



## The Importance Of The Role And Attitude Of Nurses In Emergency Installations Towards The Implementation Of Triage In Optimal Health Services

Musiana<sup>1\*</sup>, Maya Sari Soamole<sup>2</sup>, Sitti Nurhidayanti Ishak<sup>3</sup>, Nursita Syahrudin<sup>4</sup>, Baso Witman Adiaksa<sup>5</sup>, Zaenal<sup>6</sup>

<sup>1,2,3,4</sup> Public Health Study Program, Muhammadiyah University of North Maluku, Indonesia

<sup>5,6</sup> Nursing Profession Study Program, Islamic University of Makassar, Indonesia

### ABSTRACT

Hospital is a complex organization, using a combination of special and complicated scientific tools, and functioned by various units of trained and educated personnel in dealing with and handling modern medical problems that are all bound by the same intention, for the recovery and maintenance of good health. The purpose of this study was to determine the relationship between the role and attitude of emergency nurses with the implementation of triage based on priority. The research method used was descriptive correlational with a cross-sectional design. The results of the study with the chi-square test p-value <0.05. The conclusion of this study is that there is a relationship between the role and attitude of emergency nurses with the implementation of triage based on priority. The researcher hopes that the results of this study can be used as a source of information and additional insight to carry out nursing actions even though there are still many shortcomings to be improved and adjusted to health services.

**Keyword :** The Importance Of The Role And Attitude Of Nurses, Emergency Installation, Triage Implementation, Health Services, Optimization

\*Correspondent : Musiana

\*E-mail : [aryana.elnisa.at@gmail.com](mailto:aryana.elnisa.at@gmail.com)

### 1. Introduction

Emergency Installation is a service unit in a Hospital that provides initial treatment for patients suffering from illness and injury, who require emergency care (Queensland Health ED, 2012). of the emergency department include receiving, triaging,





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stabilizing, and providing acute health care for patients, including patients requiring resuscitation and patients with a certain level of emergency (Australasian Collage for Emergency Medicine, 2014). Several types of special patients commonly encountered in the emergency department who require special examination and treatment include: patients with major trauma, elderly patients, children and adolescents, patients with mental disorders, patients with infectious diseases, and patients exposed to chemical, biological or radiological contamination (Australasian Collage for Emergency Medicine, 2014).

Nursing services are efforts provided by nurses to help individuals, both healthy and sick, from birth to death in the form of increasing their knowledge and abilities, so that individuals can optimally carry out daily activities independently (Budiono, 2016). Nursing staff are "the caring profession" because the nursing services provided are holistic based on a bio-psychospiritual approach that is implemented for 24 hours and continuously to patients (Ministry of Health of the Republic of Indonesia, 2011). Nursing services in their implementation are nursing practices, namely independent actions of professional nurses in providing nursing care that is carried out in a collaborative manner with clients and other health workers in accordance with the scope of their authority and responsibility which can be implemented through documentation of nursing care (Pure, 2016).

Meanwhile, according to (Yulihastin, in Wr Fitriana 2018), nursing services are efforts to help individuals, both sick and healthy, from birth to death in the form of knowledge, willingness, and abilities. So that the individual can perform daily activities independently and optimally. A nurse is someone who has graduated from higher education in nursing, either domestically or abroad, which is recognized by the government in accordance with the provisions of laws and regulations, and as an activity of providing nursing care to individuals, families, groups or communities, both in sick and healthy conditions. ( Law No. 38, 2014).

According to WHO (World Health Organization), a hospital is an integral part of a social and health organization with the function of providing comprehensive services,





curative treatment and preventive treatment to the community. The Hospital is also a training center for health workers and a medical research center. A hospital is a health service institution that provides comprehensive health services for individuals, providing inpatient, outpatient and emergency services (Minister of Health Regulation 2010 concerning hospital classification).

Triage must be done quickly and accurately, so experienced and competent nurses are needed in conducting triage (Hosnaniah, 2014). The triage process will also affect the response time that will be given by the medical team. The medical team also needs to pay attention to the waiting time in handling patients (Ardiyani et al., 2015).

A hospital is a complex organization, using a combination of specialized and sophisticated scientific equipment, and staffed by a diverse group of trained and educated personnel who are all bound together by a common purpose, the restoration and maintenance of good health.

From the definition above, we can extract a deep meaning that hospitals have very great authority and responsibility in maintaining public health and in order to improve the health status of the community. A hospital is a health service institution that provides comprehensive individual health services, providing inpatient, outpatient and emergency services.

Function of Hospitals Hospitals have a mission to provide quality and affordable health services to the community in order to improve the health of the community. The task of a general hospital is to carry out health service efforts in an efficient and effective manner by prioritizing healing and recovery which is carried out in a harmonious and integrated manner with improvement and prevention as well as the implementation of referral efforts.

## 2. Research Methods

This research is a quantitative research with a descriptive correlational research design with a cross-sectional design. The sample size is 38 people using a total sampling technique. The data collection tools used are questionnaires and observation sheets. Data analysis was performed using the chi-square test.





### 3. Results and Discussion

#### a. Results

Table. 1  
The Role of Emergency Room Nurses with  
Implementation *Triage* Based on Priority

Role Nurse	Frequency (f)	Percentage (%)
Enough	11	28.9
Good	27	71.1
Total	38	100

Based on table 1, it shows the frequency distribution of respondents based on their role.nurses, namely the sufficient role numbered 11 (28.9%) people and the good role numbered 27 people (71.1%) person.

Table. 2  
Multiple Linear Regression Analysis between Nurse's  
Attitudes and Roles with Implementation *Triage*

Variables	VIF	R Square	OR
Attitude	2.04	0.332	1,719
Role	2.04		2,702

Based on table 2 it shows how far or how big the variables are. independent influence variable dependent. Results analysis regression liner multiple The *R square* value obtained was 0.332. The *OR value* for the attitude variable was obtained at 1,719 And on variable role obtained as big as 2,702.

#### b. Discussion

An emergency is a clinical condition that requires immediate medical action to save lives and prevent disability (Regulation of the Minister of Health of the Republic of Indonesia No. 47 of 2018). Emergency services are medical actions needed by emergency patients immediately to save lives and prevent disability (Regulation of the Minister of Health of the Republic of Indonesia No. 47 of 2018). Health service facilities are tools and/or places used to organize health service efforts, whether promotive, preventive, curative or rehabilitative, carried out by the central





government, regional government, and/or the community (Regulation of the Minister of Health of the Republic of Indonesia No. 47 of 2018).

From this study, it was found that the majority of respondents were male, 21 people (55.3 %) and female, 17 people (44.7%). This shows that male emergency installation nurses are needed more to handle serious cases than female nurses.

The results of the study showed that the largest number of respondents were those who worked < 5 years as many as 32 people (84.2 %) and  $\geq$  5 years as many as 6 people (15.8%). The length of time a person has worked will determine the amount of experience he or she gets. Budianto & Riyanto (2014) said that a person's level of maturity in thinking and behaving is influenced by daily experiences. The length of time an emergency nurse has worked to be able to carry out triage must have a minimum work period of  $\geq$  6 months.

Mubarak (2012) explains that working for a long time can make someone gain knowledge both directly and indirectly, knowledge can be gained from experience while working. Researchers argue that work experience can affect a person's knowledge. Work experience is one source of knowledge or a way to prove the knowledge that someone has. Experience is also something that is experienced by someone directly. A person through his experiences gains many new things. New things found while working can increase one's knowledge in doing the job. The role of nurses is measured through their work abilities and skills. Which can be obtained through education, training and work period, the longer the time spent by someone for education and training, the higher their performance will be.

Based on the research that has been conducted, it was found that out of 24 respondents who had a positive attitude who carried out triage based on priority according to the procedure, there were 23 respondents (60.5 %). The statistical results of the chi-square test obtained a p value  $< \alpha$  (0.004 < 0.05) so that there was a relationship between the attitude of emergency installation nurses and the implementation of triage based on priority.





According to Notoatmodjo (2014), actions taken by individuals tend to be influenced by the information and knowledge they have. A positive attitude towards information received by someone can influence every action they will take. Someone who has a positive attitude will tend to understand correctly every information or knowledge that exists, conversely a negative attitude will sometimes provide a wrong understanding of information.

The results of the multivariate test show how far or how much the independent variables influence the dependent variables. The results of multiple linear regression analysis obtained an R square value of 0.332. The OR value on the attitude variable was obtained at 1.719 and on the role variable was obtained at 2.702, so it can be concluded that the independent variable, namely the role of nurses, has the strongest relationship to the implementation of triage as seen from the OR role value of 2.702.

The role of a nurse is a way to express an activity of a nurse in practice who has completed his/her formal education, is recognized and given professional nursing responsibilities in accordance with the code of ethics of his/her profession. According to Rifiani & Sulihandari (2013) there are eight types of nursing roles, including: the role of care giver, client advocate, counselor, educator, collaborator, coordinator, change agent and consultant.

#### 4. Conclusion

Based on the results of this study, it can be concluded that the study on the relationship between the role and attitude of emergency installation nurses with the implementation of triage based on priority found that the majority of nurses have a good role in the implementation of triage. The majority of nurses have a positive attitude towards the implementation of triage and most nurses carry out triage in accordance with the Standard Operating Procedure.

The results of the study indicate that there is a relationship between the role and attitude of emergency installation nurses with the implementation of triage based on priority. The results of multiple linear regression analysis indicate that the role variable







shows the strongest relationship to the implementation of triage as seen from the OR value of 2,702.

It is hoped that the results of this study can be used as a source of information and additional insight for carrying out nursing actions. The results of this study still have many shortcomings because the researcher has not carried out the research optimally and has not discussed the response time and length of stay in the emergency installation room.

## 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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