

New Patient Orientation “KANAK”(Recognizing Pediatric Room) to Prevent Child Hospitalization: Pilot Study

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ARTICLE INFORMATION

Article history

Received (July 17, 2024)

Revised (August, 22 2024)

Accepted (September, 16 2024)

Keywords

**New Patient,
Orientation,
Child hospitalization**

ABSTRACT

Introduction: Sick children experience crisis conditions for a change of environment when they have to be hospitalized. Besides that, children must be separated from their closest people and cannot do any activities such as playing. This condition is called hospitalization. New patient orientation is an introduction provided by nurses to patients and families about the services while the children are undergoing treatment in order to be able to adapt immediately, one of which is to prevent hospitalization.

Objective: Optimizing the implementation of new patient orientation “KANAK” (Recognizing Pediatric Room) through leaflet and barcode features.

Methods: This study used a descriptive research design with a pilot study approach. The sample of this study was families of new patients in the pediatric room of Blambangan Hospital. The instruments used were KANAK guidelines, leaflets and barcode features.

Results: The results of observations of the implementation of KANAK in the pediatric room to families using leaflets and barcode features carried out by the team leader and shift supervisor for 15 patients were categorized as good. **Conclusion:** The implementation of new patient orientation through a pilot study approach applying SWOT Analysis and implementing the PDCA concept (Plan, Do, Check and Action) during the evaluation, decreased child hospitalization.

Introduction

Sick children and being hospitalized is a major crisis condition for children. If a child is hospitalized, the child will easily experience a crisis because the child experiences stress due to the changes he is experiencing. These changes can be in a form of changes in the child's health status, changes in the environment, or changes in



daily habits. Apart from that, children also have limitations in coping mechanisms to deal with problems and events that are stressful and are stressors in themselves for children, (Suwito F, Priyantari W. 2022)

Stressors or triggers for stress in children being treated in hospital can be physical changes, psycho-social or spiritual changes. The changes in the physical environment of the room, such as narrow and uncomfortable sleeping facilities, poor levels of cleanliness, and lighting that is too bright or too dim. Besides that, loud noises can make children feel disturbed or even scared. Children who are sick and undergoing treatment must be separated from their former environment and the people closest to them, which in the end will cause feelings of insecurity and anxiety which are usually known as hospitalization, (Suwito F, Priyantari W. 2022).

Hospitalization is a situation when children require treatment of conditions in the hospital. A condition with a new environment is a stress factor for children, parents and families. Due to separation from both parents and peers, loss of control and injury and body pain, anxiety may occur among children. Accompanying children hospitalized is a stressor for parents, especially for mothers who have a higher frequency of anxiety and depression during a children hospitalization. This condition occurs due to the emergence of various problems both medical and psychological that threaten their children during hospitalization. It can be caused by several reasons such as chronic illness, less pleasant care, and family economic situation. All of them can have an impact on the healing process. The anxiety can increase if parents identify the lack of information about their children's illness from the hospital. It can then lead to a reaction of disbelief when their children's condition suddenly worsened, (Salsabila P, Anggraini IR, Alifatin A, Aini N. 2022).

Orientation to patients and companions is an important thing must be carried out by nurses to avoid something that is worrying and frightening for them, including the hospitals, facilities, and regulation applied. Information about the hospital is needed by patients and companions to be able to adapt to the hospital situations which are different from their own homes. New patient orientation is an introduction and adaptation to the situation or environment. The introduction or orientation needs to be managed because there are a number of typical aspects arising when someone enters a new environment, including anxiety about whether or not they are accepted in a new environment and unrealistic expectations because they do not have clear and complete information about the new environment. Therefore, a socialization process is needed so that patients can immediately adjust to the hospital environment. New patient orientation is the process of admission of new patients and their families to foster mutual trust and initial information related to the treatment process, (Noprianty, 2018).

Mas Alit Room is a pediatric room at Blambangan Hospital, Banyuwangi. This is a type B hospital and is a referral hospital in Banyuwangi Regency. Blambangan Hospital continues to improve health services in accordance with the needs of the community by continuing to complete infrastructure, support and commitment of all parties, both management and functional levels. Nursing service at hospitals is one of the



determinant factors of improving health services. One of the initial procedures in the admission of patients in the nursing room is the orientation of new patients. Based on the results of observations and interviews, the implementation of new patient orientation in the pediatrics' room has not been carried out in an integrated manner. It was sometimes delayed because of other nursing service activities, sometimes carried out in a cut off according to questions from the patient's family, and other obstacles.

Mas Alit Room does not yet have guidelines and media for the implementation of new patient orientation. It is one of the causes of lack optimal orientation implementation. The unfavorable implementation of this activity makes the lack of understanding of new patients and the patients' family about the rules, facilities, infrastructure and services in the room. Based on this phenomenon, the author feels the need to conduct a study pilot to optimize the implementation of new patient orientation and to provide a general picture of services in the pediatrics' room, facilities and functions of facilities as an effort to reduce hospitalization and improve service quality. The aim of this study is Optimizing of New Patient Orientation Application KANAK (Recognizing Children Room) to prevent hospitalization.

Methods

This study applied a descriptive research design with a Pilot Study approach. In this study, the researcher identified the implementation of new patient orientation "KANAK" (Recognizing Pediatric Room) in the pediatric inpatient room (Mas Alit) of X Hospital about the plan of the room, services provided and the rules carried out by the Team Leader and the person in charge of the shift (PJ Shift) as many as 6 people. The sample of this study was families of patients who were hospitalized for the first time in the pediatric room (Mas Alit) as many as 15 people. The inclusion criteria in this study were the families of patients who were hospitalized for the first time in the Mas Alit Room, who looked after the patient while they were being treated in the Mas Alit Room in the first 24 hours of admission to the hospital. The research was conducted from May 24 - 27, 2024 using observation and interview methods.

This design was to describe the implementation of new patient orientation, especially the room plan, the facilities, the services and the regulations of the pediatric room. The implementation of new patient orientation used leaflets and barcode media by Team Leader and PJ Shift who were on duty with a new patient orientation flow system in accordance with the guidelines that had been compiled. The overall process was observed by the researcher. In this activity the data was collected using the 'KANAK' assessment sheet according to the new patient orientation flow in the form of a check list of new patient orientation procedures and has a score of 30. The result is considered good assessment if the score >76% (23-30), while the assessment scored 56-75% (17-22) is sufficient assessment, and poor assessment if the score is <56% (1-16).

Then implementation was carried out in the form of socialization and role play regarding the implementation of KANAK, evaluation of the SOPs that had been prepared and new patient orientation guidelines. Furthermore, problem prioritization was conducted together with the head of the room and the team leader to determine problem solving strategies using the PDCA (Plan Do Check Action) cycle.

Results

The implementation of KANAK with the orientation of the Mas Alit room plan, all of the facilities, services and special rules of in the pediatric room, carried out every time a new patient entered the pediatric inpatient room. This was done in every shift and at any time new patients arrived.

In the initial assessment using observation and interview methods, there were several items had to be conveyed to new patients and families in the implementation of new patient orientation carried out by the head of the team and PJ Shift as many as 6 nurses in the pediatric inpatient room of Blambangan Hospital. Some of the items conveyed during orientation were in accordance with the leaflet or barcode media consisting of features of the room plan, services provided, regulations applied and facilities available in the pediatric room. In addition, an assessment using the 5Ms (Man, Material, Method, Machine, and Market) was conducted. The data obtained was then subjected to SWOT analysis to find problems so that problem prioritization could be carried out.

Based on the SWOT analysis, an action plan was carried out implementing the PDCA concept (Plan, Do, Check and Action) and using the framework of the roles and functions of ward management. The action plan used in this pilot study included creating KANAK new patient orientation guidelines and KANAK media (KANAK feature barcode leaflet). KANAK innovation was initiated with dissemination involving relevant parties from management and functional areas in the hospital.

The implementation of KANAK started with a socialization meeting attended by the head of room, team leader and shift manager, followed by a KANAK role play according to the guidelines and using fliers. The next stage was a KANAK trial for new patients carried out on each shift by the shift manager or team leader as the person responsible for orientation.

The results of observations revealed families understand about the services provided in the pediatric room, who are the doctors in charge and when to be examined, nursing services for 24 hours, special facilities for pediatric room and how to use these facilities, nutrition services, drug services and the importance of room rules. The role of the family to participate in maintaining comfort, order and cleanliness of the room is very important to improve services. In addition, family knowledge and the most prioritized that patients could adapt so that hospitalization might be controlled.

Discussion

A hospital is an institution that provides health care services and aims to provide services to the community. To achieve optimal results in health services, hospitals try to provide high quality services. The quality of service is strongly associated with the attitudes and behaviors - such as politeness, smiling, and friendliness - of the service providers to the customers. There are many factors that can influence excellent service in hospitals, and one of them is the role of nurses. Nurses, as healthcare professionals, provide care services to patients 24 hours a day and play a very important role in ensuring patients' satisfaction. Therefore, it can be concluded that nurses' service is one of the most important factors in creating excellent services. One of the outcomes of good patient service is patients' satisfaction. A well organized and managed nursing room, as the spearhead of the implementation of nursing services for 24 hours to patients, is needed to be able to provide optimal service quality to patients. Some

factors that support services in the inpatient room are adequate infrastructure, human resources with good ability and adequate quantity and commitment in improving services through sustainable self-development. In addition, the role of service promotion and the most important one is the role of managers in continuing to improve services both through monitoring and evaluation, integrated documentation and an effective interpersonal communication, (Ayomi RD, Suroso J., 2023).

Admission of new patients is an important step in an inpatient unit and has the potential to be a memorable experience for patients, (Sari et al., 2017). The process also influences the patient's perception of the quality of healthcare in the hospital. Therefore, it is important to remember that this first impression plays an essential role in assessing patients' satisfaction with nursing services. Being sick and hospitalized is a stressor itself for sick people, especially children whose activities are consumed. They are separated from and cannot play with their friends, and cannot attend the school, which then result in hospitalization conditions in children. Hospitalization in children is a crisis state. This situation occurs because the children are trying to adapt to an unfamiliar and new environment, namely the hospital. In fact, this condition becomes a stressor factor for the children, parents and family so that it is necessary to do an introduction to both the new environment and services in the pediatric room, (Mulyatiningsih E. 2014)

Orientation is the interpretation that underlies thoughts, attention, or tendencies. Room orientation is an important thing that must be carried out by nurses to patients and companions to avoid something that is worrying and frightening for the patients. The nurses orientate patients and companions to hospitals, facilities, and applicable regulations. Information about the hospital is needed by patients and their companions to be able to adapt to the hospital situations that are different from their own homes. Through prior orientation, a person will adapt more easily so that it will affect subsequent behavior.

New patient orientation is a contract between nurses and patients or family where there is an agreement between the nurses and the patients or family in providing nursing care so as to create a good relationship between the patients and the nurses. The orientation program is carried out by providing information to patients and families about treatment room, surrounding environment, applicable regulations, available facilities, the way to use obtainable facilities, health workers and hospital's staffs involved in care, and patient activities. New patient orientation is aimed to find out the condition of the patient and family, to search out whether the patient can immediately occupy the treatment room, to learn the general condition of the patient and help reduce the patient's anxiety when entering the hospital. If the nurse implements the program to the patient according to the procedure, the patient will be able to adapt to the environment and the treatment process easily, (Ayomi RD, Suroso J. 2023).

The "KANAK" (Recognizing Pediatric Room) innovation is an effort to manage the orientation of new or first-time patients to the pediatric room by introducing the room through a sketch of the various facilities, what services available and special rules applicable in the pediatric room. The introduction of facilities in the room makes it easier for patients and families to recognize and use facilities properly, and optimizes

the function of the obtainable facilities to support services in the room. Services in the room, especially nursing services, who the doctors are in charge and what the patient will receive are informed so that patients and families will get an overview along they are in the pediatric room. Special room regulations are conveyed because patient and family cooperation is important to participate in maintaining cleanliness, comfort and a conducive atmosphere in the room, (Suwito F, Priyantari W. 2022)

The implementation of the "KANAK" innovation begins with the preparation of new patient orientation media and guidelines, including SOP (Standard Operating Procedures) as a reference for the implementation of new patient orientation. In the next stage, the socialization and role play related to "KANAK" is carried out with the shift manager, team leader and also with the head and deputy head of Mas Alit room.

The implementation of "KANAK" is expected to reduce parental anxiety, child hospitalization and improve service quality in the pediatric room. If "KANAK" is implemented to new patients, it can increase information to children and families about the conditions of the care environment and health workers. A good and clear orientation can affect a person's perception of a new environment. If a person knows about what is in the surrounding environment clearly, the person will be more confident and at once can reduce anxiety. Orientation is a part of nursing care. The provision of comprehensive and relevant information by nurses has a significant role in enabling patients to understand their care process better. A good assessment from respondents is the statement about nurses introducing themselves before being on duty. It becomes the dominant component in assessing the quality of nurses' services. Good service quality will have a broad impact, one of which is nurse job satisfaction, as a market/promotion of pediatric room services and also part of general service improvement in the hospital, (Salsabila P, Anggraini IR, Alifatin A, Aini N. 2022).

Conclusion

Sick children, in addition to their illness, have their own stressors, such as a new environment, separation from family and friends, disruption of play activities, and some of the effects of hospitalization. When children are sick, anxiety will also occur in parents and may be even more related to the children's condition and some sudden changes in condition. A new patient orientation, as part of nursing services, is an introduction to the hospital, rules and services in the room provided to families when entering the room. The innovation of "KANAK" (Recognizing Pediatric Room) with leaflet media for patient families and easy access information about the pediatric room, services and the regulations of pediatric room via barcode. Orientation for new patients can help to overcome the fear of hospitalization on children, and anxiety among parents and improve the quality of care.

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