

# Nurse Professionalism in Law Perspective: Risk Management of Occupational Health and Safety in the Hospital

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## ABSTRACT

**Background:** Law number 38/2014 on nursing requires nurses to provide professional services. Unprofessional nurse increases health and safety risk of themselves. This study aimed to describe nursing professionalism in occupational health and safety risk management at PKU Muhammadiyah Hospital, Karanganyar, Central Java.

**Subjects and Method:** This was a descriptive qualitative. The study was conducted at PKU Muhammadiyah hospital, Karanganyar, Central Java, from December 2018 to February 2019. There were 6 key informants selected for this study, including (1) Infection prevention and control committee, (2) Head of hospital health promotion, (3) Head division of access to hospitals and continuity of service, (4) Head of patient and family rights, (5) Head division of nursing, and (6) Head division of occupational health and safety. A sample of 50 nurses from 7 wards was selected to measure their attitude toward risk management of occupational health and safety. The study sample was selected randomly. Patients were included to describe the quality of health service from their perspective. The data were collected by structured interview and analyzed by triangulation.

**Results:** Nursing professionalism in occupational health and safety risk management at PKU Muhammadiyah Hospital was good. In order to maintain and improve nursing professionalism, internal hospital training and regular coordination meeting were conducted, involving ward nurses and heads, and nursing committee. Occupational health and safety risks were minimal. Near-miss and accident cases were recorded and followed up for future preventive purpose.

**Conclusion:** Nursing professionalism in occupational health and safety risk management at PKU Muhammadiyah Hospital is good. Some preventive measures had been taken to minimize occupational health and safety risk.

**Keywords:** nursing, professionalism, risk management

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## BACKGROUND

Professional attitude is a sense of experiences that makes up a professional identity (Ghadirian et al., 2014). Professional values are practical standards that create a framework for evaluation of attitudes and ideas influencing behavior in professional nurses. Acquisition of professional values is the

heart of professional development (Bang et al., 2011; Ghadirian et al., 2014).

Patients had two-types expectations toward health service, i.e (1) doctors and hospitals are expected to provide medical treatment with all the knowledge and skill at their command, and (2) they will not do anything to harm the patient in any manner either

because of their negligence, carelessness, or reckless attitude of their staff. This study aimed to describe the nurse professionalism toward risk management of occupational health and safety in the hospital from law perspective (Pandit and Pandit, 2009).

Nurse professionalization is a category related to culture, some of its properties are mentioned as to be autonomous, cooperative, retained jurisdiction, membership in professional organizations and professional development, community service and social services, compliance with codes of nursing, conduct and evaluation of nursing theory (Weis and Schank, 2000).

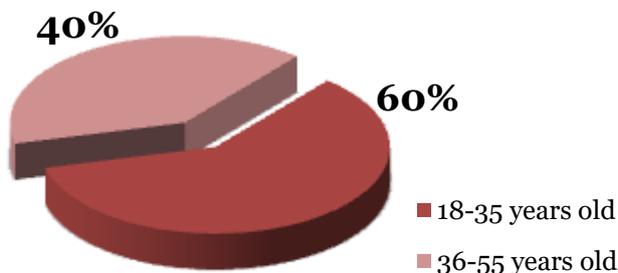
Role modeling and changing the organizational culture can be effective in non-formal education for nurses (van Mook et al., 2009). Training program should be designed to meet the expectations concerning professionalization (Edelstein et al., 2005).

This study aimed to describe nursing professionalism in occupational health and safety risk management at PKU Muhammadiyah Hospital, Karanganyar, Central Java.

**SUBJECTS AND METHOD**

**1. Study Design**

This was a descriptive qualitative study conducted at PKU Muhammadiyah hospital, Karanganyar, Central Java, in December 2018 to February 2019.



**Figure 1. Nurse age**

**2. Population and Sample**

There were 6 key informants selected for this study, including (1) Infection prevention and control committee, (2) Head of hospital health promotion, (3) Head division of access to hospitals and continuity of service, (4) Head of patient and family rights, (5) Head division of nursing, and (6) Head division of occupational health and safety. A sample of 50 nurses from 7 wards was selected to measure their attitude toward risk management of occupational health and safety. The study sample was selected randomly. Patients were included to describe the quality of health service from their perspective.

**3. Data Collection**

The data were collected by structured interview.

**4. Data Analysis**

The data were analyzed by triangulation method.

**5. Research permission**

This study has been permitted by PKU Muhammadiyah hospital, Karanganyar.

**RESULTS**

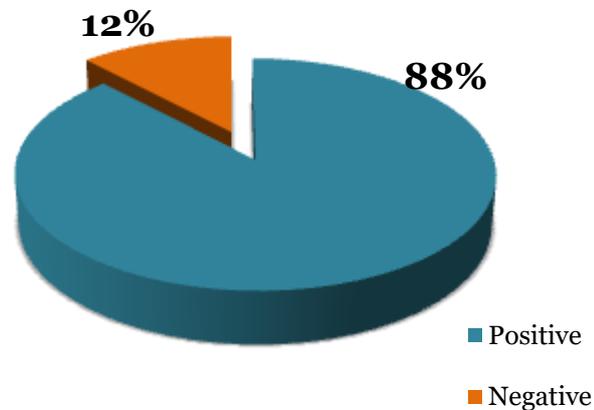
**1. Informants characteristics**

Figure 1 depicted that as many as 60% nurses were at age under 36 years old. Figure 1 depicted that as many as 66% nurses were female.



**Figure 2. Nurse gender**

## 2. Nurse attitude toward risk management of occupational health and safety



**Figure 3. Nurse attitude toward risk management of occupational health and safety**

Figure 1 depicted that 88% nurses had positive attitude toward risk management of occupational health and safety.

The results of in-depth interview showed that PKU Muhammadiyah Hospital had low risk of occupational accident on health personnel and patients.

Law of the Republic of Indonesia Number 1 of 1970 concerning Occupational Safety shows that one of the requirements for occupational safety is to prevent and control the emergence of occupational diseases both physical and psychological, infection, and transmission.

The results of this study reported that PKU Muhammadiyah hospital has fulfilled the risk management of occupational health and safety standard in hospital. It can minimize the risks of safety and health in the hospital, so that it does not cause adverse effects on the safety and health of human resources, patients, and visitors.

### DISCUSSION

The age qualifications of nurses in charge affect the amount of absorption of knowledge toward nursing care and professional nurse code of ethics (Pool et al., 2013).

### 1. Nurse attitude toward risk management of occupational health and safety

Professionalization includes a series of attitudes which represent levels of individuals' identification with, recognition by and commitment to a particular occupation. Numerous components play a role in the formation of a professionalization state including historical, cultural, and social perspectives. Professional experience is often acquired through the adoption and reinforcement of professional role model (Shohani and Zamanzadeh, 2017). Previous study reported that supportive role of managers and workplace affected nurses' mental positive perceptions (Sodeify et al., 2013). Laschinger and Finegan (2005) stated that work environments and organizational structures are the factors affecting nurse performance.

The results of this study showed that most of nurses at PKU Muhammadiyah hospital, Karanganyar, agree and consider well the consequences that will arise when providing services to patients. They maintain patient confidentiality, maintain workplace respect, serve patients well, carry out

tasks in accordance with standard operating procedures, and maintain good attitude during work.

Based on the results of in-depth interviews with key informants, nurses have received education to serve patients in accordance with applicable regulations at PKU Muhammadiyah Hospital, Karanganyar. However, not all patients expressed satisfaction with the nurse health services. Some patients revealed that some nurses' attitudes did not please patients in dealing with their complaints.

The quality of health care is the consequence between health service providers and the patients (Rahman et al., 2002). Patients seek quality in their personal interactions with knowledgeable, thorough health personnel who listens, communicates well, and is focused on individualized care (Regula et al., 2007).

## **2. Law perspective on the risk management of occupational health and safety**

Nurses always maintain patient documentation correctly, accurately, and objectively. Documentation of medical services provided by nurses to patients was communicated with between health services (doctors, nurses, nutrition officers, etc.), and it was verified by medical record division. The medical documentation aspect is a reflection of the care process given by the nurse on the doctor's orders which is always recorded for the sake of fulfilling the legal aspects.

Good communication with patients is expected to reduce complaints from patients. PKU Muhammadiyah Karanganyar Hospital tried to resolve complaints from patients addressed to nurses or to hospitals by being responsive, not reactive. At least it can be used as a reference in dealing with patient dissatisfaction in receiving nursing care. Responsiveness is giving a pause to

turn data into information, so that it can provide responses to complaints or complaints in a measurable manner. Whereas reactive involves direct responses which are usually of an emotional approach and have the potential to extend to the other side. Responding to patient complaints must be placed on the best service attitude, because it has become part of a commitment to good and professional service.

Hospitals should strengthen the professional values among the nurses to provide better health service (Bunkenborg et al., 2012; Poorchangizi et al., 2019). Regulations to control health care services are needed to avoid mal-practices. Research, education, and training of occupational health and safety professionals and health workers are needed to address occupational health and safety issues and its impact to the health service. Patients and health service users can influence the adoption of occupational health and safety practices by demanding the protection of health personnel who are providing health care (Lucchini and London, 2014).

### **AUTHOR CONTRIBUTION**

Dewi Arradini interviewed the informants, collected the data, did data analysis, discussed risk management of occupational health and safety from law perspective, and wrote the manuscript

### **CONFLICT OF INTEREST**

The author declared that there was no conflict of interest. The abstract of this study has been presented and published in e-proceeding of International Conference in Public Health (2019).

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