

Article

Knowledge of the Patient's Family about the Level of Emergency Based on Triage with the Satisfaction of the Patient's Family in the Emergency Department of the Sumedang Area General Hospital

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Abstract: Introduction The patient's family found many complaints about the service, such as assuming that those who came first were immediately handled, and should not be separated from the assistance of nurses or other health workers. The patient's family does not know about the triage system applied in the emergency department which has challenges for nurses to provide the best service satisfaction to the patient's family. //

Study aim: This study aims to analyze the relationship between the patient's family knowledge about emergency levels based on triage with the satisfaction of the patient's family in the Emergency Department of Sumedang Regional General Hospital.

Research Method: The research method uses correlational quantitative descriptive research using a cross sectional approach. The population is a family of 72 patients and the sampling technique uses accidental sampling. Data collection techniques use primary data by distributing questionnaires. The questionnaire consisted of variables with the patient's family knowledge of the level of emergency based on triage (reliability value 0.91) and variables with the patient's family satisfaction in the Emergency Department (reliability value 0.97). The data were analyzed using frequency distribution calculations and the Chi-Square test.

Results The results showed that the knowledge of the patient's family about the level of emergency based on triage was not good (12.5%), quite good (61.1%) and good (26.4%). Research also shows that the satisfaction of the patient's family in the Emergency Department is less satisfied (1.4%), quite satisfied (66.7%) and satisfied (31.9%). Research shows that there is a significant relationship (p-value 0.002) between the patient's family knowledge of emergency levels based on triage and the patient's family satisfaction in the Emergency Department.

Conclusions The results of this study are expected to provide information for hospitals to further improve education or strengthen information through print or digital media about emergency levels based on triage in the Emergency Department in order to provide positive support for increasing patient family satisfaction.

Keywords: Emergency Installation, Patient's Family, Satisfaction, Emergency Level, Knowledge, Triage.

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1. Introduction

Triage is the process of selecting patients in terms of emergency level and handling will be a priority [1]. Prioritization in handling can be influenced by the level of patient emergency, the number of patients who come, the ability of Emergency Department personnel, the availability of supporting equipment and adequate space [2]. With the implementation of triage, patient satisfaction in hospitals will be achieved so that complaints and even death and disability in emergency cases can be minimized [3]. Efforts to save patients

in large numbers and in a short time in the Emergency Department require the knowledge, attitude, and skills of Emergency Department officers. In addition to knowledge from Emergency Department personnel about triage, families must also have sufficient knowledge about the triage system applied in the Emergency Department in order to understand the work of health workers in emergency services. If the knowledge possessed by the family is adequate, it can avoid problems such as feeling ignored, perceptions of families who feel their rights are not being paid attention to, and not getting treatment and services quickly which causes complaints due to dissatisfaction from the patient's family [4].

Patient satisfaction is an indicator of the quality of individual health services. The provision of nursing services that provide patient satisfaction, especially in emergency situations, is seen from the nurse's quick response in providing action, timely service, how to behave in service, care in providing services and the quality of service from nurses to patients [5]. The level of patient satisfaction will increase if the service is as expected, so that patients will come back and tell the service information obtained by patients to family or people around [6]. The emergence of satisfaction in patients can be influenced by several factors including knowledge, awareness, positive attitudes, socioeconomics, value systems and patient understanding of the type of service they will receive [7]. Apriani (2018) [8] explained that satisfaction can be assessed from 5 dimensions, namely in the form of dimensions of reliability (reliability), responsiveness (responsiveness), assurance (assurance), empathy (empathy) and physical evidence (tangible). Therefore, the level of patient satisfaction in the Emergency Department is important because by knowing this, nurses in the Emergency Department can improve the services provided optimally so that patient satisfaction will increase and can provide a good image for the Emergency Department or the hospital.

2. Literature Review

The Emergency Department functions to provide nursing services for patients with critical and life-threatening conditions by providing nursing care that is in accordance with standards and codes of ethics in nursing [9]. Emergency is a condition that is life-threatening or self-endangering with problems in the respiratory system, circulation, loss of consciousness, and hemodynamic disorders that require fast, precise and accurate action handling [9]. Triage is a system in the division or classification of priorities in patients based on the severity of the patient's condition or emergency that requires immediate action [10].

The patient's family knowledge of the level of emergency based on triage is a person's understanding of the patient's condition varies from mild to critical and the patient's environment that has mobility and the service system that will be received (patient and family) by service providers (health workers including nurses) in prioritizing the health services provided. Knowledge includes dimensions of definition, purpose, category, related factors and speed. Family satisfaction of patients in the Emergency Department is the response of a service recipient (patient and family) by service providers (health workers including nurses) which includes the performance of service providers to service recipients. Satisfaction includes 5 dimensions, namely in the form of dimensions of reliability, responsiveness, assurance, empathy and physical evidence (tangible).

Research Purposes This study aims to analyze the relationship between the patient's family knowledge about emergency levels based on triage with the satisfaction of the patient's family in the Emergency Department of Sumedang Regional General Hospital.

3. Research Purposes

The research method used is a quantitative research method with a correlational descriptive type using a cross sectional approach. The population of this study was the families of patients from the Emergency Department of the Sumedang Regional General Hospital numbering with sampling techniques using accidental sampling techniques so that the number of study samples was 72 respondents. The data collection technique is to distribute questionnaires by filling in answer choices in the form of Likert scales. The questionnaire consisted of variables with the patient's family knowledge of the level of emergency based on triage (reliability value 0.91) and variables with the patient's family satisfaction in the Emergency Department (reliability value 0.97). The data were analyzed using frequency distribution calculations and the Chi-Square test. Researchers provided explanations prior to data collection with respondents signing informed consent. The study will be conducted for 1 month in 2023.

4. Research Result

Table 1. Distribution of Patients' Family Knowledge on Emergency Levels Based on Triage

Category	Frequency	Percentage
Not Good	9	12,5%
Good enough	44	61,1%
Good	19	26,4%
Total	72	100%

Based on the results of the study in Table 1 shows that most (61.1%) of the patient's family knowledge about emergency levels based on triage is in the fairly good category.

Table 2. Distribution of Patient Family Satisfaction in the Emergency Department

Category	Frequency	Percentage
Less Satisfied	1	1,4%
Quite Satisfied	48	66,7%
Satisfied	23	31,9%
Total	72	100%

Based on the results of the study in Table 2 shows that most (66.7%) of the patient's family satisfaction in the emergency department is in the category of quite satisfied.

Table 3. Analysis Of The Relationship Between The Patient's Family Knowledge Of Emergency Level Based On Triage With The Patient's Family Satisfaction In The Emergency Department

CHI SQUARE TEST										
Knowledge	Satisfied						Total		P-Value	r
	Less Satisfied		Quite Satisfied		Satisfied					
	n	%	n	%	n	%	n	%		
Not Good	1	1,4%	7	9,7%	1	1,4%	9	12,5%		
Good enough	0	0%	33	45,8%	11	15,3%	44	61,1%	0,002	0,364
Good	0	0%	8	11,1%	11	15,3%	19	26,4%		
Total	1	1,4%	48	66,7%	23	31,9%	72	100%		

Table 3 shows that the significance value is $0.002 < \text{Sig}.0.05$. So the conclusion of the analysis is that there is a relationship between the patient's family knowledge about emergency levels based on triage with the satisfaction of the patient's family in the Emergency Department.

5. Discussion

5.1. Knowledge of the Patient's Family about the Level of Emergency

Based on table 1, it shows that the level of family knowledge about emergency levels based on triage is in the sufficient category of 44 people (61.1%), the good category of 19 people (26.4%) and the lesser category of 9 people (12.5%). The highest respondents' knowledge was in the sufficient category. The category of sufficient knowledge in this study can be interpreted as respondents are able to answer as many as 7-12 questions correctly about the level of emergency based on triage. In the opinion of researchers, a person's knowledge

can be influenced by age. Based on the results of respondents' age characteristics, it shows that almost some respondents are at the age of 26-35 years and 36-45 years with 23 respondents each (31.9%). Researchers argue that most respondents are at that age because they have good comprehension and mindset. This is in line with Alamsyah's research (2021) [4], that at that age is included in a mature age and also someone plays a more active role in their social environment and there is almost no decrease in intellectual abilities and verbal abilities [1].

Age is one of the most important things that affect knowledge, because the older a person gets, the more knowledge and experience a person gets. Therefore, the higher the age, the more it will affect the development of one's mindset. In addition to age, knowledge can also be influenced by education [1]. Based on the results of the characteristics of the respondents' education level, most respondents were at the high school education level as many as 47 people (65.3%). This is in line with the research of Mustafa et al., (2022) [1] that knowledge is obtained not only in terms of formal education, but can be from the experience of oneself or one's environment. In contrast to Alamsyah's research (2021) [4], it states that good knowledge is influenced by the level of education, because it affects the mindset in responding to things. Based on the opinion of researchers, that through education, a person will learn many things so that they can absorb a lot of information and be able to change perceptions and form a good and correct understanding. Lack of knowledge due to low information obtained by the family.

The level of knowledge is influenced by several factors such as information media such as newspapers, the internet, books and other mass media, counseling by health workers and the desire from within to seek information. The knowledge obtained by a person is not only in terms of formal education but can be from his experience or his environment [1]. This is evidenced by the low patient answers in the triage category indicator of 2 statement items and the service speed indicator in the triage of 2 statement items. Good knowledge will be able to change the perception of families about the speed of service in the Emergency Department and reduce the emergence of complaints to health workers in the Emergency Department.

5.2. Family Satisfaction of Patients in the Emergency Department

Patient satisfaction is one of the indicators of the quality of service provided by health workers, because basically everyone wants to get the best service from what is chosen. The results of the study based on table 5.3 showed that nursing service satisfaction in the Emergency Department was in the satisfied category of 48 people (66.7%), very satisfied as many as 23 people (31.9%) and the dissatisfied category of 1 person (1.4%). Most respondents were satisfied with the service in the Emergency Room, this is in line with the research of Korengkeng and Lainsamputty (2022) [5], it was found that the majority of patients were satisfied and mentioned that the group of patients with the satisfied category was the dominant category. The next study, conducted by (Rama et al., 2019) [10], showed that the performance of nurses in the good category was 56 people (59.6%) and patient satisfaction was in the satisfied category of 69 people (73.4

This is in line with this study that patient service satisfaction is in the sufficient category which is characterized by answers that nurses provide clear information, can maintain confidentiality and have good patient responsiveness. In the opinion of researchers, respondent satisfaction affects accuracy in services, especially in nursing services. This is characterized by the existence of low assessment evidence related to the reliability dimension indicator as many as 4 statement items, the physical evidence dimension (tangible) 1 statement item and the empathy dimension 1 statement item. Therefore, respondents can only assess services according to what they see and feel because they do not know the correct standard of service in the Emergency Department

As an officer in the Emergency Installation, you must always be ready to help with the problems of health conditions experienced by patients and must not discriminate against a patient's social status. This is a way to maintain the feelings of patients and families in the Emergency Installation. In the opinion of researchers, patient needs and desires are important things that must be understood because they affect patient satisfaction. To create patient satisfaction, the hospital must manage the service system well. If the patient does not feel disappointment with the service, then the patient will feel satisfied with the existing service so that it will form the patient's trust in the place and will be used as a recommendation to the family or surrounding community. So to be able to evaluate services in the Emergency Installation, it is better to conduct periodic satisfaction

surveys in order to measure the extent of satisfaction that patients experience during service in the Emergency Department.

5.3. Analysis of the Relationship between the Patient's Family Knowledge of Emergency Level Based on Triage with the Patient's Family Satisfaction in the Emergency Department

Statistical tests on the relationship between the level of family knowledge about emergency levels based on triage with service satisfaction in the Emergency Department of Sumedang Regency Hospital using the Spearman Rank correlation obtained p-value results of $0.002 < 0.05$ which can be interpreted as a relationship between family knowledge about emergency levels based on triage with service satisfaction in the Emergency Department with a close relationship level of 0.364 which is low (weak). Respondents who had knowledge were mostly sufficient as many as 44 people (61.1%) and satisfied as many as 48 people (66.7%) in services in the Emergency Department. This is in line with Akba's research (2020) [12] which states that the results of the study have a relationship between the accuracy of nurses in determining triage with family satisfaction in the Emergency Department with a significance value of 0.011. The results of the study by Sukrang et al., (2023) [11] also prove that there is a relationship between the patient's family knowledge about triage and the patient's family satisfaction in nursing services in the Emergency Department with a significance value of 0.000.

Family knowledge about the accuracy of officers in determining triage can affect a service process in the Emergency Installation, so that respondents or families will feel satisfied if the nurse is right in triaging the family [11]. There are several stages of knowledge, including knowing, understanding, application, analysis, synthesis and evaluation [13]. Therefore, the higher the knowledge possessed by a person, the higher the ability to make an assessment on an object, one of which is in assessing service satisfaction.

Laksana et al., (2021) [7] suggest that factors that can affect patient satisfaction are knowledge, awareness, positive attitudes, socioeconomics, value systems, patient understanding of the type of service received and empathy from health care workers. Based on the results of the study, family knowledge about emergency levels based on triage can affect the level of service satisfaction. This can be caused by several factors including different personal knowledge backgrounds, characteristics of patients who come to the Emergency Department and not all patients have the same emergency cases when coming to the Emergency Department.

The existence of ignorance about triage in the Emergency Department can affect the satisfaction of services experienced by patients. Long service can have an impact on patient dissatisfaction in handling if the patient does not understand the priority of treatment that must be done by officers in the Emergency Installation. Patient dissatisfaction with services in the Emergency Department can affect the level of patient trust in the Hospital, so the patient's view will be very important for a Hospital. Good knowledge, facilities and services can make patients feel safe and comfortable so that it can have an impact on the satisfaction they receive.

6. Conclusion:

The conclusion of this study is family knowledge about emergency levels based on triage: more than half of respondents (61.1%) are knowledgeable and service satisfaction of more than half of respondents (66.7%) with satisfied categories. And there is a significant relationship (p-value 0.002) between the level of family knowledge about the level of emergency based on triage with the level of service satisfaction at the Emergency Department of Sumedang Regional General Hospital. It is hoped that with the results of this study, the hospital provides suggestion boxes and conducts periodic satisfaction surveys to be able to evaluate services in the Emergency Department and nurses can improve services to be more optimal.

Clearance of ethical: Ethics committee show there is no wrong study and there is no plagiarism in this result.

Interest collision: This thesis showed there is no interest collision.

Founding source: None.

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