

The Relationship between Patient Care Management and Nurse Job Satisfaction in a Regional Hospital

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ABSTRACT

The hospital's demand to increase nurse job satisfaction is influenced by various factors including the implementation of good patient care management. In nursing professional development, job satisfaction provides guidelines for various hospital services. This study aims to determine the relationship between patient care management and nurse job satisfaction. A cross-sectional study was conducted among 303 nurses working in a regional Hospital in Indonesia. The demographic data were collected using the patient care management questionnaire on the Main Duties and Functions of the case manager for the Hospital Accreditation Commission while information on job satisfaction was assessed through the Minnesota Satisfaction Questionnaire, then the analysis was carried out with the Chi-Square Test. The bivariate test showed that patient care management has a p-value of 0.004. There was a relationship between patient care management and job satisfaction. Based on the results, nurses need to understand patient care management from the case manager's perspective to increase their job satisfaction.

Keywords: Patient Care Management, Nurse Job Satisfaction, Hospital

INTRODUCTION

Hospitals are an integral part of the overall health care system, helping patients with various types of services.⁵ Meanwhile, nurse job satisfaction is influenced by various factors. The micro-organizational level is related to management and leadership, workload and content, schedule, interdisciplinary collaboration, staffing, salary, as well as physical and psychological well-being.³ Job satisfaction is determined by the work environment, workplace conditions, interpersonal relationships, superior leadership style, nature of work, and benefits.²

Nurse job satisfaction in hospitals needs to be considered due to its important outputs, one of which is patient care management led by case managers. Case management is a collaborative process of assessment, planning, facilitation, and advocacy to select and meet individual health needs through communication and available resources to improve quality and cost-effective outcomes.⁴ In general, case managers treat each case individually, identifying the most cost-effective providers, therapies, and settings for the insured individual.¹²

The term case management in Indonesia is not widely known, although it has

often been discussed in various hospital management forums. Kamil (2017) explained that the implementation of case management at Zainoel Abidin Hospital Banda Aceh is running smoothly but has not been implemented according to the required standards and qualifications due to the absence of performance improvement such as case manager/MPP training.

METHOD

This study used a descriptive-analytic method with a Cross-Sectional approach to determine the relationship between patient care management and nurse job satisfaction. Data were analyzed using the Chi-Square Test. Respondents were observed only once and analyzed based on the circumstances and time¹⁷.

The study population were nurses at the Pidie Regional Hospital selected using non-probability sampling with the purposive sampling method according to inclusion criteria. The sample size was taken using the Isaac and Michael formula.¹⁶ hence, the total number selected was 303 nurses. This study was approved by the Research Ethics Commission at the Faculty of Nursing Syiah Kuala University on November 15, 2021.

RESULTS

This research was conducted at Pidie Regional Hospital involving 2 enumerators then distributed questionnaires to 303 nurses according to the research criteria. The data that has been collected is analyzed using univariate and bivariate statistics. The results of the data analysis can be seen in the table 1.

Univariate analysis results

The table 1 shows that among 303 respondents, the majority or 155 (51.2%) were adults aged between 26-35 years. Based on gender, the majority were females with a total of 207 or 68.3%. Most of respondents also had a Diploma in Nursing with a total of 162 or 53.5%. The working period was relatively long, namely > 3 years with 204 or 67.3%,

Table 1: Nurse Characteristics

No	Characteristics	Frequency	Percentage
<i>Age</i>			
1	Early Adult: 26- 35 Years	155	51,2
2	Late Adult: 36- 45 Years	94	31,0
3	Early Elderly: 46- 55 Years	54	17,8
Total		303	100,0
<i>Gender</i>			
1	Male	96	31,7
2	Female	207	68,3
Total		303	100,0
<i>Education</i>			
1	Diploma of Nursing	162	53,5
2	Bachelor of Nursing	63	20,8
3	Nurse Profession	78	25,7
Total		303	100,0
<i>Working Period</i>			
1	New: < 3 Years	99	32,7
2	Old: > 3 Years	204	67,3
Total		303	100,0
<i>Salary</i>			
1	<Minimum Regional Wage of IDR 3.165.030	103	34,0
2	> Minimum Regional Wage of IDR 3.165.030	200	66,0
Total		303	100,0
<i>Marital Status</i>			
1	Married	179	59,1
2	Not Married	111	36,6
3	Divorced	13	4,3
Total		303	100,0

while the majority had income > Minimum Regional Wages of IDR 3,165,030 with 200 or 66%. As for marital status, most were married, namely 179 or 59.1%.

Table 2 shows that the majority of respondents namely 174 or 57.4% have a good

perception of patient care management and 180 (59.4%) were satisfied with their job.

Bivariate analysis results

Table 3 presents the analysis of the relationship between patient care management and nurse job satisfaction. The majority of respondents or 116 (66.7%) with a good perception of patient care management were satisfied with their job. Furthermore, the statistical test obtained a p -value = 0.004, meaning that there is a relationship between patient care management and nurse job satisfaction. Based on the OR = 2.031, the relationship is 2 times better compared to the control. This indicates the better the implementation of patient care management, the greater the job satisfaction.

DISCUSSION

Nurse Job Satisfaction

The results show that 180 or 59.4% had good job satisfaction. This indicates that most of nurses at the Pidie Regional Hospital have high job satisfaction.

Table 2: Frequency Distribution of Patient Care Management and Nurse Job Satisfaction

No	Variable	Frequency	Percentage
<i>Patient Care Management</i>			
1	Good	174	57,4
2	Poor	129	42,6
Total		303	100,0
<i>Nurse Job Satisfaction</i>			
1	Satisfied	180	59,4
2	Dissatisfied	123	40,6
Total		303	100,0

This result is in line with Aji et al., (2020), where most nurses or 84.3% stated that they were satisfied at work. Job satisfaction is the level of calm that an individual feels during work, and these feelings tend to affect their performance.¹³ Meanwhile, according to Ima Pangulimang, Karel Pandelaki, (2019) among 42 people, 34 or 81% were satisfied with their work, while 8 or 19% were dissatisfied. Job satisfaction depends on the way the individual perceives the suitability or conflict between desires and results⁷.

The Relationship between Patient Care Management and Nurse Job Satisfaction

The results showed that 116 or 66.7% of the respondents with good patient care management were satisfied with their job. Statistical test obtained a p -value = 0.004, meaning that there is a relationship between patient care management and nurse job satisfaction. Based on the OR = 2.031, the relationship is 2 times better than the control. This implies the better the implementation of patient care management, the higher the nurses' job satisfaction.

According to Hudon et al. (2018), the overall perception of stakeholders towards the implementation of case management program was positive, they also stated that better accessibility will give patients a sense of comfort and help manage their health in a better direction, as well as reduce anxiety levels.

Similarly, Luh et al., (2021) stated that 205 or 51% of nurses have positive perceptions about

Table 3: Relationship between Patient Care Management and Nurse Job Satisfaction

<i>Patient Care Management</i>	<i>Nurse Job Satisfaction</i>			<i>p</i>	<i>OR</i>	<i>95% CI</i>	
	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Total</i>			<i>Lower</i>	<i>Upper</i>
Good	116 (66,7%)	58 (33,3%)	174 (100,0%)	0,004	2.031	1,273	3,242
Poor	64 (49,6%)	65 (50,4%)	129 (100,0%)				
Total	180 (59,4%)	123 (40,6%)	303 (100,0%)				

the role of case managers, after analyzing their function in the initial screening, planning, facilitation and advocacy, coordination of services, evaluation, as well as post-discharge follow-up.

The integrated service management supports the synergistic care which is determined by the presence of a case or patient care manager at the hospital.¹⁸ Globally, the implementation of case managers is still experiencing some problems. The scope of practice is unclear, along with the variety and complexity of the activities, due to inadequate training, and poor collaboration with other health care providers.¹⁰ Case managers also have ambiguous positions¹⁵, this is supported by data which showed that they only allocate time for care coordination at 22% and outcome evaluation 8%, while the largest time is for routine case management activities at 70%.¹⁹

Job satisfaction is also associated with nurses' perceptions of the case manager roles. It was reflected in the positive attitude of respondents towards their work and everything in the environment⁶. Moreover, Luh et al., (2021) found a significant relationship with a value of $OR = 1.67, p = 0.013$, where nurses in the satisfied category tend to have more positive perceptions about the role of case managers compared to those who were dissatisfied.

Based on the results, it was concluded that job satisfaction is very important for nurses to increase work commitment, provide a feeling of enjoyment during work, and improve patient care services by involving PPA interprofessional collaboration with case managers. This will have an impact on improving the quality of hospital services as well as patient and family satisfaction with the services provided.

CONCLUSIONS AND SUGGESTIONS

There is a relationship between patient care management and nurse job satisfaction at Pidie Regional Hospital. It is expected that the management provides full support to

nurses in increasing job satisfaction and infrastructure.

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