

## **FACTORS THAT INFLUENCE FOR NURSES WHO IMPLEMENT TRIAGE IN THE EMERGENCY DEPARTMENT HOSPITAL NATIONAL GUIDO VALADARES DILI TIMOR-LESTE**

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### **Abstract**

*In the world of globalization Triage is very important for use in the hospital, mainly in the emergency room, so that patients can be classified according to the triage category based on the degree of trauma or pain, in order to facilitate quick care. The research result for the researcher Kharina et al., (2020) nurses' knowledge about triage the category that is still not optimal. That this through the research result approximates 88.89% knowledge nurses less, 11.11% knowledge nurses good and 5.56% knowledge nurses moderate. According to the researcher Simões F. Laura (2022) nurses who apply triage with 67.5%, sometimes 25.0% and do not apply it to triage 7.5%. The objective of the research refers to knowing the factors that influence nurses who implement triage in the emergency department of Hospital National Guido Valadares This researcher uses quantitative method that works in emergency Unit, with a total sample of 56 people technic Sampling NonProbability Sampling is a total sampling. Data correlation techniques using the questionnaire, data analysis and using formula Spearman Rank. Of the 56 samples that have been research, knowledge is known in good category with 69.6%, the category was enough 26.8% and the category was less than 3.6%. knowledge was well understood by 60.7%, the category was enough for 23.2% and less than 2.6%. the value for the Spearman Rank test obtained  $p= 0.000$  with a value of  $r= 0.509$  means in relation. In the research the majority of the triage was 69.6% and the majority of the triage training was 54%. The relationship between the implementation fo the triage and the training of nurses with a significant value  $p= 0.000$  with a value  $r= 0.509$  means in relation.*

**Keywords:** Factor, Triage, knowledge and feature

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### **INTRODUCTION**

In the world of globalization Triage is very important for use in the hospital, mainly in the emergency room, so that patients can be classified according to the triage

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category based on the degree of trauma or pain, in order to facilitate quick care. The research result for the researcher Kharina et al., (2020) nurses' knowledge about triage the category that is still not optimal. That this through the research result approximates 88.89% knowledge nurses less, 11.11% knowledge nurses good and 5.56% knowledge nurses moderate. According to the researcher Simões F. Laura (2021) nurses who apply screening with 67.5%, sometimes 25.0% and do not apply it to triage 7.5%.

High pressure and responsibility may affect health equity in emergency facilities. On the other hand, lack of facilities such as a patient bed, lack of health equipment, the number and skills of nurses who are at risk for the department of emergency to attend patient cases will affect the treatment process (Sherafat A. 2019).

Implementation of triage is very important for emergency conditions, there for the factors related to the implementation of the triage need to be identified and recommended continue to improve the quality level and total health personnel to complete optimal use of triage equipment. Through the implementation of patient satisfaction triage in the hospital can be achieved (Nur Ainiyah, dkk, 2015).

According to the World Health Organization (OMS, 2017) there are 98.000 million deaths per year causes poor decision making in more health care in the implementation of triage.

Research findings conducted by Kharina et al., (2020) nursing knowledge on triage there are still categories that are not optimal. This is seen from the research results that more than 88,89% nurses will have less knowledge, 11,11% nurses have good knowledge and nurses have sufficient knowledge about the triage of 5,56%.

According to the researchers, (Simõe L., 2021) the application of triage at the Guido Valadares National, the emergency room, which followed the application of a triage of 67,5%, was sometimes 25,0% and was not followed by 7,5%.

This research was conducted in (Díli HNGV Department, 2023), from the results that show 56 respondents the majority of the nursing knowledge factors were in good category percentage (46,4%). Nurses did not attend 30 respondents triage training with a score (54%). This means that the knowledge and triage training factor is related to the significant value of P-Va approach =  $0.000 < 0.05$ .

The result of the observational survey in (HNGV Emergency, 2023), which showed that 56 respondents had knowledge in percentage (69,6%), understanding in percentage (60,7%) and applied knowledge (73,2%).

## **METHOD**

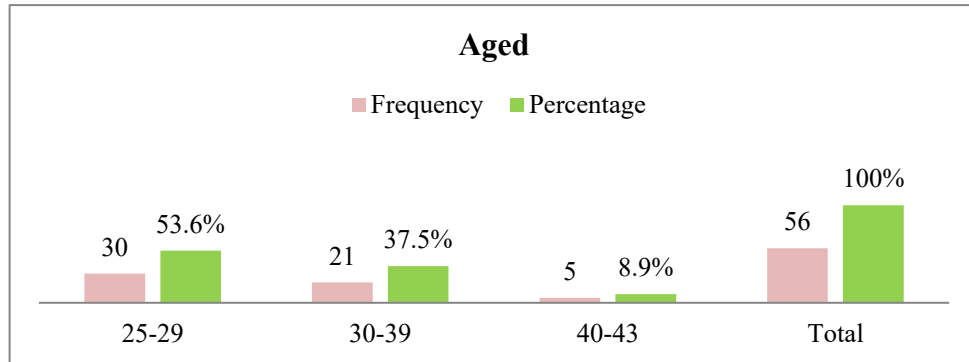
This research uses quantitate analytic approach in the National Hospital Guido Valadares, Díli, 2023. Total sample 56 people. Nonprobability sampling technique with saturated sampling type. Data collection technique uses questionnaire, data analysis using Spearman Rank Formula

## RESULT

### 1. Data analysis Characteristic

#### 1.1. Respond frequency distribution is based on Aged index in National Hospital Guido Valadares, Díli, July (n=56)

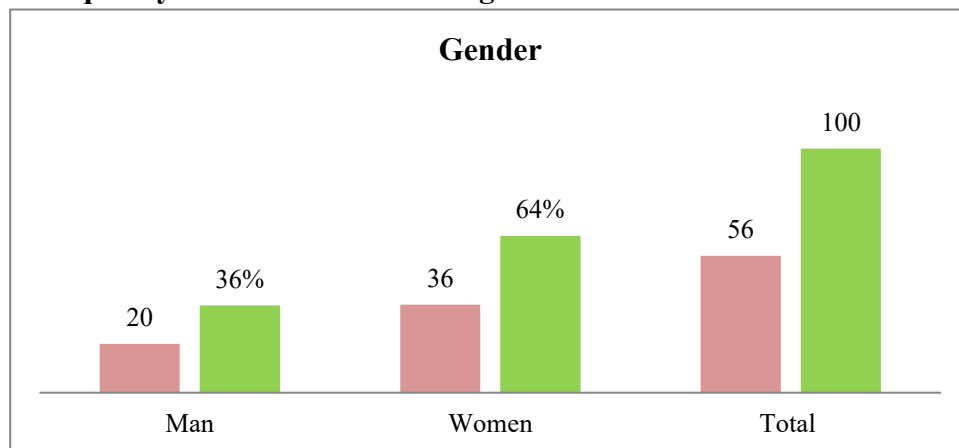
Graphic 1. Respondent Aged



Source: Primary data survey 2023

According to graphic 1.1. Above it can be shows that from the 56 respondents shows that the majority of 25-29 30 respondents (53.6%), the age of 30 – 39 is 22 respondents (37.5%) and age 40 – 43 is 4 respondents (8.9%). Its shows that the age of 25-29 is the majority of 30 respondents with a percentage (53,6%) compared to the age of 40-43 5 respondents with a percentage (8.9%)

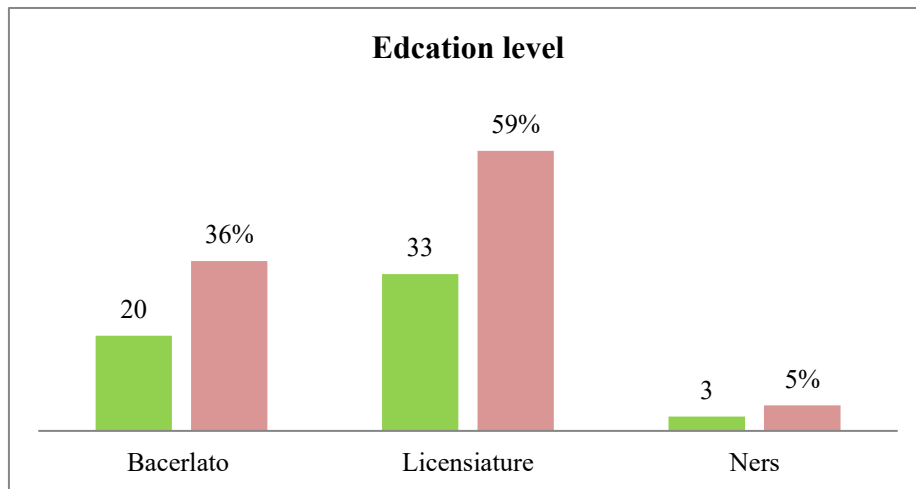
#### 1.2. Frequency distribution based on gender



Source: Primary data survey 2023

Based on graphic 1.2. above, 56 respondents showed that 36 women percentage (64%) and 20 men with a percentage (36%). It shows that the percentage of women is higher than men.

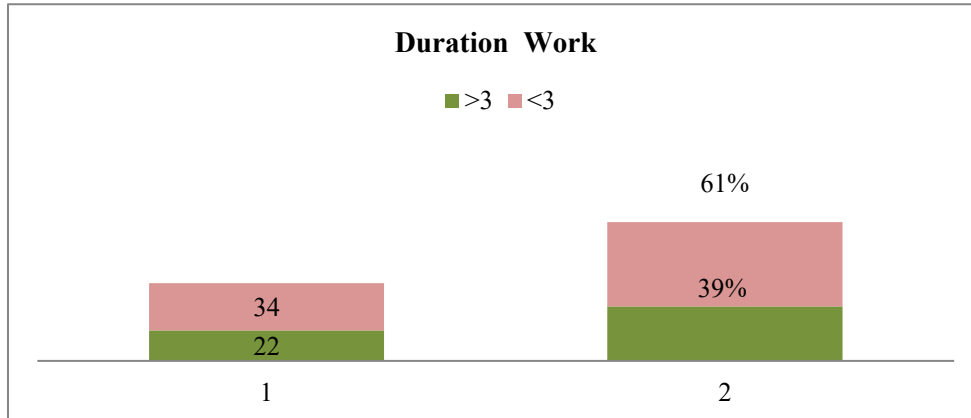
### 1.3. Frequency distribution respondents based to level education



Source: Primary data survey 2023

Based on graphic 1.3. above, shows that 56 respondents with level education Diploma (3) of 20 with percentage (36%), Licenciature of 34 with percentage (59%) and Ners of 3 with percentage (5%). It shows that high percentage level education is Licenciature compared are lower than Ners.

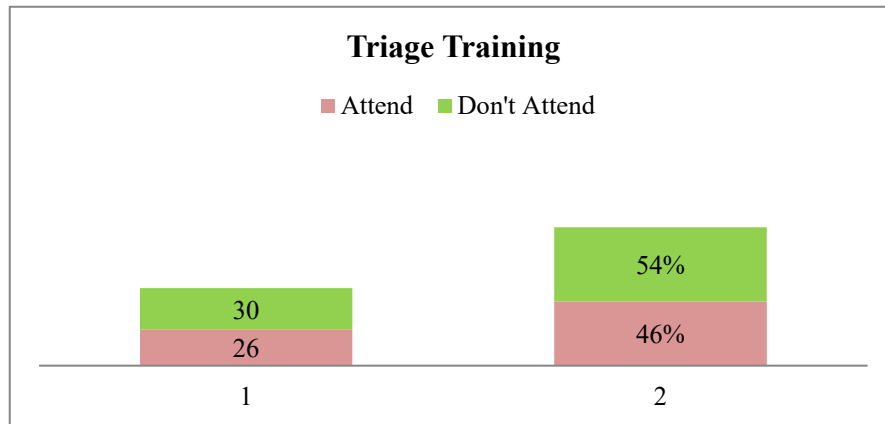
### 1.4. Frequency distribution frequency based duration of work



Source: Primary data survey 2023

Based on graphic 1.4. above, it shown that 56 respondents with a duration work of >3 years were 22 respondents with percentage (39%) and <3 years 34 respondents with percentage (61%). It shows that the highest percentage is <3 years compared to the lowest percentage is >3 years.

### 1.5. Distribution of respondents attending triage training

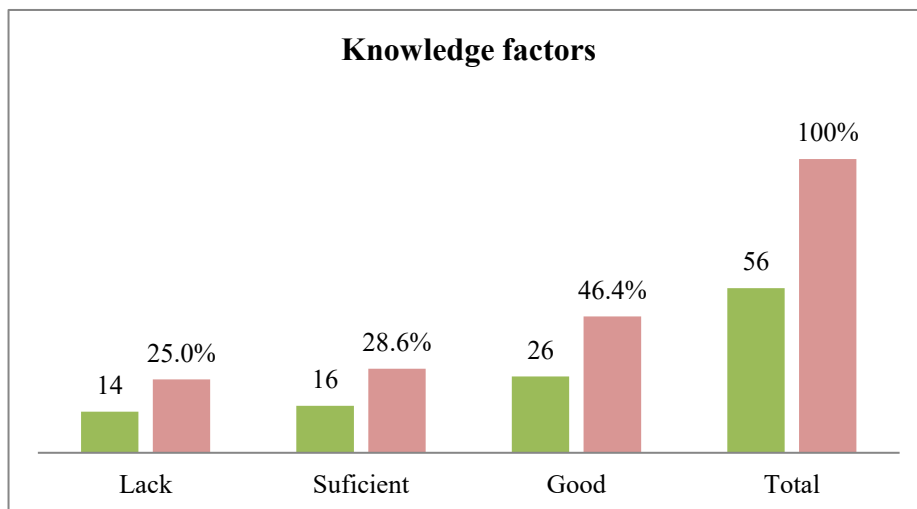


Source: Primary data survey 2023

Based on graphic 1.5. above, shows that 56 respondents attended a total of 26 triage training with a percentage (46%) and did not attend a total of 30 triage training with percentage (54%). Its shows that a large percentage does not attend triage training compared to a small percentage of triage training.

## 2. Bivariable data analysis

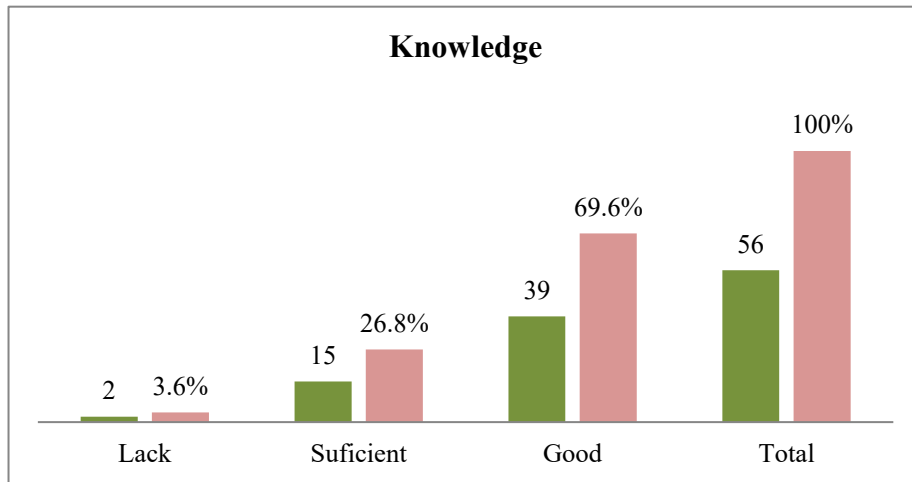
### 2.1. Nursing knowledge factors for the implementation of Triage



Source: Primary data survey 2023

Based on graphic 2.1. it shows that 56 respondents with large percentage were in the good category 26 respondents with percentage (46, 4%), a small percentage of 15 (26, 8%) and a low category 14 respondents with percentage (25.0%).

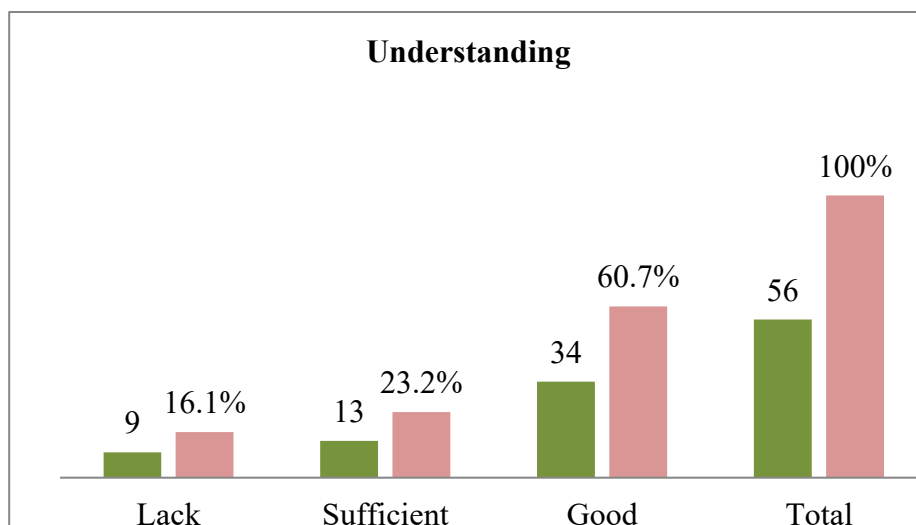
## 2.2. Graphic knowledge know



Source: Primary data survey 2023

Based on graphic 2.2. the above shows that 56 respondents with the largest percentage were good category 39 people (69.6%), sufficient category 15 people with the highest percentage (26.8%) and less category 2 people with the lowest percentage (3,6%).

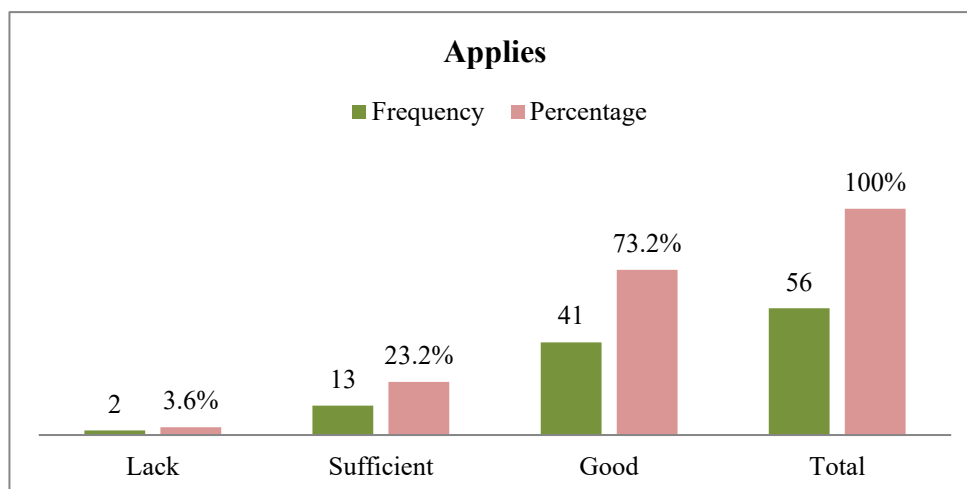
## 2.3. Graphic understanding knowledge



Source: Primary data survey 2023

Based graphic 2.3. above it shows that a total of 56 respondents with the largest percentage were good category of 34 people (60.7%), sufficient category of 13 people (23, 2%) and less than 9 people (16, 1%).

## 2.4. Graphic knowledge applies



Source: Primary data survey 2023

Based on graphic 2.4. above it shows that 56 respondents with the largest were the good category 41 respondents (73.2%), sufficient category 13 (23, 2%) and less category 2 (3, 6%). It shows that the largest percentage is the good category compared to the lower category

## 4. Bivariable data analysis

### 4.1. Resulting in correlation tests

Table 4.1. Resulting correlation tests between knowledge factors and triage training

<b>Correlations</b>			Knowledge Factors (x)	Training Triage (Y)
Spearman's rho	Knowledge Factors	Correlation Coefficient	1.000	.509**
		Sig. (2-tailed)	.	.000
		N	56	56
	Training Triage	Correlation Coefficient	.509**	1.000
Sig. (2-tailed)		.000	.	
N		56	56	

Source: The result of the correlation Spearman Rank with Program SPSS version 26.00

Based on table 4.1. above, it can be known that the correlation value of the Sparkman Rank the largest value is 0.509 shows that the level of relation is sufficient  $P = 0.000$  the lows is based on  $0.05$  ( $p < 0.05$ ), this means that there is a significant

relation between nursing knowledge factors for the implementation of triage, in the National Hospital Emergency Unit Guido Valadares.

## 5. Result of the discussion

Based on the characteristics of the age of the respondents it was shown that the majority of the categories 25-29 respondents 30 with a percentage (53.6%) compared to the age of 40-43 respondents 5 with a percentage (8.9%). The characteristics of the gender based respondents show that the majority of women were 36 percentages (64%) compared to men 20 respondents (36%).

Based on the characteristics of the education level of 56 respondents with a diploma education level (D3), licenciature of 34 (59%) and Nears 3 (5%). It shows that the majority of education levels are compared to Nears. Based on the characteristics the working duration of 56 respondents <3 years 34 respondents with a percentage (61%) and the majority >3 years 22 respondents with a percentage (39%).

Research findings from researchers 9 (dos Santos R. Emergency HNGV, 2017), 25 respondents based on age <30 years 19 with level percentage (70.37%) and >31 with a percentage (29.63%). The level of education 25 respondents was licenciature 8 with a percentage (29.63%), diploma (D3) with 14 percentage (51.86%) and the SPK was 5 respondents with percentage (18,51%).

According to Mubarak (2020), age influences human understanding and mentality. one of the individuals with an increasing age is that understanding and mentality will develop even more until the knowledge obtained or received is better, age can also be a negative impact on people's knowledge. Gender is rarely linked to one's knowledge. Based on the data, the majority of nurses have good knowledge about the implementation of the triage.

### 5.1. Triage

Based on the results of the research conducted on the 56 samples, the nurse followed the training of the triage in 26 people with a percentage (46%) and did not attend the training of the triage in 30 people with a percentage (54%). It shows that many nurses do not attend triage training but have good knowledge about the implementation of triage.

Research findings from researchers (dos Santos R. Emergency HNGV, 2017), nurses who followed the triage application were 25 respondents with a good category of 48%, sufficient 44% and less than 8%. The implementation of triage is very important for emergency conditions, so the factors related to the implementation of triage need to be identified and recommendations continued to be made to improve the quality level of health personnel, to complete the use of triage equipment optimally. Troughs the implementation of patient satisfaction triage in the hospital it can be achieved (Nur Ainiyah, dkk, 2015). The triage is divided into three priorities: the categories Urgent, Semi-Urgent and non – Urgent used in (HNGV Department, 2023) and the colour used in department are: Red, yellow and green



## **5.2. Knowledge factors nurses about triage implementation**

Research findings on the factors of knowledge show that 56 respondents were good category 26 people with a percentage (46%), sufficient category with a percentage 16 people with a percentage (29%) and less category 14 people with a percentage (25%).

The result of research conducted by Kharina et al., (2020) nursing knowledge on triage is still in the category that is not yet optimal.

## **5.3. Knowledge knows about implementation of triage**

According to the results of the research on knowledge of nurses about the implementation of the 2023 Emergency Unit, it is generally based on 56 samples that have been researched it shows that it was obtained with a good category of 39 respondents with a percentage of 69.6%, of the 15 respondents with a percentage of 26.8% and a category of less than 2 respondents with a percentage of 3.6%. As a result, the majority already have good knowledge about the implementation of the triage and the minority has little knowledge about the implementation of the triage.

According to Notoadmodjo (2015), it is known that to remember or remember the material or lessons that have been learned. Therefore in context of the level of knowledge as a stage to remember specific issues.

## **5.4. Understanding knowledge about implementation of triage**

Based on research findings the understanding of nurses about the implementation of triage at the 2023 HNGV Emergency Unit. Based on a total 56 samples the majority of the good category was 34 respondents with a percentage of 60.7%, sufficient category 16 respondents with a percentage of 28.6% and low category of 9 respondents with a percentage of 16.1%.

According to Notoadmodjo (2015), understand that is a capacity to make the correct clarification of the objects or lessons that have been learned through the correct interpretation mentioned but the person may have a correct interpretation of the objects he knows the knowledge of the implementation of the triage.

## **5.5. Knowledge applies about implementation of triage**

According to the results of the nursing application knowledge on the implementation of the triage at the 2023 HNGV Emergency Unit, it was shown that the nursing's knowledge of the implementation of the triage with a good category 41 respondents with a percentage (73.2%), a sufficient category of 13 respondents with a percentage (23.2%) and less of 2 respondents with a percentage (3.6%). According to Notoadmodjo (2015), apply that it is an effort to use materials or lessons learned in real situations and configurations.

## **5.6. Correlation between independent and dependent variables**

The value of the correlation Sparkman Rank with the value of 0.509 shows that the sufficient level of the relation with the value of  $P = 0.000$  is lower based on 0.05 ( $P > 0.05$ ), meaning that there is a significant relation between the factors of nursing knowledge for the implementation of triage.

## CONCLUSION

Based on the research findings on the factors that influence nurses to implementation triage at the HNGV Emergency Unit, Díli 2023 we can conclude that: According to the results of the research on knowledge of nurses about the implementation of the 2023 Emergency Unit, it is generally based on 56 samples that have been researched it shows that it was obtained with a good category of 39 respondents with a percentage of 69.6%, of the 15 respondents with a percentage of 26.8% and a category of less than 2 respondents with a percentage of 3.6%. As a result, the majority already have good knowledge about the implementation of the triage and the minority has little knowledge about the implementation of the triage.

According to Kartiwati 2016, triage is an action for patient selection based on the Emergency level, a serious injury that is prioritized in the airway, breathing and circulation (ABC), in order to provide timely services according to the patient's condition. The three categories of triage implementation in the Emergency Unit are Urgent, Semi-Urgent and Non-Urgent.

There is sufficient relation between the factors of knowledge and the training of the nursing triage on the implementation of the Spearman Rank  $P = 0.000$  and Value coefficient correlation 0.509. The means that there is a significant relation between triage training and nursing knowledge factors in Emergency Unit National Hospital Guido Valadares, Díli 2023.

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