



**STRENGTHENING OF PROFESSIONAL NURSING CARE METHODS (MAKP)
TEAM NURSING METHOD IN RSUD DR. R. KOESMA TUBAN**

Oleh

Tin Dwi Kartiningsih¹, Adhe Anniza Pramesti², Yuzita Nurfitriani³, Joko Prasetyo⁴

^{1,2,3,4}STRADA Indonesia Institute of Health Science

Email: ¹tindwikartiningsih@gmail.com, ²adheanniza11@gmail.com,
³yuzita.nur72@gmail.com

Abstract

Hospitals is health service organization unit by providing comprehensive health services that include promotive, preventive, curative and rehabilitative for all levels of society, often experience problems related to community dissatisfaction with the quality of hospital services which are considered unsatisfactory. Nursing service is one of the factors that determines the good and bad quality and image of the hospital. In addition to the form of service which has special characteristics, namely the implementation of continuous 24-hour service, it is also one of the most numerous health professional workers in hospital. The Professional Nursing Care Model (MAKP) which is currently becoming a trend in Indonesian nursing is the MAKP with comprehensive method of providing nursing care. MAKP is method of providing nursing care in which a professional nurse leads group of nursing staff in providing nursing care to patients through cooperative and collaborative efforts. According to an interview conducted by the residency team to one of the Heads of Room at RSUD Dr. R. Koesma, Tuban Regency, the application of MAKP uses the team method. However, in practice it is still more likely to use functional methods. After the implementation was carried out in the form of providing Socialization of MAKP Strengthening Team Methods to nurses in the Lily Room at RSUD, found the following evaluation results: The Room Nurse will apply the Team MAKP method continuously and consistently. Then, supervision will be carried out periodically so there are no more findings that result in MAKP Team's method not running optimally.

Keywords : *Socialization, Nursing Care, Nursing*

PENDAHULUAN

Hospitals as a health service organization unit by providing comprehensive health services that include promotive, preventive, curative and rehabilitative aspects for all levels of society, often experience problems related to community dissatisfaction with the quality of hospital services which are considered unsatisfactory (DepKes RI, 2010). Nursing service is one of the factors that determines the good and bad quality and image of the hospital. In addition to the form of service which has special characteristics, namely the implementation of continuous 24-hour service, it is also one of the most numerous health

professional workers in a hospital (Nursalam, 2015).

Professional nursing services will be realized if carried out by professional staff so that they can contribute to improving the quality of hospital services. The role of a nurse in health services in hospitals is very large. Nursing staff in hospitals are Human Resources (HR) that have been recognized and meet the requirements as one of the resources in hospitals (Hospital Law No. 44, 2009). According to Gillies, nursing staff constitute 60% of the total human resources owned by the hospital. Considering the large proportion of



nursing staff, it is necessary to have effective and efficient nursing management. Management is a dynamic and proactive approach in carrying out an organized activity. Management includes coordination and supervision of staff, facilities and infrastructure in achieving goals. Nursing management is the process of working through staff members to charge nursing care in a professional manner. The nursing management process is in line with nursing as a method of implementing professional care, so that it is hoped that the two will support each other (Nursalam, 2011).

Implementation of nursing management is inseparable from the implementation of management functions effectively and efficiently. Marquis and Huston (2012) suggest that the management function was first proposed by Fayol which includes five functions, namely planning, organizing, commanding, coordinating and controlling. Each of these management functions is interrelated with one another and can be applied by both top, middle and lower level managers (Nursalam, 2015). The Professional Nursing Care Model (MAKP) which is currently becoming a trend in Indonesian nursing is the MAKP with a comprehensive method of providing nursing care. MAKP is a method of providing nursing care in which a professional nurse leads a group of nursing staff in providing nursing care to patients through cooperative and collaborative efforts.

According to an interview conducted by the residency team to one of the Heads of Room at RSUD Dr. R. Koesma, Tuban Regency, the application of MAKP uses the team method. However, in practice it is still more likely to use functional methods. Based on the description above, we, as students of the Postgraduate Program in the IIK STRADA Indonesia Kediri Master of Nursing Study Program, will practice Nursing management residency at Dr. R. Koesma Tuban Regency with the main study on MAKP that has been implemented at dr. R. Koesma Tuban Regency in providing health

services.

LITERATURE REVIEW

MATERIALS

Definition of MAKP

The Professional Nursing Care Model (MAKP) is a system that includes structures, processes, and professional values that enable professional nurses to manage the delivery of nursing care and regulate the environment to support nursing care as a model, meaning an inpatient room can be an example in professional nursing practice in hospitals (Sitorus, 2006). The professional nursing care model is a system (structure, processes and values) that allows professional nurses to manage the provision of nursing care including the environment to support the provision of such care (Nursalam, 2011).

From the above understanding it can be concluded that the MAKP system is a form of professional service which is part of the health service which defines four elements namely standards, nursing process, nursing education, and MAKP system to regulate the provision of nursing care.

MAKP Methods

The success of nursing care for clients is largely determined by the choice of method of providing professional nursing care. The following are the types of MAKP:

1. Functional Method

This method is a classic management that emphasizes efficiency, clear division of tasks and good supervision. The advantages of the functional nursing care method are:

- a. Classic management that emphasizes efficiency, clear division of tasks and good supervision
- b. Very good for understaffed hospitals
- c. Senior nurses occupy themselves with managerial tasks, while caring for patients is given to junior or inexperienced nurses.

Weaknesses in functional methods are:

- a. Does not give satisfaction to patients



and nurses

- b. Nursing services are separated, cannot apply the nursing process
- c. Nurses' perceptions tend to be actions related to skills only.

2. Team Method

This method uses a team consisting of different members in providing nursing care to a group of patients. The goal of the team nursing method is to provide client-centered care. This method uses a team consisting of different members in providing nursing care to a group of patients. Room nurses are divided into 2-3 teams consisting of professional, technical and auxiliary staff in a small group who help each other. This method is commonly used in nursing services in inpatient, outpatient and emergency rooms. The concept of the team method is:

- a. The team leader as a professional nurse must be able to use a variety of leadership techniques
- b. The importance of effective communication so that the continuity of the nursing plan is guaranteed
- c. Team members must value the leadership of the team leader
- d. The role of the head of the room is important in the team method, and will be successful if supported by the head of the room.

Pros of using the team method:

- a. Enables comprehensive service
- b. Support the implementation of the nursing process
- c. Enables communication between teams, so that conflicts are easily resolved and give satisfaction to team members

3. Primary Method

Assignment method where one nurse is fully responsible for 24 hours for the patient's nursing care from entering the patient to leaving the hospital. The primary method requires nursing knowledge and management skills that are continuous and

comprehensive, primary nurses gain high accountability for results and allow self-development so that patients feel individually humanized. Advantages in implementing the Primary Method:

- a. Is continuous and comprehensive
- b. Primary nurses gain high accountability for results, and allow for self-development
- c. Benefits include patients, nurses, doctors and hospitals.

4. Case Method

Each nurse is assigned to serve all the needs of patients while on duty. Patients will be cared for differently by each shift and there is no guarantee that the patient will be cared for by the same person the next day. The assignment method is usually applied to one patient and one nurse and carried out for private nurses in providing special nursing care such as isolation cases and intensive care. Pros of the case method:

- a. Nurses understand more per case
- b. Management evaluation system becomes easier

Disadvantages of the case method:

- a. Not yet identified the nurse in charge.
- b. It takes quite a lot of energy and has the same basic capabilities.

Factors Related to MAKP Changes :

1. Quality of Nursing Services

Every effort to improve nursing services always talks about quality.

Quality is indispensable for:

- a. Improving nursing care to patients
- b. Make a profit
- c. Maintaining the existence of the institution
- d. Increase job satisfaction
- e. Increase consumer confidence
- f. Carry out activities according to rules or standards

2. National Policy Standards or Institutions

Nursing practice standards in Indonesia compiled by the Indonesian Ministry of Health consist of several standards,



including:

- a. Respect the rights of patients
- b. Acceptance when the patient enters the hospital
- c. Observation of the patient's condition Fulfillment of nutritional needs
- d. Care for non-operative and administrative measures
- e. Care for surgical and invasive procedures
- f. Education to patients and families
- g. Providing continuous and continuous care

Problem Prioritization Concept

1. Fishbone Diagram

This diagram describes the relationship between the problem and all the causal factors that influence the problem (Dewi, 2012). The problem that you want to know the cause of lies in the head of the fish, while the factors that cause a problem are written on the bones of the fish (Djuari, 2021).

Each factor has its own root causes, through a fishbone diagram, the root causes can be easily identified. The benefit of using a fishbone diagram is that it helps determine the root causes of problems with a structured approach and get ideas that can provide solutions for solving a problem (Kurniasih, 2020).

2. USG Method (Urgency, Seriousness, Growth)

The USG method is a scoring method for prioritizing issues that must be resolved (Hidayati and Istiqomah, 2020). The USG method consists of three factors, namely:

- a. Urgency
Urgency is seen from the availability of time and whether or not the problem is urgently resolved.
- b. Seriously
Seriously a problem is considered more serious if the problem can cause

other problems than a problem that stands alone.

c. Growth

Growth is related to the growth of problems. The faster the problem develops, the higher the growth rate. A problem that is rapidly developing, of course, the more priority to overcome these problems.

In this method each problem is assessed its risk and impact. The highest value is considered as a priority problem that must be resolved immediately. The scoring step using the USG method begins with listing the root causes of the problem, making a problem priority matrix table with a scoring weight of 1-5 (Lina, 2021).

3. SWOT Method (Strength, Weakness, Opportunity, Threats)

Basically SWOT is an acronym of four words namely Strength, Weakness, Opportunity, and Threats (Fatimah, 2016). This SWOT analysis is one of the methods used to evaluate Strengths, Weaknesses, Opportunities, Threats. This analytical approach is based on logic that maximizes Strengths, Weaknesses, Opportunities and Threats.

The SWOT analysis consists of four factors which are explained as follows:

a. Strength

Strengths are the characteristics that add value to something and make it superior to competitors as well as positive, useful and creative strengths.

b. Weaknesses

Weaknesses are things that are not owned as a result of limitations, lack of resources, and abilities that greatly affect performance.

c. Opportunities (opportunities)

Opportunity is a condition of future development that occurs. Opportunities can arise from



markets, competition, industry or government and technology. Increasing demand accompanied by deregulation is a big opportunity.

d. Threats (threats)

Threats are external factors that cannot be controlled. With threat analysis, at least it can be used as a reference in preparing a backup plan against adverse conditions.

METHODS

Assessment

RSUD dr. R. Koesma Tuban Regency is a hospital owned by the Regional Government of Tuban Regency which carries out the financial management of the Regional Public Service Agency (BLUD). In the implementation of health services in hospitals, the treatment room is one of the factors that determines the good and bad quality and image of the hospital. One of the professional health services is the implementation of MAKP in every room. MAKP is a method of providing nursing care in which a professional nurse leads a group of nursing staff in providing nursing care to patients through cooperative and collaborative efforts.

Before the assessment was carried out, the resident team conducted interviews with the Head of Nursing who finally agreed that the residency problem was the implementation of the Professional Nursing Care Method (MAKP), which in practice had not been running optimally and was not in accordance with the existing concept. The majority of the wards at the Koesma Hospital in Tuban still do not fully use the MAKP Team Nursing Method. After the study was carried out, one of the things that caused the less than optimal implementation of MAKP was the lack of knowledge regarding the methods, understanding and implementation of MAKP properly. Therefore it is necessary to have actions that

can increase knowledge regarding the methods, understanding and implementation of MAKP with socialization or other activities.

Table 1. Methods USG

No	Problem	Urgency	Seriousness	Complex	Total	Rank
1	Lack of knowledge of nurses about the application of MAKP	3	3	3	123	1
2	There is no supervision in the implementation of Team MAKP	3	3	3	125	2
3	Commitment/ Motivation of nurses in implementing the Team MAKP is low	3	3	4	60	IV
4	Facilities and infrastructure in health services are fulfilled according to the needs of the room	4	4	4	64	III
5	The nursing management coaching program regarding MAKP has not yet been implemented	3	4	3	100	II
6	MAKP socialization has not yet started	4	4	4	64	III
7	The reward of nurses needs to be improved	3	3	4	38	V
8	Role of role in supervision needs to be improved	3	3	4	38	V

RESULTS

Based on the fishbone diagram that has been made related to the implementation of MAKP at dr. R. Koesma Tuban can formulate the problem as follows:

- a. Lack of knowledge of the MAKP method
- b. There is no supervision in the implementation of MAKP Team Nursing
- c. Low participation or commitment
- d. Infrastructure facilities are not in accordance with the standard requirements
- e. The nursing management coaching program has not yet been implemented
- f. MAKP socialization has not yet started
- g. Reward or appreciation for nurses is lacking
- h. The role of the head of the room is less in carrying out supervision

DISCUSSION

The intervention plan that will be carried out is to carry out socialization related to the implementation of the MAKP Nursing Team to increase the knowledge and understanding of labor nurses in implementing MAKP. The application of the MAKP Team method at RSUD dr.R. Koesma Tuban Regency which is influenced by several factors. The most influential factors were the socialization of



MAKP which had not yet been implemented and the application of the MAKP method which was still not consistent with the organizational structure of the MAKP Team method. So that we, as the Resident Team, plan to provide implementation in the form of MAKP Team Strengthening Socialization to nurses in the room.

This implementation is carried out as a form of implementation of the intervention plan strategy. In order to implement the Socialization efforts to Strengthen MAKP Teams, it is carried out in the form of face-to-face counseling to nurses, starting from the implementing nurse, team leader, and karu. In addition, we also invite field experts to assist and provide reaffirmation regarding the application of the Team MAKP method which has been applied so far.



Strengthening the MAKP Method for the Nursing Team

The first stage in the implementation of MAKP Strengthening Socialization is to carry out coordination with areas of expertise and the head of space regarding the implementation schedule that will be held by the Residency Team. This activity will be held on Thursday, 22 June 2023. The focus of the socialization topic is related to the application of the MAKP Team method in a room. Specifically, the focus of the intervention is to optimize the team's

MAKP method which should already be running in every room. The media used is in the form of power point which is displayed through the projector screen. The step in making the material that the Resident Team presented was a power point containing the definition of MAKP, types of MAKP, strengths and weaknesses, and an organizational structure scheme, as well as the responsibilities of each role in a room.

CONCLUSION

1. The results of the study conducted by the Residency Team found that the application of the MAKP method by the Team was not optimal.
2. The causes of the less than optimal application of the MAKP Team Method include the lack of socialization of the MAKP Team Method and the lack of supervision regarding MAKP.

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