THE EFFECTIVENESS OF TELENURSING IN IMPROVING THE QUALITY OF NURSING HEALTHCARE SERVICE IN WOUND CARE BASED ON OREM AND IMOGENE KING THEORIES: A SYSTEMATIC REVIEW

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ABSTRACT

Background: In the COVID-19 pandemic, patients who needed wound care became less visited the hospitals, health centers, or other health facilities due to the concerns about COVID-19 transmission. It may lead to worsening wound conditions, which will impact the quality of health services. The nursing staff is the main part of wound care practices, primarily conducted in private nursing practices. The advancement in telecommunications and development in telemedicine offer promising potential for setting up a tele-wound care program. Telenursing uses technology to deliver nursing care and conduct nursing practice as long-distance clinical health care. This study aimed to systematically review telenursing in improving the quality of nursing healthcare service in wound care based on Orem's and Imogene King's theories.

Subjects and Method: This was a systematic review. The research question was formulated in PICO: Population, Intervention, Comparison, and Outcome. The inclusion criteria were (1) Patients who can perform care independently at home; (2) The time used was in accordance with the winner scale criteria on wound healing; (2) A case study applied the integration of Orem's self-care theory and Imogene King interpersonal system, using Service Quality (ServQual) indicators with RATER scale (responsibility, assurance, tangibles, empathy, and responsiveness).

Results: Based on the theoretical concepts of the Orem self-care model and the Imogene King interpersonal system, telenursing was useful for delivering wound care services focused on client independence, which could improve the quality of nursing healthcare services.

Conclusion: Telenursing is effective in improving the quality of health services in wound care.

Keywords: telenursing, Orem self-care model, Imogene King interpersonal system, quality of health service, wound care, client independence

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