

Factors That Influence the Compliance of Professional Nutrition Care Providers (PPA) in Providing Education to Patients and Families

at RSUD Prof. Dr. H. Aloei Saboe Gorontalo City

Lidya Paramitha Moha¹, Srikrit S. Nurkamiden², Fri Sandria Riski Daud³

^{1,2,3} Universitas Bina Mandiri Gorontalo

Article Info

Article history:

Received Apr, 2024

Revised Apr, 2024

Accepted Apr, 2024

Keywords:

PPA Compliance

Nutrition

Education

ABSTRACT

Professional Care Providers (PPA) as an interdisciplinary team play a role in maximizing the implementation of patient-focused services, one of which is through providing education. Education is carried out to help patients and their families better understand the health problems they are facing. PPA must comply with professional norms and ethics in providing education to patients and their families. This research aims to analyze the influencing factors PPA Nutrition compliance in providing education to patients and families at RSUD Prof. Dr. H. Aloei Saboe Gorontalo City using descriptive research type quantitative approach. The data collection method was carried out through distributing questionnaires to Nutrition Care Professionals (PPA) at RSUD Prof. Dr. H. Aloei Saboe Gorontalo City. The research results showed that predisposing factors (knowledge and attitudes), enabling factors (infrastructure, work environment and socialization), and reinforcing factors (role of management and policy) obtained measurement results (score > 50%). Of these three factors, the predisposing factor is the factor that most influences the level of PPA Gizi compliance in providing education to patients and families at RSUD Prof. Dr. H. Aloei Saboe Gorontalo City.

This is an open access article under the [CC BY-SA](https://creativecommons.org/licenses/by-sa/4.0/) license.



Corresponding Author:

Name: Lidya Paramitha Moha

Institution: Universitas Bina Mandiri Gorontalo

Email: lidyaamo94@gmail.com

1. INTRODUCTION

Hospitals are defined as facilities that offer primary care for certain diseases or situations according to age groups, organ systems, types of disease, or other specialties [1]. Professional Care Providers (PPA) as an interdisciplinary team consisting of doctors, nutritionists, physiotherapists, pharmacists and nurses who provide patient care is one of the services offered by hospitals. PPA

responsibilities include assisting in the satisfaction of patient care needs, maximizing the delivery of patient-focused services, coordinating and communicating, education and advocacy, maintaining quality control, and managing patient service costs [1].

The quality of services provided by PPA can have an impact on providing care to patients, but not all PPA are compliant in providing health care and being kind to

patients. In addition, PPA is required to comply with ethics and professional standards in providing education to patients and their families. Providing education is carried out to support the return of health functions to normal and maintain optimal health. Education begins when the patient first arrives at a health care facility, then continues throughout treatment and after the patient is discharged [1].

Health education can help patients and their families know and understand their health problems, increase knowledge and/or skills about health problems, the ability to achieve optimal health, support decision making regarding necessary care and play a role in the service process provided [2]. The involvement of patients and their families in patient care in hospitals shows good results, where patients and their families play a role in making joint decisions regarding treatment and collaborating with patients can help maximize the patient's recovery. Apart from that, it is important to involve family members in nursing coordination [3].

In the research journal at Dr. Lung Hospital. HA Rotinsulu Bandung carried out observations on one of the PPA, namely doctors and nurses who conducted visits to assess the educational needs of newly admitted patients, then the information was conveyed to the PPA involved, such as physiotherapists, pharmacists and nutritionists to educate patients. Observations continued with the nutritionist who was educating the patient about the patient's nutritional intake, but the provision of this education was not documented by the nutritionist. The nutritionist must provide proof of signature in the educational format. This can lead to misunderstandings in coordination between PPA, one of which is doctors as clinical leaders [4]

RSUD Prof. Dr. H. Aloei Saboe Gorontalo City is one of the type B hospitals in Gorontalo city which functions as a referral center for medical services in the Gorontalo City area and is the largest hospital in Gorontalo province. Based on an initial survey at RSUD Prof. Dr. H. Aloei Saboe, through interviews with the Health Promotion Sub-Coordinator regarding Professional Care Provider (PPA) compliance, obtained information that not all PPAs fill in the education sheet, including PPA nutritionists. Nutrition experts are spread across several rooms and only some of them fill out the education and information formats. Researchers are interested in finding out more about the variables that influence PPA Gizi compliance in providing patient and family education at Prof. Hospital. H. Aloei Saboe Gorontalo City.

2. METHODS

This type of research is descriptive research using a quantitative approach. The population in this study was 16 Professional Nutrition Experts (PPA). The entire population was used as the research sample. Sampling is determined depending on the total number of samples [5].

The instrument used in this research is a questionnaire consisting of question items related to factors that influence PPA compliance by nutritionists in providing education to patients and families. The measurement scale in this study uses the Guttman scale. The Guttman scale is a scale that only has two intervals, one of which is "yes-no" [5]. The data analysis approach used in this research is quantitative descriptive analysis

3. RESULTS AND DISCUSSION

3.1 Respondent Characteristics

Table 1. Characteristics of Respondents

No	Respondent Characteristics	Amount (n = 16)	Percentage (%)
1	Gender	Man	-
		Woman	16
2	20 – 27 Years	1	6.25

Age	28 – 35 Years	8	50%
	36 – 43 Years	4	25%
	44 – 51 Years	3	18.75%
	> 52 Years	-	-
3 Education	D3 Nutrition	15	93.75%
	S1 Nutrition	1	6.25%
4 Length of working	15 years	1	6.25%
	6 – 10 Years	6	37.5%
	11 – 15 Years	5	31.25%
	16 – 20 Years	4	25%

Table 1 shows the characteristics of the respondents in this study, where all respondents (100%) were female and were in the age range above 20-51 years. Then the table above shows that respondents have a D3 Nutrition education level of 93.75% and a Bachelor of Nutrition education level of

6.25%. The percentage of respondents based on work experience was highest at 6-10 years at 37.5% and the lowest at 1-5 years at 6.25%.

1. Validation of Research Instruments
a. Validity test

Table 2. Validation Test of Research Instruments

Item no	Rcount	Rtable (5%)	Information
1	a (constant)		Valid
2	a (constant)		Valid
3	0.527		Valid
4	0.851	0.497	Valid
5	0.805		Valid
6	0.747		Valid
7	a (constant)		Valid

The table above shows that the seven questions in the research instrument (questionnaire) are considered valid. This is

based on the validity test, which obtained a value of rcount > r table (0.497).

b. Reliability Test

Table 3. Reliability Test of Research Instruments

Cronbach Alpha	Rtable (5%)	Information
0.617	0.497	Reliable

The table above shows that the research instrument (questionnaire) used is reliable or consistent based on the results of the $\alpha > r$ table (0.497).

2. Data analysis

Table 4. Factors that influence PPA nutrition compliance

No	Factors Affecting Compliance	Average	Percentage (%)	Ket
1	Predisposing Factors Knowledge (n = 4)	4	100%	Predisposing factors influence

		Attitude (n = 4)	4	100%	
2	Enabling Factors	Facilities/Infrastructure (n = 2)	1.9	94%	Enabling factors influence
		Work environment (n = 3)	2.9	96%	
		Socialization (n = 2)	1.8	88%	
3	Strengthening Factors	Management Role (n = 2)	1.6	81%	Reinforcing Factors influence
		Policy (n = 2)	2	100%	

In the table above, three criteria are used to assess the factors that influence PPA Nutrition consisting of predisposing factors, supporting factors, and reinforcing factors. Knowledge and attitude criteria are analyzed on predisposing factors, analysis of enabling elements includes facilities and infrastructure, work environment, and socialization and analysis of reinforcing factors includes criteria for the role of management and policy.

The results of the analysis show that each criterion in the questionnaire instrument which was filled in by the Nutritionist received a score of more than 50%. Each criterion examined in this research variable is evaluated, if the result is in the range of 0-50% it is stated as having no effect, and if the result is 51-100% it is stated that the factor is influential [5]. Based on the analysis results, the highest score for each factor criterion was 100%, while the lowest score was 81%.

Discussion

Care Professionals are an interdisciplinary team consisting of doctors, nurses, physiotherapists, nutritionists and pharmacists who, based on their specialization, educate patients about health problems. This effort is made to provide opportunities for communities and organizations to increase awareness and develop skills and knowledge to improve patient health.

This research aims to determine the factors that influence the level of PPA compliance in providing education to patients and their families at RSUD Prof. Dr. H. Aloei Saboe Gorontalo City. Predisposing, enabling

and reinforcing variables all have an impact on the level of PPA Nutrition compliance at Prof. Hospital. Dr. H. Aloei Saboe Gorontalo City in educating patients and their families. This is shown by the results of measuring each criterion on the questionnaire instrument which has been filled in by the Nutrition Installation officer with a score of more than 50%.

a. Predisposing Factors

Based on the research results on the knowledge variable from the 4 question items, the percentage was 100%, meaning that all respondents had a very good level of knowledge. Knowledge plays a crucial role, especially in providing education to patients and families. Nutritionists as part of an interdisciplinary team must have the knowledge to identify and describe certain nutritional problems that occur in a person, along with the causes or etiology [6].

Furthermore, the attitude variable from the 4 question items obtained a percentage of 100%, meaning that all respondents had very good attitudes. In this case, the PPA nutritionist's attitude in providing education to patients and families is in the very good category. Nutritionists have a sense of responsibility in providing education to patients and families, where this education helps patients in efforts to change behavior related to nutrition so that they can improve the quality of nutrition and health of clients, including changes in knowledge, changes in attitudes, and changes in actions [7]

This research is in line with research [8] regarding compliance evaluation which is

linked to attitudes obtaining 80% positive sentiment. Attitude includes aspects of the cognitive component. The cognitive component in question is in the form of a person's understanding, knowledge, beliefs and views on information and knowledge about an object [9].

b. Enabling Factors

Based on the results of research on the infrastructure variable from the 2 question items, the percentage was 94%, meaning that the infrastructure owned by the hospital supports professional care providers (PPA) nutritionists in providing education. Infrastructure and facilities are a collection of tools used in an activity process that function as the main and supporting tools to achieve the desired results [10]. In this case, there are guidelines and educational forms that PPA nutritionists can use in providing education to patients and documenting them by signing on the educational form sheet.

The work environment variable from the 3 question items obtained a percentage of 96%, meaning that the work environment at RSUD Prof. Dr. H. ALoei Saboe is very good. According to [11] the work environment is everything that is around the worker and that can influence him in carrying out the assigned tasks. This can be seen by 96% of respondents who provide nutrition education to patients and families by recording them on the education form because other friends do it.

The socialization variable from the 2 question items obtained a percentage of 88%, meaning that the respondent had good socialization. Employees who receive good socialization will have a better understanding of the importance of complying with applicable norms and regulations [12]. Thus, a positive work environment and an effective socialization process can help increase individual work compliance.

c. Strengthening Factors

Based on the research results on the management role variable from the 2 question items, the percentage was 81%, meaning that 81% of respondents considered management to have a role in supporting PPA Nutrition in providing education to patients and families.

However, this still requires attention from management because there are respondents who rated "no" on this variable.

The policy variable from the 2 question items obtained a percentage of 100%, meaning that all respondents considered that there were policies related to effective communication and guidance in providing education to patients and families. The role of management and policy is very influential in shaping individual work compliance. A supportive, encouraging and conducive environment for work can be created for staff members through competent management. They are also responsible for ensuring that the socialization process in the workplace is carried out well, so that employees can understand the applicable values, norms and company culture [12].

The role of management and policy is very important in shaping individual work compliance. In order for employees to feel comfortable, satisfied, and more likely to comply with workplace laws and regulations, it is their job to provide a friendly work environment and fair policies.

4. CONCLUSION

- a. Professional Nutrition Care Provider (PPA) at RSUD Prof. Dr. H. ALoei Saboe Gorontalo City is compliant in providing education to patients and families, this is demonstrated by the results of the analysis obtaining a score of >50% for each compliance criterion studied.
- b. Of the three factors that influence compliance, namely predisposing factors (knowledge and attitudes), enabling factors (infrastructure, work environment, and socialization), and reinforcing factors (role of management and policy), the results show that predisposing factors (knowledge and attitudes) have the most influence towards nutritional

PPA compliance in providing education to patients with an average percentage value obtained of 100%.

SUGGESTION

- a. If we look at the research results, the average percentage of factors that influence compliance is above 80%, but this still requires attention from the hospital to maintain the performance of human resources, such as

holding effective communication training, especially for Professional Care Providers (PPA). as an interdisciplinary team.

- b. It is recommended that further research be carried out to determine the extent of compliance of Professional Care Providers (PPA) other than nutritionists in educating patients and families in hospitals.

REFERENCES

- [1] K. A. R. Sakit, "Standar nasional akreditasi rumah sakit edisi 1," *Jakarta: Komisi Akreditasi Rumah Sakit*, pp. 217–225, 2017.
- [2] J. Gunawan, S. Juthamane, and Y. Aunguroch, "Current mental health issues in the era of Covid-19," *Asian J. Psychiatr.*, vol. 51, p. 102103, 2020.
- [3] M. D. Y. Santoso, S. Sunarto, and S. Supanti, "Studi Fenomenologi Pengalaman Perawat Dalam Merawat Pasien Suspect Covid-19," *J. Ilmu Keperawatan Med. Bedah*, vol. 4, no. 1, pp. 54–68, 2021.
- [4] R. Noprianty and S. Noviyanti, "Pelaksanaan Discharge Planning oleh Profesional Pemberi Asuhan (PPA) di Ruang Rawat Inap," *J. Kesehat. Vokasional*, vol. 4, no. 3, pp. 139–146, 2019.
- [5] P. D. Sugiyono, "Quantitative, qualitative, and R&D research methods," *Bandung(ALFABETA, Ed.)*, 2018.
- [6] A. Nuraini, P. Sari, S. Astuti, L. Gumilang, and D. Didah, "Effect of Health Education Video on Knowledge about Stunting among Women in Childbearing Age," *Althea Med. J.*, vol. 8, no. 1, pp. 7–12, 2021.
- [7] R. Su, B. Obrenovic, J. Du, D. Godinic, and A. Khudaykulov, "COVID-19 pandemic implications for corporate sustainability and society: A literature review," *Int. J. Environ. Res. Public Health*, vol. 19, no. 3, p. 1592, 2022.
- [8] I. Rakhman, "EVALUASI HASIL (OUTCOME) PELATIHAN PPI DASAR BAGI PERAWAT RUMAH SAKIT UMUM (RSU) HAJI SURABAYA TAHUN 2016–2018." STIKES Yayasan RS Dr. Soetomo Surabaya, 2019.
- [9] I. K. Swarjana and M. P. H. SKM, *Konsep pengetahuan, sikap, perilaku, persepsi, stres, kecemasan, nyeri, dukungan sosial, kepatuhan, motivasi, kepuasan, pandemi covid-19, akses layanan kesehatan–lengkap dengan konsep teori, cara mengukur variabel, dan contoh kuesioner*. Penerbit Andi, 2022.
- [10] A. Q. A. Putri, H. Puji, and A. Mochammad, "Pengaruh Pola Sebaran Sarana dan Prasarana Kesehatan Terhadap Aksesibilitas Pelayanan Kesehatan Masyarakat di Kabupaten Tegal Tahun 2016," *Geo-Image J.*, vol. 7, no. 1, pp. 31–38, 2018.
- [11] D. Sunyoto, "Danang.(2015) Penelitian Sumber Daya Manusia," *Jakarta CAPS*.
- [12] A. S. Yotley, "ANALISIS FAKTOR YANG BERHUBUNGAN DENGAN KEPATUHAN PERAWAT DALAM PENERAPAN KEWASPADAAN STANDAR DI RSUD PIRU PENELITIAN KORELASIONAL." Universitas Airlangga, 2019.