

Nurse's Knowledge Of Telenursing Implementation In Nursing Services

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ABSTRACT

The development of technology has penetrated the world of health, especially nursing. Telenursing is a form of technology that helps nurses in providing nursing services to patients to be more effective and efficient. This study aims to identify and analyze conflict management for undergraduate nursing students in the implementation of the learning process at the Institute of Technology and Health (ITEKES) Bali. This study aims to determine nurses' understanding of the implementation of telenursing. A total of 143 people (100%) had a very good understanding of what telenursing is, the benefits, barriers and technicians for implementing telenursing, while for knowledge about forms of telenursing there were still some respondents who did not know about other forms of telenursing as many as 43 people (30.07 %).The results of this study indicate that nurses already have good knowledge about the implementation of telenursing.

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1. INTRODUCTION

Towards the new normal era after being hit by a prolonged pandemic, requires all sectors related to many people to start using technology as a communication medium and service media. It is a task and a challenge for essential sector actors such as health to create and implement these actions without compromising the principles and quality of services to be provided. One of the breakthroughs in service media that is currently being implemented in several hospitals is Telenursing and Telemedicine (Khoironi & Susilo, 2021).

Information technology that continues to develop today must be observed by the world of health, especially the world of nursing to help answer existing health problems. The development of information technology is an opportunity to improve the quality of nursing care and increase the reach of nursing services for people throughout Indonesia, including people in remote and remote areas (rural areas). One of the nursing technologies that continues to develop is telehealth nursing or tele nursing(Padila, Lina, Febriawati, Agustina, & Yanuarti, 2018).

In the era of digitalization like now always improving the quality of service side by side with technology appropriate as a service support tool nursing, until it is not uncommon to increase Service quality triggers a change. Changes in nursing services have two options, namely those who are willing to innovate and change or those who are changed by the situation and circumstances(Nursalam, 2015).

The effectiveness of service quality is essential in a service provided, especially by nurses. Professional service that is integrated with other health workers which aims to improve the patient's health status. Telenursing is expected to be one of the solution options in responding to this challenge in order to improve the quality of hospital services. The nurse's role as the main actor in the implementation of telenursing is very vital in its application in the implementation of telenursing a nurse continues to use the nursing process to review, plan, implement, evaluate and document nursing care.(Sanderson, 2018).

Growthtelenursing currently categorized very fast in many countries due to several influencing factors, namely the achievement of cheaper health care costs and increased health care coverage for long distances such as in rural, small areas, or sparsely populated. Telenursing can also provide opportunities for patient education, nursing teleconsultations, examination of medical test results, and assistance to physicians in the implementation of medical care protocols.(Souza-Junior, Mendes, Mazzo, & Godoy, 2016).

2. METHOD

The research design used is descriptive research to determine the respondents' knowledge about the implementation of telenursing. The research instrument used a questionnaire given via google form with two answer choices yes and no. The population in this study were 193 nurses, with the inclusion criteria being nurses who were willing to be respondents and were not on leave and the exclusion criteria were nurses who were on a study assignment. The sample is calculated using the Slovin formula so that a sample size of 130 people is obtained plus a 10% possibility of dropping out so that it becomes 143 people. The sampling method that will be used is a non-proportional random sampling technique, namely random sampling where each member of the population has the same opportunity to be taken as a sample. The data in this study will be analyzed using the SPSS for windows version 22.0 program.

3. RESULTS AND DISCUSSION

a. Nurse's knowledge about telenursing implementation

Table 1. Frequency distribution of nurses' knowledge regarding telenursing implementation in Hospital X (n=143 people)

No	Statement	Information			
		Yes	%	Not	%
1	Telenursing is a combination of telecommunications services with nursing	143	100	-	-
2	Telenursing increases service coverage and effectiveness	143	100	-	-
3	The form of telenursing is like triage telenursing, call-center services, discharge planning telenursing, home-visit telenursing have been well implemented	100	69.93	43	30.07
4	Telenursing increases patient and family participation in self-management care	120	83.92	23	16.08
5	Telenursing can increase self-desire and increase patient awareness in adherence to diet, physical activity, and healthy behaviors related to disease	112	78.32	31	21.68
6	Barriers to telenursing are unable to see patients, ethical dilemmas, technological difficulties, lack of direct contact with patients	143	100	-	-
7	Requires training in technology resources in implementing telenursing	143	100	-	-
8	A successful telenursing service requires technical and operational stability to meet patient needs	143	100	-	-
9	telenursing It also increases the safety of nurses and clients	105	73.43	38	26.57
10	Work productivity increases with the use of telenursing	120	83.92	23	16.08

Table 1 shows a description of nurses' knowledge in implementing telenursing, where most of them already know about implementing telenursing in providing services to patients. A total of 143 people (100%) have a very good understanding of what telenursing is, the benefits, obstacles and technicians for implementing telenursing in the questionnaire (no 1,2,6,7,8), while for knowledge about forms of telenursing there are still some respondents who do not know other forms of telenursing as many as 43 people (30.07%).

b. Discussion

Based on the results of the research above, it can be concluded that nurses already have a good understanding of the implementation of telenursing. This is also supported by the results of research conducted by Padila et al., (2018) mentions that the enthusiasm of nurses in accepting and knowing new challenges in providing telenursing services is very high, this can have an impact on the ability to improve effective communication between nurses and patients.

According to research conducted by Koivunen & Saranto, (2018) Nursing care is gradually more often provided at home than in institutions, such as hospitals. Effective communication between patients and nursing staff has an important role in patient care. Telenursing interventions can improve quality of life and reduce costs and save nurses' working time. Furthermore, negative attitudes were found to be barriers to telehealth use, such as inadequate support and training and inadequate experience in using telehealth.

American Nurses Association (2001) defined telenursing as a telehealth subject in which the focus is on the practice of a particular profession (i.e. nursing). Although the use of technology changes the medium for delivering nursing care and may require competencies associated with its use to provide nursing care, the nursing process and scope of practice are no different from telenursing. Nurses engaged in the practice of telenursing continue to assess, plan, intervene, and evaluate the outcomes of nursing care, but they do so using technologies such as the Internet, computers, telephones, digital assessment tools, and telemonitoring equipment. Given that health services now provided through telehealth have evolved, the term telehealth is used to capture the breadth of services (Amudha, Nalini, Alamelu, Badrinath, & Sharma, 2017).

Nurses' knowledge of telenursing applications at this time was very open or technology literate so that they had a very positive response. According to research conducted by Poreddi et al., (2021) telenursing will be useful for future health workers (92.4%). The majority of participants in this study had a positive perception of the benefits of telenursing because they agreed that telenursing could increase the efficiency of medical personnel (59.6%), facilitate contact between medical personnel and patients (76.5%), and directly reduce patient care costs (61.2%). In addition, most of the participants did not agree that telenursing can cause technical problems (71.0%) and can lose direct contact between medical staff and patients (67.7%).

4. CONCLUSION

Nurses' knowledge regarding the implementation of telenursing in providing nursing services is already qualified and must continue to be supported by all parties, both in training and providing and developing technology that supports the implementation of better telenursing.

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