



Indonesia Commission on Accreditation of Hospitals

Patricia Rani Rumondang

Nursing Corporate,Indriati Hospital Group, Solo Baru, Central Java



isqua2024.2f30538

THE INFLUENCE OF CARING AND PROFESSIONALISM OF NURSES ON PATIENT SATISFACTION WHICH HAS AN IMPACT THE QUALITY OF NURSING CLINICS AND PATIENT SAFETY IN HOSPITALS

INTRODUCTION

Caring is showing concern for others, **respecting human dignity, and committing to being attentive in service.** Nursing professionalism involves a nurse's ability to **communicate with patients, provide services according to practice standards and ethical codes, and develop themselves** formally and informally.

AIM

This study aim to determine the influence of nurses caring and professionalism on patient satisfaction that impacts the quality of nursing clinics and safety in hospitals.

METHOD

The research conducted was quantitative and followed a cross-sectional approach, utilizing proportional random sampling. The population studied consisted of all patients in the hospital from November to December 2023. A total of 250 individuals were surveyed using the Caring Professional Scale (CPS) Swanson's and ServQual questionnaires. Source of data from primary data, with descriptive analysis techniques with the help of SPSS and Excel.

CONCLUSIONS

Overall, respondents perceived that patients were very satisfied with the nursing services provided at the hospital. **83.66% of patients were satisfied with the empathy shown by the nurses**, including their kindness and concern for patients and their families. **The nurses' responsiveness to patients was 80.88%**. The study found that **the nurses' caring and professionalism had an impact on patient satisfaction, the quality of nursing care, and patient safety in the hospital**. To serve with care and professionalism, nurses need to consistently and committedly provide patient-focused nursing care. **Therefore, nurses must improve their ability to communicate effectively with patients, families, and other healthcare professionals, so that patients have an unforgettable positive experience during their hospitalization**. In addition, nurses need to continuously develop themselves as the times are dynamic and constantly changing.

ACKNOWLEDGEMENT

Praise and gratitude to God Almighty who has given grace so that he can complete this research. We would like to express our gratitude and appreciation to **all parties in Indriati Solo Baru Hospital** who gave the opportunity to conduct research at this hospital. **Indonesia Commission on Accreditation of Hospitals, our quality warriors colleagues, and our beloved family** who always support us to take an active role in ISQua events. **This research is still far from perfect, but is expected to be useful not only for researchers, but also for readers.** For this reason, suggestions and constructive criticism are most welcome.

REFERENCES

- 1.A.Parasuraman, Valaria A.Zeithaml, Leonard L.Beery (2020). *ServQual : A Multiple – Item Scale for Measuring Consumer Perceptions of Service Quality*, Texas, California
- 2.Swanson, K.M. (2001). Swanson’s Caring Theory: Caring Profesional Scale. *Journal of Nursing Scholarship*.
- 3.WHO – Patient Safety. (2021). *Global Patient Safety Action Plan 2021 – 2035: Towards eliminating avoidable harm in health care*. Jenewa: WHO

CONTACT INFORMATION



**Patricia Rani Rumondang,Skep,Ns.,
MAN.,FISQua.,CPS.,CHAE**

 + 62 87865107189

✉ patricia.rumondang@gmail.com