IMPLEMENTATION OF INTEGRATED NURSING MODELS TOWARD PATIENT SATISFACTION IN MITRA MEDIKA AMPLAS HOSPITAL, MEDAN, NORTH SUMATRA

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ABSTRACT

Background: The patient's statement of the nurse's poor and needy performance reflects dissatisfaction. Communities need patient-focused services, and the success of nursing care is determined mainly by choice of nursing care delivery models. This study aimed to determine implementation of integrated nursing models toward patient satisfaction in Mitra Medika Amplas Hospital, Medan, North Sumatra.

Subject dan Method: This was a quasi-experiment with two group comparison conducted at Mitra Medika Amplas Hospital, Medan, Indonesia. A sample of 77 patients was selected by consecutive sampling. The data were collected by questionnaire and analyzed by t-test.

Result: The results showed that the level of satisfaction in the intervention group stated that 60 people were satisfied (78%) while the control group stated that 4 people were satisfied (5%). It was statistically significant ($p < 0,05$).

Conclusion: The level of patient satisfaction based on the dimensions of tangible quality, empathy, reliability, responsiveness and assurance was higher in the intervention group than in the control group.

Keywords: integrated model, patient focused services

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