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RESEARCH ARTICLE

RESPOND TIME IN EMERGENCY INSTALLATION HEALTH SERVICES AT HAJI HOSPITAL MEDAN 2018

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ABSTRACT

Background: Emergency Installation as the main gate for handling emergency cases in hospitals has an important function in efforts to save clients' lives, because in the implementation phase must refer to the basic principles of emergency care namely saving time is life saving with the measure of success of this thing is respond time for 5 minutes. **Object:** to explore the respond time in emergency installation health service at Haji Hospital Medan. **Methods:** A qualitative study with analytic description was used. Thirty informants were selected using total sampling in this study. The data were gathered in-depth interview. Analysis and interpretation used verbatim descriptions in Bahasa Indonesia and subsequently translated into English language. **Results:** The application of triage at Haji Hospital has been carried out but it has not had a Standard Procedure Operational about triage. **Conclusion:** It is recommended to the management to make SPO about triage. Thus, it facilitates and standardizes service standards at the emergency department. For further researchers to be able to conduct more in-depth research on patient satisfaction in obtaining emergency services at the emergency department.

INTRODUCTION

Emergency services are the basic rights of every community and obligations that must be given by health care providers. The government and the community are responsible for maintaining and improving the quality of emergency health services as a major part of health development so that the implementation has a structured system (Ministry of Health, 2009). Emergency Room Installation as the main gateway for handling emergency cases in hospitals plays an important role in the efforts to save clients' lives. Wilde (2009) proves the importance of response time even in patients other than people with heart disease. The mechanism of response time, besides determining the extent of damage to internal organs, can also reduce the cost burden. The speed and accuracy of help given to patients who come to the emergency department requires a standard in accordance with their competencies and abilities so that they can guarantee an emergency treatment with fast response time and proper handling. This can be achieved by improving the facilities, infrastructure, human resources and management of hospital emergency installations according to standards (Ministry of Health, 2009). Emergency handling has its philosophy, namely Time Saving's Live Saving, meaning that all actions taken during an emergency condition must be truly effective and efficient. This is reminiscent of the condition that patients can lose their lives in just minutes. Stopping breath for 2-3 minutes in humans can cause fatal deaths (Sutawijaya, 2009).

According to the Ministry of Health in 2009 regarding the Minimum Hospital Service Standards, the response time of doctor services in the emergency department has dimensions of safety quality and service effectiveness. The speed of the doctor's service in the emergency department is the speed of the patient being served since the patient arrives until he gets a doctor's service (within minutes). Where response time is the speed and accuracy of services received by patients in a hospital that can provide confidence to patients so they can always use the services at the hospital. The response time has a maximum standard of 5 minutes in each case. Service response time needs to be taken into account so that the delivery of services that are fast, responsive and able to save emergency patients. Triage is a system of selection and selection of patients to determine the level of emergency and priority for handling patients. The triage system is one of the application of risk management systems in the emergency unit so that patients who come get treatment quickly and precisely as needed by using available resources. The train also helps regulate services in accordance with the flow of patients in the emergency department. Triage assessment is an initial assessment of emergency room patients performed by nurses (Kartikawati, 2013). Triage has an important function in emergency care, especially if many patients come at the same time. This aims to ensure that patients are treated according to the order of the emergency for the purpose of intervention. Triage is also needed for the placement of patients in the appropriate assessment and treatment area and helps to

describe various cases in the Emergency Installation (Gilboy, 2005). Based on observations made in August 2017 in the Emergency Installation of Haji Hospital there were 3-4 nurses per shift from a total of 14 nurses and 13 doctors. Where is an Emergency Installation doctor who also has the job of becoming a room doctor. The nurses of the Haji Hospital had not all attended the PPDG/BTCLS training. Administrative services included in the good category. Where Medan Haji Hospital is one type B hospital so that it becomes one of the referral hospitals in Medan City. Emergency services also pay attention to aspects of nursing care which are very important to note, because in the implementation phase it must refer to the basic principle of emergency services, namely saving time is life saving with the measure of success of this thing is respond time for 5 minutes. The implementation of nursing care in the emergency room of the Haji Hospital is not in accordance with the standard, it can be seen from the response time. Based on the explanation described earlier, it is considered that there is a problem regarding the response time in emergency patients in the Emergency Installation of Medan Haji Hospital. Therefore, it is necessary to conduct research related to the response time at Medan Haji Hospital to find out more about the cause of the problem. The author's interest is due to the Emergency Installation service being a service with a high emergency level, where every patient who comes must get immediate treatment.

MATERIALS AND METHODS

This type of research was qualitative which was located in Medan Haji Hospital. The population of this study were all Emergency Installation staff consisting of Doctors, Head of Nurses, and Nurses with a population of 30 people. The sampling method was total sampling. Data collection methods include: independent interviews, observations, documentation studies.

RESULTS

The results of this study indicate that the implementation of triage at the Haji General Hospital in Medan City has been carried out but it does not yet have a Standard Operating Procedure about triage. As we know the obligation of hospitals must provide services in accordance with the applicable standards as a whole. So that all patients who enter the Emergency Room get the same service from all medical personnel for improving patient safety. There are still nurses who do not have triage training. How can health workers be able to provide optimal and quality services if not provided by the knowledge and expertise they have. Knowledge and expertise are very useful for medical personnel to be able to facilitate the classification of emergency types, so that the response time in serving patients will be shorter and more precise.

DISCUSSION

Based on the results of the interviews conducted, the Haji Hospital has a good response time which is less than 3 minutes.

However, the conditions in the field were found to respond to the handling of patients in the Emergency Installation for more than 5 minutes. This is influenced by health workers available in the Emergency Installation of Medan Haji Hospital. One of

the officers in the Emergency Room Installation is a nurse. The nurse in charge must have a good level of education because it will affect the quality of services provided (Ali, 2014). The nurse who is on duty at the emergency room at the Haji Hospital in Medan does not have an education that is suitable for the work unit. Nurses must have triage training so that it will affect the assessment of the triage scale. A decrease in the value of the triage scale or inaccurate triage will increase the handling time that the patient must receive so that it will risk reducing the patient safety rate and quality of health services (Khairina, Marini & Huriani, 2018). Hospitals have the obligation to provide health services that are safe, quality, effective and not discriminate by prioritizing the safety and interests of patients in accordance with hospital service standards. In addition the hospital must also provide emergency services to patients in accordance with their service capabilities. The obligation of other hospitals is able to make, maintain and implement quality standards of health services in hospitals as a reference in serving patients (UU No.24 of 2009).

In Medan Haji Hospital already has Operational Procedure Standards in Emergency Services, but it does not yet have Standard Operating Procedures regarding triage. In this case the Medan Haji Hospital has not fully carried out its obligations as a hospital that provides quality health services. The hospital's obligation to provide emergency services to patients in accordance with the ability of their services in Emergency Services in the form of triage and action to save lives or record disability. The ability of this service must be in accordance with the standards of Emergency Care according to the type and classification of hospitals. According to Mardalena (2017) states that response time is closely related to triage. The role of nurses in triage is very important. The application of triage that has not been implemented maximally will make the patient not get the right medical treatment according to the condition or condition. Thus causing a lengthy response time in carrying out initial service actions in the emergency department. this is consistent with research from Aspriani and Febriani (2017) at the emergency department at Siti Khadijah Hospital Palembang. The results of the study indicate that there is a significant relationship between emergency response and response time. The same thing was revealed by Aprianti (2015). In his research, the response to the treatment that was > 5 minutes tended to be when there was no stretcher, this showed that the availability of stretchers had a significant effect on the response of the nurses. In line with Mudatsir (2018). In his research showed that the education, training, facilities, and emergency level of patients were significantly associated with patient response time at the emergency department. As for the most influential in the response time of patients in Emergency Services is the facilities available in the unit. This shows that the unavailability of facilities or inadequate facilities in the room will affect the poor response time of handling and have an impact and impact on patient safety.

Conclusion

The procedure for providing services must be based on the standard operating procedures that apply at the Medan Haji Hospital. This is to facilitate medical personnel in providing health services in Emergency Services, with the aim of accelerating response time in handling patients. So, all patients who enter the Emergency Room get the same service from all

medical personnel for improving patient safety. There are still nurses who do not have triage training. How can health workers be able to provide optimal and quality services if not provided by the knowledge and expertise they have. Knowledge and expertise are very useful for medical personnel to be able to facilitate the classification of emergency types, so that the response time in serving patients will be shorter and more precise.

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