



## The Relationship between the use of ATS and the level of satisfaction of the family of patients in the emergency room at the Banjar City Hospital

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### ABSTRACT

The Australasian Triage Scale (ATS) method is one of several triage systems used in Indonesia for the assessment of clinical emergencies. Emergency Department (IGD) as the leading service provider also takes part in the realization of hospital customer satisfaction. Siboro (2014) says that customer satisfaction is determined by the whole series of services, including patient registration/admission, doctors, nurses, food, medicines, facilities and equipment, hospital physical facilities and administrative services (Siboro, 2014). Based on information compiled by Warta Priangan on March 15, 2019, a Banjar resident complained about the service at the Emergency Room at Banjar City Hospital. One of the patient's families admitted that they were disappointed with the government hospital services due to the lack of response from nurses and doctors in dealing with their sick child. These complaints indicate that patients are not satisfied with nursing services and can affect the quality of hospital services. The purpose of this study was to determine the relationship between the use of ATS triage and the level of patient satisfaction in the ER at the Banjar City Hospital. The type of research used is a descriptive correlation design with a cross-sectional design which aims to determine the relationship between the variables studied. The total population is 19,661 people. The sampling technique of Non-Probability Sampling is accidental sampling with a sample size of 99 people. The instrument in this study used a questionnaire. The results of hypothesis testing using the chi-square obtained p-value of 0.000, smaller than 0.05, which means  $H_0$  is rejected and  $H_a$  is accepted so the decision is that there is a relationship between the use of ATS and the level of satisfaction of the patient's family in the Emergency Room of the Banjar City Hospital.

**Keywords:** Australasian Triage Scale (ATS) Method, Satisfaction

## Introduction

The emergency room is a crucial interface between medical emergency services and hospitals. The emergency department is the main route of access to the health care system in hospitals (Christ et al., 2010). The UK National Health Service (NHS) in 2012 reported that the number of patient visits in the ER from 2007 to 2012 increased by 20%. Data on patient visits to the emergency department throughout Indonesia reached 4,402,205 per month (13.3%) of the total patient visits at the RSU. The increase in visits to the ER results in overload (accumulation of patients) and of course affects the services in the room. The time for the patient's anamnesis becomes narrow while the waiting time for the patient thus affects the quality of service.

Many patients who come to the ER with a limited number of nurses cause not all patients to get treatment quickly, in this case the function of sorting patients becomes important, therefore the ER requires an appropriate, efficient and responsible triage system to support success in saving lives and preventing disability. Accurate triage classification is the key to taking effective and efficient actions in the ER. Handling of patients that is carried out without sorting patients based on their level of gravity and only based on the order of arrival will result in delays in handling critical patients so that they have the potential to cause death or disability.

According to the Decree of the Minister of Health of the Republic of Indonesia Number 856/MENKES/SK/IX/2009 concerning Hospital Emergency Department (IGD) Standards, emergency patients must be treated no later than 5 (five) minutes after arriving at the ER. The patient is received by the nurse as soon as the patient arrives and triage is carried out to see the level of urgency. The Australasian Triage Scale (ATS) method is one of several triage systems used in Indonesia, the ATS is designed for use in emergency service-based hospitals throughout Australia and New Zealand. This is a scale for the assessment of clinical emergencies. ATS not only sets patient priorities but also provides a time limit on how long the patient must wait to get first aid (Habib et al., 2016).

The Emergency Room (IGD) as the leading service provider also takes part in the realization of Hospital customer satisfaction. Siboro (2014) says that customer satisfaction is determined by the whole series of services, including patient registration/admission, doctors, nurses, food, medicines, facilities and equipment, hospital physical facilities and administrative services (Siboro, 2014). One of the requirements for nurses in the emergency department must be those who have dexterity, skills, and alertness at all times, and are careful to prevent disability or death in patients (Meivia et al., 2018) In providing services in order to provide patient satisfaction, especially emergency services. can be assessed from the ability of nurses in terms of responsiveness (quick response), reliability (timely service), assurance (attitude in providing services), empathy (care and attention in providing services) and tangible (quality of service) from nurses to patients (Hermiati et al., 2017). These five things play an important role in the service industry such as the health service of a hospital.

According to Utari (2020) in the journal of the relationship between nurse response time and patient satisfaction in the Australian Triage Scale (ATS) 5 category at the ER, Kasih Ibu Hospital, Surakarta, it was stated that there was a relationship between nurse response time and patient satisfaction in the Australian Triage Scale (ATS) 5 category in the ER. Surakarta Mother's Love Hospital. Purwanto's research (2019) differences in the application of the Australasian Triage Scale (ATS) and The Worthing Physiological Scoring System (WPSS) on the level of patient satisfaction in the ER Panti Waluyo Hospital Surakarta, the conclusion of the results of this study is that there is no significant difference between the application of the Australasian Triage Scale

( ATS) and The Worthing Physiological Scoring System (WPSS) on the level of patient satisfaction at Panti Waluyo Hospital Surakarta.

Based on information compiled by Warta Priangan on March 15, 2019, a Banjar resident complained about the service at the ER BLUD RSUD Banjar. One of the patient's families admitted that they were disappointed with the government hospital services due to the lack of response from nurses and doctors in dealing with their sick child. These complaints indicate that patients are not satisfied with nursing services and can affect the quality of hospital services.

### Objective

The purpose of this study was to determine the relationship between the use of ATS triage with the level of patient satisfaction in the Emergency Room at the Banjar City Hospital.

### Method

The type of research used is a descriptive correlation design with a cross-sectional design which aims to determine the relationship between the variables studied. The total population is 19,661 people. The sampling technique of Non-Probability Sampling is accidental sampling with a sample size of 99 people. The instrument in this study used a questionnaire.

### Results

Based on the results of the research, the characteristics of the respondents can be seen in the table below:

Tabel 1. Characteristics of Respondents

Variabel	N	%
<b>Gender</b>		
Male	42	42,4
Female	57	57,6
<b>Age</b>		
<35 years	27	27,3
>36 Years	72	72,7
<b>Education</b>		
Low and Middle	68	68,7
High	31	31,3

An overview of the use of the Australasian Triage Scale (ATS) in the Emergency Room of the Banjar City Hospital can be seen in the table below:

Tabel 2. Frequency Distribution of Use of Australasian Triage Scale (ATS)

Kategori	F	%
Well	27	27.3
Enough	20	20.2
Not Enough	52	52.5
Total	99	100.0

Based on table 2 above, information is obtained that the use of the Australasian Triage Scale (ATS) is in the good category of 27.3%, 20.2% sufficient and 52.5% less.

The description of respondent satisfaction in the Emergency Room of the Banjar City Hospital can be seen in the table below

Tabel 3. Frequency Distribution of Respondent Satisfaction

Kategori	F	%
Satisfied	29	29.3
Quite satisfied	20	20.2
Less satisfied	50	50.5
Total	99	100.0

Based on table 3 above, information is obtained that the satisfaction of respondents with the category of satisfied 29.3%, quite satisfied 20.2% and less satisfied 50.5%.

The Relationship between the use of the Australasian Triage Scale (ATS) and the Satisfaction Level of the Patient's Family in the Emergency Room of the Banjar City Hospital.

Tabel 4. Frequency Distribution of the Relationship between the Use of Australasian Triage Scale (ATS) with the Patient's Family Satisfaction Level

		Satisfaction Level			Total	p-value
		Satisfied	Quite Satisfied	Not Satisfied		
Triase ATS	Well	22	3	2	27	0,000
	Enough	2	13	5	20	
	Not enough	5	4	43	52	
Total		29	20	50	99	

Based on table 4, it is known that from 99 respondents, the implementation of the use of ATS triage is in good category with the satisfaction level of the satisfied category as many as 22 people, the category quite satisfied 3 people, and the category less satisfied 2 people. The use of the ATS triage category is sufficient with the satisfaction level of the satisfied category as many as 2 people, the quite satisfied category 13 people, and the less satisfied category 5 people. The use of triage ATS in the less category with the level of satisfaction of the satisfied category as many as 5 people, the category quite satisfied 4 people, and the category less satisfied 43 people.

The results of hypothesis testing using chi-square results obtained p-value  $0.000 < 0.05$  so that the final decision  $H_0$  is rejected and  $H_a$  is accepted, which means that there is a relationship between the use of ATS triage and the satisfaction of the patient's family in the Emergency Room of the Banjar City Hospital.

## Discussion

Australasian Triage Scale (ATS) is a scale used to measure clinical urgency so that patients are seen at the right time, according to their clinical urgency.

One of the benefits of implementing triage in the emergency room is that patients in the red or emergency category can immediately receive services and help that is not based on

the time of their arrival. Another benefit is the efficiency of time which plays a very important role in the patient's life span. Therefore, the nurse's role is very important because as the spearhead in the emergency department, the nurse's role greatly determines the patient's survival rate. Training and experience are key in the application of triage.

The results of the study on the variable using ATS triage obtained results as much as 52.5% in the less category. The results of this study are in line with the results of Agus (2017) which states that the use of triage in the ER at Dr. Salamun Hospital in Balikpapan is still not effective..

According to the researcher's assumption, the use of ATS triage in the Emergency Room of the Banjar City Hospital is still not going well. The number of nurses in the Emergency Room of the Banjar City Hospital is still lacking, so they cannot serve patients optimally. The number of bed capacities is still limited, causing patients to pile up in the ER.

Patient satisfaction is one of the important indicators that must be considered in health services. Patient satisfaction is the result of the patient's assessment of health services by comparing what is expected in accordance with the reality of health services received in a hospital health setting (Kotler, 2009).

The results of the study on the patient satisfaction variable obtained results of 50.5% in the less satisfied category. According to the researcher's assumption, this states that patient satisfaction in the hospital depends on how the services provided by the hospital are, but the services provided are still not in accordance with what is desired by the patient and patient satisfaction is still not up to standard. This could be due to crowded ER conditions and limited human resources and lack of information to patients that the priority of service is not on the order of arrival but on the condition of the patient when he comes to the ER, true emergency patients will get service first while false emergency patients will be served after. From the above, we can understand that it is not only a triage method that is needed to improve patient satisfaction, but also needs to be supported by adequate human resources (number and skills) and good and clear communication to each patient.

The results of hypothesis testing using the chi-square obtained p value of 0.000 smaller than 0.05 which means  $H_0$  is rejected and  $H_a$  is accepted so that the decision is that there is a relationship between the use of the Australasian Triage Scale (ATS) with the level of satisfaction of the patient's family in the Emergency Room of the Banjar City Hospital.

The results of this study are in line with the results of Purwanto's research (2019) which states that there is a relationship between ATS triage and the level of patient satisfaction at Panti Waluyo Hospital Surakarta. Based on observations in the afternoon service, the researchers found that there were nurses who did not perform physical examinations of patients in the triage room (even though there was a special triage room). In addition, the equipment in the triage room seems limited and the number of nurses on duty for each service is limited, where there are only 7 nurses even though the number of patients in these services often exceeds the capacity of the existing gurneys (30 units), so that the emergency room becomes very full (overcrowded). In the afternoon service, there is often a buildup of morning patients who are detained because they have not entered the treatment room, so that with the limited number of nurses during service, some patients who have just entered seem to be neglected because there is an inappropriate nurse response time.

According to the researcher's assumption, triage implementation is influenced by several factors, including performance factors, patient factors, triage equipment factors, personnel

factors, and model of caring factors used in the installation (Christ et al., 2010). Another study conducted by Anderson, Omberg, and Svedlund (2017) states that the factors that influence triage decision making are divided into two factors, namely internal factors and external factors. Internal factors reflect nurses' skills and personal capacities. External factors reflect the capacity of the work environment, including high workload, service settings, clinical condition of the patient and clinical history of the patient. If these factors are ignored, then the triage implementation is not optimal so that it can lead to errors in decision making, and result in disability and even permanent disability for the patient (Gerdtz et al., 2009).

It is very important to carry out triage implementation in an emergency situation, so that factors related to triage implementation need to be identified and recommendations for follow-up are needed to improve it, especially the problem of increasing the quality and number of nurses, as well as completing and optimizing the use of triage equipment.

## Conclusion

The data obtained from the results of research and discussion regarding the relationship between the use of the Australasian Triage Scale (ATS) with the level of satisfaction of the patient's family in the Emergency Room of the Banjar City Hospital, can be concluded, namely: The use of Australasian Triage Scale (ATS) in the Emergency Room of the Banjar City Hospital. large in the less category that is 52.5%. Most of the respondents' satisfaction in the Emergency Room of the Banjar City Hospital was in the less satisfied category, namely 50.5%. The results of hypothesis testing using the chi-square obtained p value of 0.000 smaller than 0.05 which means  $H_0$  is rejected and  $H_a$  is accepted so that the decision is there The relationship between the use of the Australasian Triage Scale (ATS) and the level of satisfaction of the patient's family in the Emergency Room of the Banjar City Hospital. It is hoped that the results of this study can be used by health service providers in this case, namely the hospital as a consideration in planning optimal patient care so that it can improve the performance of health services in the Emergency Room so that the triage implementation goes well. This needs to be supported by more specific standard operating procedures. Furthermore, nurses are expected to be able to carry out all SOP items for triage implementation so that patients are satisfied with the health services they receive. The management increases training for nurses related to triage.

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