The Approach Of Holistic Nursing Care Model To Escalate Patient Satisfaction And Safety In Hospital

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ABSTRACT

Introduction: Hospital quality service is one of factor which influence patients satisfaction. The patient satisfaction related to nursing service in Siti Khodijah Sepanjang Hospital was poor. In the other side, the hospital management has responsibility to manage patient safety. The purpose of this study was to develop holistic nursing care theory in order to enhance the patient satisfaction and safety in hospital. **Method:** Exploratory Mixed-Method with R & D Cycle approach was used. This method was grouping into 3 levels which were pre-development, development, and implementation model. The population in this study was Nurses who work in in patients ward of Siti Khodijah Sepanjang Hospital. The total sampling was performed. The dependent variable was patients satisfaction and safety, and the independent variable was holistic nursing care theory. Survey, observation, focus group discussion, and questionnaire were used to collect the data. Thematic analysis was used to analyses qualitative data and descriptive statistic was used to analyses quantitative data. **Result:** The result of study show that patient satisfaction and safety were the holistic nursing care problems, the nurses in Siti khodijah sepanjang hospital were implement nursing care which approchimately to holistic model, there was structured concept tual model of holistic nursing to escalate patients satisfaction and safety. **Conclusion:** Implementation of holistic nursing care positifly enhance the patient satisfaction and safety as well. Holistic nursing care is implemented in patient center care to assess the patient problems and take an action to solve those problems as soon as possible and precise.

Keywords: nursing care, holistic, satisfaction, safety, patient

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