

ABSTRACT

ANALYSIS OF PATIENT ASESMENT AND EXPECTATION ON NURSING ROLE AS INDICATORS OF QUALITY ASSURANCE IN NURSING

A Descriptive Analysis of Surgical Inpatient Ward G of Dr. Soetomo General Hospital Surabaya

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Nursing service in a hospital plays an important role in the system of health service. In delivering their services, nurses should take their nursing roles into account in order to provide a quality nursing services.

The present research was descriptive analytic. Population was patients in the surgical inpatient ward G of Dr. Soetomo General Hospital Surabaya that fulfilled criteria of inclusion. Sample was obtained by purposive sampling. Data was analyzed quantitatively and qualitatively by content analysis.

Results showed that physiologically-related nursing services delivered by nurses in their roles as caregiver were good; psychologically-related nursing services as caregiver were good; socially-related nursing services as caregiver were moderately good; spiritually-related nursing services as caregiver were poor. Nursing services related to the role as client advocate was poor. Nursing services related to the role as educator was moderately good.

It can be concluded that a majority of respondents perceived the nursing services they received as good. However, there were two nursing service-related roles that should be given special attention, namely, nursing roles as caregiver and as client advocate. In order to improve nursing services, services delivered should be tailored to nursing roles based on the quality of caring in the implementation.

Keywords: Assessment, expectation, caregiver, client advocate, educator