



## **Description of Nurses' Knowledge and Experience In the Accuracy of Giving Triage Labels in the Emergency Room Tajuddin Khalid Hospital, City of Makassar**

Viyana Septiyana Achmad<sup>1</sup>, Rosida<sup>2</sup>, Rezqiyah Aulia Rahmat<sup>3</sup>, Baiq Nurainun Apriani<sup>4</sup>, M. Khalid Fredy Saputra<sup>5</sup>

<sup>1</sup> Program Studies Nursing Profession, Health Polytechnic Ministry of Health Banten, Indonesia

<sup>2</sup> Emergency Room Nurse Officer, RSUP DR. Tajuddin Chalid Makassar, Indonesia

<sup>3</sup> Medical Study Programs, Bosowa University Makassar, Indonesia

<sup>4</sup> Hospital Administration Study Programs, STIKes Baitul Hikmah, Indonesia

<sup>5</sup> Nursing Study Programs, STIKes Baitul Hikmah, Indonesia

### **ABSTRACT**

Victims with an emergency condition are a condition that can be life threatening and the patient needs immediate help. If treatment is not provided quickly and appropriately, the patient will experience disability or death. The characteristics of emergency room patients are patients who experience an emergency in terms of disruption of the airway, respiratory function, circulatory function, brain function and consciousness and patients who suffer from sudden illness (rapid onset). This condition requires immediate help if treatment is not carried out immediately. causing increased pain in the victim. The aim of this study is to determine the description of nurses' knowledge and experience regarding the accuracy of giving triage labels in hospitals. This research method the type of research used in this research is analytical descriptive with a cross sectional approach. The population in this study were emergency room nurses at Tajuddin Chalid Hospital. The sampling technique used was total sampling. With a total sample size of 25 respondents. The research instrument uses questionnaire questions as an interview guide and observation sheet to collect all data which is analyzed using SPSS. The results of this study explain that the most common characteristics for age were 14 respondents and for gender there were 19 respondents. The results of the bivariate test using the Spearman correlation test were obtained ( $p$ -value) = 0.000, which is smaller than the value  $\alpha=0.05$ . Conclusion Work experience does not always influence nurses' knowledge about the accuracy of giving triage labels in the Emergency Room. However, there is a relationship between nurses' knowledge about triage labels and nurses' actions based on triage labels at Tajuddin Chalid Hospital.





**Keyword** : Description, Knowledge, Experience, Nurse, Accuracy, Triage Labeling, Emergency Room at Tajuddin Khalid Hospital, Makassar City

Correspondent : Viyan Septiyana Achmad  
E-mail : [viyan120981@gmail.com](mailto:viyan120981@gmail.com)

## 1. Introduction

Hospitals are an important aspect of social organizations that provide comprehensive services (all-encompassing) to the community, including healing of disease (curative) and prevention of disease (preventive). Hospitals are health service facilities with complete services that provide inpatient, outpatient and emergency services (Fadli, Sastria, and Usman 2017).

The Emergency Department is a hospital service unit that provides first aid to patients whose lives are threatened or who are at risk of becoming disabled, with the aim of ensuring patient and family satisfaction in receiving fast and adequate treatment. The emergency department is the spearhead, providing service 24 hours a day, seven days a week, for a variety of situations. As a result, nurses working in the emergency unit must be experienced in emergency cases to provide the best care to patients (Fadli, Sastria, and Usman 2017).

The emergency department (IGD) is a unit in the hospital which provides initial treatment to victims with conditions such as life-threatening and disability by involving various multi-disciplines. The aim of the emergency room itself is to be able to provide health services of great quality or high quality. in the community regarding accurate medical problems and achieving optimal service to victims quickly in handling emergency levels so as to prevent the risk of disability and death in 5 minutes and definitively  $\leq 2$  hours (Maulana, Antoni Eka Fajar; Marvia, Eva; Pratiwi, Yunia, 2017).





Knowledge is the result of a person's perception and sensing of a particular thing, especially through the senses of sight, hearing, smell, taste and touch. according to researchers Knowledge is the main driving force behind an individual's decision to engage in various activities in life. Good knowledge can stimulate and increase self-confidence at work, resulting in better results. Nurses' knowledge in the emergency department is based on various factors, including education, age, and gender. Education is needed to obtain information, such as things that can be beneficial for health. So that nurses can have a broad understanding of triage (Fadli, Sastria, and Usman 2017).

The large number of patients coming to the emergency room every day means that a nurse must be smart and quick in selecting/sorting emergency victims according to the level of emergency of the victim, not according to the queue. Prioritize victims who are more prioritized and give waiting time to other patients who do not require immediate action (Hidayati, 2014).

Experience of nurses in the accuracy of giving triage labels in the emergency department. According to the research results, the experience of nurses in triage was the highest (76%) with 19 respondents, and the least with 7 respondents (28%). If the nurse has 5 years of work experience and has BTCLS certification, then the nurse is considered experienced, and if the nurse does not have less than 5 years of work experience and does not have ACLS/BTCLS certification, then she is considered less experienced.

The findings of this study agree with (Wijaya, Ahsan, and Kumboyono 2018), who found that applying triage to patients with chest discomfort based on nurses' experience and triage standards gave positive results. Researchers believe that one of the things that can influence a person's performance is their level of experience as a nurse. This occurs during the triage assessment process as well. In the Emergency Department, Nene Mallomo Regional Hospital nurses, Sidenreng Rapang Regency, have been appointed as experienced nurses, proven by length of service, ownership of certification, and employment status. Most emergency department nurses have 5 years of work experience, with 19 nurses (76%) having 5 years of work experience, and only 7 nurses





(24%) having 5 years of work experience. Based on the length of time this nurse has worked, this nurse can develop skills.

The use of triage in emergency departments began in the late 1950s and early 1960s, as a result of an increase in the number of visits, which could lead to long patient waiting times and delays in treating emergency situations (Istizhada 2019).

Triage is also known as triage in Indonesia. Both phrases refer to the same thing: sorting or grouping patients based on the severity of their injuries and determining appropriate treatment based on the number of traumas, illnesses and emergencies (Fadli, Sastria, and Usman 2017). Meanwhile, triage is a method of selecting victims before they are treated. Decisions are made based on a patient-specific approach that takes into account the severity of the disease (Khairina, Malini, and Huriani 2020).

Triage is treating patients based on the severity of the injury and medical emergency, which is determined by implementing the ABC (Airway-Breathing-Circulation) system in the field or in the hospital (Istizhada 2019).

An emergency condition is defined as when the patient requires immediate and appropriate treatment that cannot be delayed, and an emergency is defined as a situation where the patient requires immediate but still treatable treatment. If the patient is able, wait a few hours. The goal of triage is to keep the patient as safe as possible. The triage process is divided into four priorities: red is the first priority, which can threaten life and limbs, resulting in death if not treated immediately, requiring resuscitation and surgery; yellow is the second priority, which can threaten vital functions if not treated immediately; and blue is the third priority, which can threaten vital functions if not treated immediately. green Patients are not in an emergency crisis, therefore only routine care and services are required, while black is reserved for patients with a small chance of survival. Because the human brain takes 2 to 5 minutes to digest information (G/Tsadik et al. 2020), the normal time used in the triage procedure is 2 to 5 minutes per patient.

According to (Fadli, Sastria, and Usman 2017), 22 percent of nurses at Patut Patuh Patju Regional Hospital, West Lombok Regency have adequate triage knowledge and experience. For someone to take action, they need to have knowledge. As a result, nurses'





understanding of nursing behavior based on the appropriateness of triage labeling is critical. With so many patients arriving at the emergency room, nurses must have the knowledge and skills in triage labeling so that treatment can run smoothly.

## 2. Research Methods

This type of research uses analytical descriptive research which aims to find the relationship between two quantitative variables using a Cross Sectional approach, which is a type of research that uses measurement or observation time for an independent and dependent variable at one time. There were 25 populations in this study. The sampling technique is total sampling, which means the number of samples is the same as the entire population.

## 3. Results and Discussion

### a. Results

Table 1.  
Frequency Distribution Based on Length of Work

Many Respondents		
Length of work	f	%
0 -5	24	96.0
5 – 10	1	4.0
Total	25	100.0

Table 2.  
Frequency Distribution Based on nurses' knowledge

Many Respondents		
Nurse knowledge	f	%
Not enough	5	20.0
Good	20	80.0
Total	25	100.0

Table 3.  
Frequency Distribution Based on Nurse Actions

Many Respondents		
Nurse Actions	f	%
Done	19	76.0
Are not done	6	24.0





Total	25	100.0
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## b. Discussion

This research is entitled The Relationship between Nurses' Knowledge About Triage Labels and Nurses' Actions Based on Triage Labels in the Emergency Room at Tajuddin Chalid Hospital. The method in this research is analytical descriptive with the aim of finding the relationship between two quantitative variables using the Cross Sactional approach, which is a type of research that uses time measurements or observations of independent and dependent variables at one time. Questionnaires and observation sheets as measuring tools.

Based on the results of table 1 with data on respondents' characteristics based on length of work, it was found that the greatest length of work was 0-5 years with a presentation of 96.0%.

In line with previous research (Deparia, 2019) with the title Overview of the implementation of triage by nurses on patients in the emergency room of DR Pirngadi Hospital, Medan, it can be seen that 27 respondents (90.0%) had a work experience of 0-5 years, while the minority had 3 respondents (10.0%) have worked for 5-10 years.

In accordance with the theory, length of work is the length of time a nurse works in a hospital and from the first time a nurse works until a nurse stops working. The longer you work, the more knowledge and experience you have (Rahmawati, 2017).

Researchers assume that the longer a person works. The period of working in a profession will increase your knowledge and experience in carrying out triage actions. Based on data on the characteristics of respondents, the largest number of respondents who have participated in training is BLS with 10 respondents with a presentation of 40.0%.

In line with research conducted by Fadli, et.al (2017) Usman with the title the relationship between knowledge and experience of nurses in triage assessment in the ER, it can be seen that the majority of nurses who took part in the training were BTCLS, with a total of 24 respondents (92%). In accordance with theory (EMT,





2015) BTCLS training is training intended to increase knowledge and methods of managing trauma cases and emergency cases of heart disease. According to (Juliati, 2015) training is one of the efforts made to increase nurses' knowledge which should be carried out repeatedly with the final results being able to be implemented in daily work. Researchers assume that the training a nurse follows can influence their performance in carrying out triage.

Based on tables 2 and 3, the relationship between nurses' knowledge about triage labels and nurses' actions based on triage labels in the Emergency Room at Tajuddin Chalid Hospital, the results of the analysis show that the probability (Sig) of Spearman Rank can be determined by the significance value or Sig. (2.Tailed) then the value ( $r$ )=890. So with a significant value of  $p = 0.000 <$  smaller than the value of  $\alpha = 0.05$ , then  $H_a$  is accepted which means there is a relationship between the nurse's knowledge variable about the triage label and the nurse's actions based on the triage label. With the number of respondents ( $n$ ) = 25.

In accordance with the research hypothesis, namely that there is a relationship between nurses' knowledge about triage labels and nurses' actions based on triage labels. In line with previous research by Erna Dwi Wahyuni et.al (2019), with the title the relationship between nurses' knowledge about giving triage labels and nurses' actions based on triage labels in the ER at Petrokimia Gresik Hospital based on Spearman's test  $p < 0.05$  shows that there is a significant relationship between knowledge with actions based on labeling and has a very strong relationship of  $r = 0.802$ . in accordance with theory (Notoatmojo, 2014).

Factors that can influence the implementation of triage are limited medical personnel, facilities, the flow of incoming patients, family perceptions of treatment that prioritizes emergency levels rather than queues, and the level of knowledge of nurses regarding the implementation of triage (Martanti, Nofiyanto, & Prasojo, 2015). In accordance with the theory according to Notoatmojo (2014), knowledge or a belief possessed by a person obtained from the thought process is something that is very important in shaping the individual's actions (overt behavior). (Budiajid, 2016) in his





theory states that knowledge is the most determining factor in the implementation of the nursing process, because with a lack of known information regarding how to implement nursing care, the implementation of nursing care cannot be carried out optimally.

Knowledge in carrying out triage actions has an important influence on making the right decision, whether the patient needs immediate help or not. By still paying attention to possible complications that may arise after triage is carried out (Martanti, Nofiyanto, & Prasojo, 2015).

Based on the research results obtained, researchers assume that knowledge is the basis for a nurse so that action is formed. Knowledge and action have a very strong relationship, therefore they are supported by experience and training so that they can apply something good in the workplace in the form of narratives and actions, in this case the labeling of triage and what is done in accordance with the knowledge or knowledge obtained.

#### 4. Conclusion

- a) Researchers assume that the longer a person works. The period of working in a profession will increase your knowledge and experience in carrying out triage actions.
- b) Based on the research results obtained, researchers assume that knowledge is the basis for a nurse so that action is formed. Knowledge and action have a very strong relationship, therefore they are supported by experience and training so that they can apply something good in the workplace in the form of narratives and actions, in this case the labeling of triage and what is done in accordance with the knowledge or knowledge obtained.

#### 5. Compliance with ethical standards

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### Disclosure of conflict of interest

This research collaboration is a positive thing for all researchers so that conflicts, problems and others are absolutely no problem for all writers.

### Statement of informed consent

Every action we take as authors is a mutual agreement or consent.

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