Nurse Needs, Hope, and Satisfaction during Hemodialysis Care in Medan Indonesia

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Abstract

BACKGROUND: Patients with chronic kidney disease need hemodialysis kidney replacement. Nurses in providing hemodialysis services require the needs during treatment, have hopes / desires and feel satisfaction while doing patient care.

AIM: This study aims to identify the needs, hopes/desires and satisfaction of nurses in providing care to hemodialysis patients in Medan.

METHODS: The research design used is descriptive, sampling method using purposive sampling with a sample of 41 respondents. Inclusion criteria were permanent nurses in government hospitals, working period of more than 2 years, nurses working in hemodialysis units. Data collection is done by distributing questionnaires, questionnaires are made based on literature reviews that have been tested by content validation by experts. Reliability tests using Cronbach's Alpha with 0.88 test results so that the instrument is feasible to use.

RESULT: The results showed that the majority of nurses said that the need for hemodialysis nurses was highest, namely the latest information on HD services by 39 respondents (98%), the hopes and desires of nurses during the care of HD patients comfortably and well as many as 37 respondents (93%), satisfaction while caring Patients who monitored the patient's weight reached 38 respondents (98%).

CONCLUSIONS: This study recommends that hospitals, especially the Hemodialysis room, continue to provide maximum service to every patient who is undergoing Hemodialysis as a motivation for patients to stay motivated in living their daily lives.

Introduction

The United States Kidney Data System, cases of chronic kidney disease in 2011 amounted to 1,901 per 1 million population [1]. Indonesian Renal Registry data shows an increase in the number of hemodialysis patients to 11,689 patients in 2015 [2]. The number of patients with chronic kidney disease in Indonesia based on doctor’s diagnosis was 0.2%, the highest number in Central Sulawesi was 0.5%, followed by Aceh, Gorontalo and North Sulawesi, each by 0.4%. While East Nusa Tenggara, South Sulawesi, Lampung, West Java, Central Java, DI Yogyakarta, and East Java are 0.3% each. North Sumatra Province by 0.2% [3]. Patients with chronic renal failure undergoing hemodialysis therapy have difficulty in restricting fluid intake as evidenced by their weight gain interdialisis severe category. Such conditions can cause them to be at a risk for various complications of fluid overload so that decreased inequality of life [4].

Hemodialysis nurses have a heavy task in carrying out patient care which includes delays in care, being late for dialysis, waiting for the machine to finish, machine errors, doctors who are rarely present, feeling no one is listening, lack of information, lack of supervision, condition of the patient’s disease, using HD machines modern and sophisticated, the application of hospital policies, strict infection control procedures and increased workload [5], [6]. The responsibilities of HD nurses on the continuing care of patients that make nurses vulnerable to fatigue and resulting in decreased productivity, job satisfaction, depression, lack of attention to patients and families, low health care implementation and can result in financial losses [7], [8]. Working as a nurse has a high level of work stress, which is caused by high demands from the social environment and his own profession [9], [10].

High levels of nurse fatigue lead to poor patient care, increased sick leave, decreased organizational commitment, and increased staff leaving their work environment and even the nursing profession [6]. The work environment in the hospital also has an important role in supporting professional nursing practice to provide good nursing services [11]. Good nursing services increase job satisfaction, so that pleasant and good emotional states can improve evaluation of nurse performance appraisal [12]. The high causes of stress...
and adaptive coping that nurses need affect the well-being of nurses working in hemodialysis units [13].

Problems that occur due to the performance of nurses who have not been maximized in caring for patients, so it is necessary to do research on the expectations, needs and satisfaction of nurses in conducting nursing care in hemodialysis patients. Research that aims to look at the hopes, needs and satisfaction of nurses in treating hemodialysis patients has never been done in Medan, research that has been done such as the level of saturation of nurses in caring for patients, factors that influence patient hemodialysis care, nurse workload, factors that affect nurse performance.

Methods

This study uses a descriptive design with the aim of describing the expectations, needs and satisfaction of hemodialysis nurses while working in the hemodialysis unit. This research method is very appropriate to identify the needs, hopes/desires and satisfaction of nurses in providing care to hemodialysis patients in Medan. Conditions felt by nurses can be the basis for improving the performance and satisfaction of care services. The study was conducted at two government hospital locations in Medan City. Government hospitals are referral hospitals from various regions which have a variety of patients ranging from low to high economic groups, diverse ethnicities and policies regulated by the central government. The study began in March-July 2018. The population in this study were nurses working in the hemodialysis unit at Medan City Government Hospital. The sampling method uses purposive sampling with a sample of 41 respondents. Criteria for the inclusion of nurses are permanent nurses in government hospitals, working period of more than 2 years, nurses working in hemodialysis units. Exclusion criteria were apprentice nurses and had no experience treating patients in the hemodialysis room.

Data collection using a questionnaire containing questions about the hopes, needs and satisfaction of nurses while working in the hemodialysis unit. The questionnaire was made based on a literature review that has been tested by content validation by experts. The instrument validity test was conducted by 3 lecturers with expertise in basic nursing from the Faculty of Nursing, Universitas Sumatera Utara. The reliability test was conducted on 20 nurses who work at different government hospitals from data collection. The reliability test uses Cronbach’s Alpha with 0.88 test results so that the instrument is proper to use. Questionnaire questions are quite detailed, clear and answer choices are available regarding the hopes, needs and satisfaction of nurses while working in the hemodialysis unit. Respondents were asked to answer the questions contained in the questionnaire carefully and based on the facts they experienced.

Data and identity of respondents are kept confidential by the researcher. Data analysis was performed univariately to describe demographic data, needs, expectations, and satisfaction of nurses in treating patients with hemodialysis. This study received permission from the leadership of the Faculty of Nursing, University of North Sumatra, and leaders of hospitals in Medan. This study was approved by the USU Nursing Health Research Ethics Commission by Number: 1333 / III / SP / 2018.

Results

Characteristics of respondents

The research data in Figure 1, illustrates the needs of the most expected hemodialysis nurses namely the latest information on HD services by 39 respondents (98%), complete facilities as many as 35 respondents (88%), teamwork as many as 33 respondents (83)%, complete HD material as many as 30 respondents (75%), drugs needed by HD patients available) as many as 29 respondents (73%), electricity, water, machines according to HD patients as many as 28 respondents (70%), complete personal protective equipment as many as 25 respondents (63%), the addition of staff in the HD room is 15 respondents (34%).

Table 1: Characteristic frequency distribution for age and gender of respondent

| Variable                        | f  | %   |
|---------------------------------|----|-----|
| Age                             |    |     |
| Adults (18–40)                  | 29 | 71  |
| Old age (41–65)                 | 12 | 29  |
| Gender                          |    |     |
| Male                            | 14 | 34  |
| Female                          | 27 | 66  |
| Education                       |    |     |
| Diploma of nursing              | 18 | 44  |
| Bachelor of nursing             | 23 | 56  |
| Marital status                  |    |     |
| Married                         | 37 | 90  |
| Single                          | 4  | 10  |
| Tribes                          |    |     |
| Batak                           | 27 | 65  |
| Javanese                        | 10 | 25  |
| Malay                           | 2  | 5   |
| Mandailing                      | 2  | 5   |
| Job status                      |    |     |
| Honorer                         | 14 | 34  |
| Civil servants                  | 27 | 66  |
| Work in hemodialysis room       |    |     |
| 1–5 years                       | 14 | 34  |
| 6–10 years                      | 9  | 22  |
| More 10 years                   | 18 | 43  |
Figure 1: Respondents’ needs for providing care to hemodialysis patients in Medan

The results in Figure 2 illustrate the data nurses have hopes and desires during the treatment of HD patients is to feel comfortable and prosperous as many as 37 respondents (93%), career path increased by 36 respondents (90%), cooperation between families, nurses, and doctors as much as 33 respondents (83%), patients were more polite to nurses as many as 30 respondents (75%), HD went smoothly as many as 29 respondents (73%), continuing education as many as 27 respondents (68%), nursing care in accordance with the limits of ability and authority as many as 25 respondents (63%), attending seminar workshops about 23 respondents (58%), quality services as many as 22 respondents (55%), regular medical check-ups of 21 respondents (53%).

Figure 2. Respondents’ Expectations and Desires during Care for Hemodialysis Patients in Medan

Discussion

The most expected needs of hemodialysis nurses are the latest information on HD services by 39 respondents (98%), complete facilities by 35 respondents (88%), teamwork by 33 respondents (83%), complete hemodialysis material by 30 respondents (75%), medicines needed by hemodialysis patients were available as many as 29 respondents (73%), electricity, water, machines for hemodialysis were fulfilled as many as 28 respondents (70%), complete personal protective equipment as many as 25 respondents (63%), the addition of staff in HD space is 15 respondents (34%). Research conducted by [14] says nurses will increase their interest in caring for patients if the hemodialysis room has complete facilities and infrastructure. Complete hemodialysis facilities will influence nurses’ perceptions about their work environment, thereby increasing nursing actions [11]. Hemodialysis patients expect activities during hemodialysis to be equipped with facilities and equipment so that they feel comfortable [14].

Hopes and Desires of nurses when treating hemodialysis patients in Medan, namely nurses feel comfortable and prosperous by 37 respondents (93%), careers increased by 36 respondents (90%), cooperation between families, nurses, and doctors by 33 respondents (83%), patients were more polite to nurses by 30 respondents (75%), hemodialysis went smoothly by 29 respondents (73%), continuing education as many as 27 respondents (68%), nursing care according to the limits of ability and authority of 25 respondents (63%), attending seminar workshops around 23 respondents (58%), quality services as many as 22 respondents (55%), health checks routine 21 respondents (53%). Patients’ perceptions and experiences of receiving care are influenced by nurses’ behavior in providing comfort during hemodialysis and nurses’ knowledge in identifying patients as effective factors in providing patient comfort during hemodialysis [15].

Good collaboration between nurses and other health professionals has the potential to improve the quality of nursing care [16]. The hemodialysis service unit partly relies on senior nurses to teach and educate new
staff members about techniques, protocols while in the hemodialysis room, it is advisable that appropriate and structured education methods are needed to increase the knowledge of new hemodialysis nurses [17].

Nurse satisfaction while caring for patients is monitoring the patient’s body weight of 38 respondents (98%), wages according to regional minimum wage standards of 35 respondents (98%), complete medical equipment totaling 31 respondents (78%), providing nursing care of 30 respondents (75%), patients are cooperative so that HD runs smoothly by 28 respondents (70%), the general condition of patients is good by 25 respondents (63%), patients follow the rules in HD by 22 respondents (55%) [18] said nurses lacked in providing nursing care to patients during hemodialysis treatment, so this could have a bad impact on patients.

Nurses who have skills in providing nursing care given training will give better results than those not given training [13]. Hemodialysis nurses who have high knowledge support the implementation of nursing actions using nursing standards, thereby increasing the performance of nurses working in hemodialysis units [19]. Implementation of education to nurses provides increased knowledge and clinical skills of hemodialysis nurses, the implementation of the training program can improve patient care and facilitate a better work environment for nurses [20]. Training in nursing care plays a role in increasing nurses’ knowledge which affects the level of patient satisfaction, training is given before nurses carry out independent work on hemodialysis patients [21].

Conclusions

Nurses who provide care for hemodialysis patients have the need for complete facilities when providing nursing care. Hopes and desires of nurses in providing care to patients is the cooperation between family and nurses so that discipline can improve patient health and want comfort in providing services to hemodialysis patients. Nurses are not satisfied with providing nursing care because they feel that their knowledge is still lacking.

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Author Queries???

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