

## SUMMARY

### **Analysis Of Factors Affecting Nursing Hours Per Patient Day Inpatient Nursing At Premier Hospital Surabaya**

Nurses have a very important role in the health care system. The quality of patient care and the productivity and image of the hospital specifically depend on them, and play a major role in organizational success. Nurse productivity is at the heart of the organization's hospital success. One way to measure nurse productivity is nursing hours per patient day (NHPPD).

Premier Surabaya Hospital since 2015 has implemented the NHPPD as an indicator to measure nurse productivity. However, the average NHPPD has not been as expected, especially in the General, Medical, Pediatric / Surgical and Obstetrics-Gynecology inpatients wards which only reach 8.6 compared to the Australian Guiding Principles standard which should be 6, while the average NHPPD in the High Care Unit, Neonatal Care Unit and Stroke wards were 22.9 compared to the Australian Guiding Principles standard which should be 12 from July 2017-June 2018.

This study uses the theory of O'Brien-Pallas (2004) which refers to Patient Care Delivery System output (patient, nurse and system outcomes) influenced by patient, nurse and system behavior factors through the level of staff utilization in the unit (productivity / utilization). The characteristics of nurses were analyzed, the number of nurses analyzed, the ratio of nurses to patients, skill mix, workload and NHPPD as well as the influence of the number of nurses, ratio of nurses to patients, skill mix and workload on NHPPD.

This research is a type of observational descriptive study with cross sectional design. Retrieval of data from 11 to 17 November 2019 in eight inpatient rooms in the Premier Surabaya Hospital of 143 nurse respondents. Retrieval of data using the daily log to obtain primary data. While secondary data obtained by the study of documentation.

Descriptive analysis of the results of the study to analyze the frequency distribution of the number of nurses, the ratio of nurses to patients, skill mix, workload and NHPPD. Correlation analysis using cross tabulation analysis with the results of the number of nurses, the ratio of nurses to patients shifting morning, evening and night and workload tends to affect the NHPPD while the skill mix tends to have no effect.

Recommendations are based on strategic issues. Recommendations as an effort to achieve the NHPPD target that is to follow the Australian Nurses Federation standards so that the transfer of 1 morning and evening shift nurses to the evening shift, monitor productive working hours with electronic schedules and 1 night shift nurse shifted to the morning or afternoon shift, redistribution of personnel according with nurse competency: move 2 HCU nurses and 1 NICU nurse to the ICU or General room and 1 Stroke Unit nurse to General, increase the number of RNs for

HCU 1 nurse room, Stroke Unit 1 nurse, Medical 5 nurses, General 1 nurse, P / S 3 nurses and Obgyn 6 midwives through Nursing and S1 Midwifery education and in making official schedules need to look at the composition of the number of RNs for each shift in addition to the competency and categories of Clinical Nurses.

## RINGKASAN

### **Analisis Faktor Yang Mempengaruhi *Nursing Hours Per Patient Days* Perawat Rawat Inap Di Rumah Sakit Premier Surabaya**

Perawat mempunyai peranan yang sangat penting dalam sistem perawatan kesehatan. Kualitas perawatan pasien dan produktivitas dan citra rumah sakit secara khusus bergantung pada mereka, dan memainkan peran utama dalam keberhasilan organisasi. Produktivitas perawat adalah jantung dari kesuksesan organisasi rumah sakit. Salah satu cara untuk mengukur produktivitas perawat adalah *nursing hours per patient day* (NHPPD).

Rumah Sakit Premier Surabaya sejak tahun 2015 menerapkan NHPPD sebagai indikator untuk mengukur produktivitas perawat. Akan tetapi rata-rata NHPPD belum tercapai di ruang rawat inap *General, Medical, Pediatric/Surgical* dan Obstetri-Ginekologi sebesar 8,6 dibandingkan standar *Guiding Principles* Australia sebesar 6 serta rata-rata NHPPD di ruang *High Care Unit, Neonatal Care Unit* dan *Stroke Unit* sebesar 22,9 dibandingkan standar *Guiding Principles* Australia sebesar 12 di Rumah Sakit Premier Surabaya Juli 2017-Juni 2018.

Penelitian ini menggunakan teori dari O'Brien-Pallas (2004) dengan *Patient Care Delivery System*, output (*outcome* pasien, perawat dan sistem) dipengaruhi oleh faktor pasien, perawat dan *system behaviours* melalui tingkat pemanfaatan staf dalam unit tersebut (produktivitas/ *utilization*). Dilakukan identifikasi karakteristik perawat, analisis jumlah perawat, rasio perawat terhadap pasien, *skill mix*, beban kerja dan NHPPD serta pengaruh jumlah perawat, rasio perawat terhadap pasien, *skill mix* dan beban kerja terhadap NHPPD.

Penelitian ini merupakan jenis penelitian deskriptif observasional dengan rancang bangun *cross sectional*. Pengambilan data dari tanggal 11 sampai 17 November 2019 di delapan ruang rawat inap Rumah Sakit Premier Surabaya terhadap 143 responden perawat. Pengambilan data menggunakan *daily log* untuk memperoleh data primer. Sedangkan data sekunder diperoleh dengan studi dokumentasi.

Analisis deskriptif hasil penelitian untuk menganalisis distribusi frekuensi jumlah perawat, rasio perawat terhadap pasien, *skill mix*, beban kerja dan NHPPD. Analisis korelasi menggunakan analisis tabulasi silang dengan hasil jumlah perawat, rasio perawat terhadap pasien *shift* pagi, sore dan malam serta beban kerja cenderung berpengaruh terhadap NHPPD sedangkan *skill mix* cenderung tidak berpengaruh.

Rekomendasi disusun berdasarkan isu strategis. Rekomendasi sebagai upaya untuk mencapai target NHPPD yaitu mengikuti standar *Australian Nurses Federation* sehingga dilakukan pemindahan 1 perawat *shift* pagi dan malam ke *shift* sore, melakukan monitor jam kerja produktif dengan jadwal dinas elektronik dan 1 tenaga *shift* malam dipindah ke *shift* pagi atau sore., redistribusi ketenagaan sesuai dengan kompetensi perawat: memindahkan tenaga 2 perawat HCU dan 1 perawat NICU ke ruang ICU atau *General* dan 1 perawat *Stroke Unit* ke *General*, meningkatkan jumlah RN untuk ruang HCU 1 perawat, *Stroke Unit* 1 perawat, *Medical* 5 perawat, *General*

1 perawat, P/S 3 perawat dan Obgyn 6 bidan melalui pendidikan Ners dan S1 Kebidanan dan dalam membuat jadwal dinas perlu melihat komposisi jumlah RN untuk tiap *shift* selain kompetensi dan kategori Perawat Klinis.

## ABSTRACT

### **Analysis Of Factors Affecting Nursing Hours Per Patient Day Inpatient Nursing At Premier Hospital Surabaya**

**Background** The quality of patient care and the productivity and image of the organization specifically depend on nursing services. Nursing Hours Per Patient Day (NHPPD) is one way to measure productivity. **Purpose** The purpose of this study is to analysis some factors that influence NHPPD, therefore the NHPPD can optimally be managed. **Method** The research method uses operational descriptive, cross-sectional research design with cross tabulation analysis. The population in this study were all inpatient rooms, namely eight units with research respondents, namely all inpatient nurses in about 161 people who met the inclusion criteria of 143 people. **Results** The cross tabulation analysis showed the number of nurses, the ratio of nurses to morning, evening and evening shifts and workload tended to be related to NHPPD while the skill mix tended not to be related to NHPPD. **Conclusion** Efforts to achieve the NHPPD improvement target at the Premier Surabaya Hospital based on the strategic issue of following the Australian Nurses Federation standards so that the transfer of 1 morning and night shift nurses to the evening shift, monitor productive working hours with electronic schedules and 1 night shift nurse shifted to the morning or afternoon shift, personnel redistribution according to nurse competency: move 2 HCU nurses and 1 NICU nurse to ICU or General room and 1 Stroke Unit nurse to General, increase the number of RNs for HCU 1 nurse room, Stroke Unit 1 nurse, Medical 5 nurses, General 1 nurses, P/S 3 nurses and Obgyn 6 midwives through Nursing and Undergraduate Midwifery education and making official schedules need to look at the composition of the number of RNs for each shift in addition to the competencies and categories of Clinical Nurses.

Keywords: NHPPD, number of nurses, nurses to patients ratio, skill mix, workload

**ABSTRAK**

**Analisis Faktor Yang Mempengaruhi *Nursing Hours Per Patient Days* Perawat Rawat Inap Di Rumah Sakit Premier Surabaya**

**Latar belakang** Kualitas perawatan pasien dan produktivitas dan citra rumah sakit secara khusus bergantung pada pelayanan keperawatan. *Nursing Hours Per Patient Day* (NHPPD) merupakan salah satu cara mengukur produktivitas. **Tujuan penelitian** ini adalah analisis faktor yang mempengaruhi NHPPD sehingga dapat diketahui cara pengelolaan NHPPD yang optimal. **Metode penelitian** Menggunakan deskriptif operasional, desain penelitian *cross-sectional* dengan analisis tabulasi silang. Populasi dalam penelitian ini adalah seluruh ruang rawat inap yaitu delapan unit dengan responden penelitian yaitu seluruh perawat rawat inap dari 161 orang yang memenuhi kriteria inklusi sebanyak 143 orang. **Hasil penelitian** Analisis tabulasi silang menunjukkan jumlah perawat, rasio perawat terhadap pasien *shift* pagi, sore dan malam serta beban kerja cenderung berhubungan dengan NHPPD sedangkan *skill mix* cenderung tidak berhubungan dengan NHPPD. **Kesimpulan** Upaya dalam mencapai target perbaikan NHPPD di Rumah Sakit Premier Surabaya berdasarkan isu strategis yaitu mengikuti standar *Australian Nurses Federation* sehingga dilakukan pemindahan 1 perawat *shift* pagi dan malam ke *shift* sore, melakukan monitor jam kerja produktif dengan jadwal dinas elektronik dan 1 tenaga *shift* malam dipindah ke *shift* pagi atau sore, redistribusi ketenagaan sesuai dengan kompetensi perawat: memindahkan tenaga 2 perawat HCU dan 1 perawat NICU ke ruang ICU atau *General* dan 1 perawat *Stroke Unit* ke *General*, meningkatkan jumlah RN untuk ruang HCU 1 perawat, *Stroke Unit* 1 perawat, *Medical* 5 perawat, *General* 1 perawat, P/S 3 perawat dan *Obgyn* 6 bidan melalui pendidikan Ners dan S1 Kebidanan dan dalam membuat jadwal dinas perlu melihat komposisi jumlah RN untuk tiap *shift* selain kompetensi dan kategori Perawat Klinis.

Kata kunci : NHPPD, jumlah perawat, rasio perawat terhadap pasien, *skill mix*, beban kerja