationally due to the ongoing transformation of the health system (Surimi, et al., 2021). The research results of Nurse performance is influenced by the characteristics of the respondents which include: age, employment status, and working period. knowledge, attitudes and behavior of health providers. However, the implementation of patient safety is still constrained by infrastructure, time and manpower (Richa et al., 2021).

Conclusion: The performance of nurses after the accreditation of Anuntaloko Hospital showed high performance. This high nurse performance is based on the aspects of work quality, work quantity, punctuality, presence, and cooperation ability. a proactive level, especially changes in knowledge, attitudes and behavior of health providers. However, the implementation of patient safety is still constrained by infrastructure, time and manpower (Richa, et al., 2021). Indrayani et al,(2022) also show that accreditation has a positive impact on the level of maturity of patient safety culture at to the Chairman of the College of Health Sciences and the Head of the Nurses Study Program, the Director and the Indonesia Jaya College of Public Health along with the Head of the Public Health Study Program, the Chair of the Salvation Army nurses in the inpatient room Anuntaloko Hospital, Parigi. This is because the author realizes that this research will not be able to succeed properly without guidance,

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Table 3 Results of Nurses Performance in Several Accredited Hospitals

Researcher	Hospital	Accreditation Status	Results
Kurniawan and Syah (2020)	H. Padjonga Dg. Ngalle Hospital	Plenary	95.4% of nurses have good performance and 4.6% have poorly performance
Setiawati et al (2020)	Mitra Anugrah Lestari (MAL) Hospital	Plenary	84.2% of nurses have good performance and 15.8% have poorly performance
Muchliza (2022)	Labuang Baji Hospital	Plenary	89.5% of nurses have enough performance
Tulasi et al (2021)	Kefamenanu Hospital	Plenary	45.9% of nurses have good performance and 54.1% have poorly performance
Richa Oktaviani Nurza et al (2021)	Bengkalis Hospital	Plenary	43.9% of nurses have good performance and 56,1% have poorly performance

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