

Community Service, Transcultural Training, Excellent Service, and Effective Communication in the Context of Interprofessional Collaboration (IPC) in 2022

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ABSTRACT

Culture was born and developed and changed along with the times. The progress of a particular nation, tribe and region is largely determined also by the culture of an area or tribe. Interprofessional Collaboration is needed as a part and health and nursing services that are more focused in the form of teamwork among fellow health service providers with the aim of client recovery and improving the image of the hospital.

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Introduction

Culture is the result of human work that was born along with the creation of humans and is documented for generations according to the periodization of time. Culture was born and developed and changed along with the times. The progress of a particular nation, tribe and region is largely determined also by the culture of an area or tribe. Today's thriving and well-documented culture has been stored very neatly and modernly. The culture has been stored in the form of files in soft files such as micro movies, flash drives, as well as computer files or laptops. The number of cultures in a certain area has become one of the references in the progress of a society or nation. The culture is born and the customs or work of individuals or communities.

The culture of a region will play a very important role in the level of development of public health in the region. Culture plays an important role in improving the health status of a community. The culture of the community around the health care area must be understood by all health workers which will ultimately have an impact on improving the degree of health. Quality health services will have an impact on increasing public satisfaction with the health care system.

In a study conducted by Evanny Indah at the Pasundan Health Center in 2013, it was found that and 378 patients who were surveyed, it turned out that they said that as many as 8 7.27% expressed dissatisfaction displayed through cartesian diagrams. And the results of the research discussion suggested that Puskesmas make improvements in aspects of reliability, empathy and understanding of local culture.

This is also in line with research conducted by Agussalim and his team in 2019 when measuring the efficacy of community health workers in coastal, valley, and mountain areas in Papua province, it was found that around 32% said they were very lacking in confidence and lack of confidence and about 41% who expressed neutrality in understanding Papuan culture in carrying out health and nursing services to the community were covered in the context of their cultural understanding. This actually has a big impact on health service outcomes because talking about the culture in it, the language factor will be one of the determinants in

Based on research conducted by Arum Pratiwi and Siti Anifah in 2011 through the stages of qualitative analysis and content analysis, it was identified that the reason for the behavior of pregnant women and pure perium was related to the culture to maintain individual and family health according to family perceptions. The behavior that becomes a taboo when pregnant is that it should not be scraped, should not drink hot and when pure perium is not allowed to move much until 40 days, should not drink much. Meanwhile, what is recommended when pregnant includes drinking healthy herbs and when other pure perium using pilis, sit legs straight and tight and drink herbal medicine. This really illustrates that culture plays a very important role in improving the health of pregnant women.

In the world of health which includes bio, psycho, social and spiritual aspects where the soul also plays an important role in the health order. In a 2013 Basic Health Research Data recorded the prevalence of severe mental disorders in Indonesia reached 1.7 per mile. This means that 1-2 people and 1,000 people in Indonesia are severely mentally ill. According to Prof. Drs. Subandi, M.A, Ph.D in 2013, said the problem of mental disorders and health

has quite complex dimensions. Mental health is not only related to medical or psychological problems, but also has a socio-cultural dimension to a spiritual and religious dimension. Cultural factors can influence the emergence and recurrence of mental disorders," he explained when delivering the Inaugural Speech of the Position of Professor in the field of Clinical Psychology, Faculty of Psychology UGM at the UGM Senate Hall, Yogyakarta.

In the current diera progress, especially in regional development and globalization, especially the ASEAN Community era, it will require an accurate understanding of the plurality of a culture because of course everything will result in cultural transactions between various regions, tribes, nations, countries and between continents so that a clear concept of transcultural is automatically needed [1].

South Sulawesi as a large and consisting area and various tribes and scattered in several regions certainly has different regional and cultural patterns. This will play an important role in the delivery of health services in the community setting and the level of understanding of local culture by health practitioners in the health service. Ajattapareng as an area with diverse cultures as local cultures and cultures of people who come at least need a concept of health services in service settings such as hospitals and health centers requires excellent service services and effective communication in the context of Interprofessional Collaboration (IPC) [2].

Interprofessional Collaboration is needed as a part and health and nursing services that are more focused in the form of TEAM cooperation among fellow health service providers with the aim of client recovery and improving the image of the hospital.

Troubleshooting Framework

Problem solving in improving the status of health and nursing services with the aim of improving the order of service, shortening the length of treatment. And improving the welfare of public health is by equipping the ability of health and nursing workers to provide effective services Services provided with the aim of equipping them with technical skills in service to patients and families.

Realization of Problem Solving

The problem solving carried out is by developing research results in the form of community service to agencies related to the analysis of services provided to the public. In order to increase the capacity of health and nursing workers, a concept is needed that builds more competent skills and skills in health services which are not only the main competence but also supporting competencies must be given. This competency improvement must be carried out efficiently and effectively which is continuously shrinking in order to increase their exposure to knowledge that develops continuously.

Methods

The target audiences in this training activity are: Medical Personnel, Non-Medical Personnel, Support and support personnel in services. The method used is by training in the form of providing material and simulating at the end of the activity in the form of study cases in team work. Community service activities have been carried out at Barru and Pinrang Regional Hospitals on May 4 to June 20, 2022.

Realization of Implementation

Community service activities with the professional training method carried out in a clinical setting at the Pinrang and Barru Hospitals, Pinrang and Barru Regency, were carried out professionally with

speakers from the Poltekkes Makassar consisting of 6 speakers and 1 speaker from the local hospital. This activity covers several materials that are considered relevant related to this activity, namely:

1. Excellent service
2. Effective communication
3. Therapeutic communication
4. Hospital Management
5. Nursing Management
6. Interprofessional Collaboration

Its activities are also attended by various professions from Doctors, Nurses, Midwives, Nutrition, Analysts, Pharmacy, Management, Security, and Cleaning services. The activity was attended by a total of 80 participants from various rooms at the Barru and Pinrang Regional General Hospitals. The implementation of the activity was also carried out in line with the National Health Day (HKN) activities carried out by the Barru and Pinrang Hospital. Its activities were carried out with strong support from the Director of Poltekkes of the Ministry of Health of Makassar and his staff also by the Director of Barru and Pinrang Hospital, Barru and Pinrang Regency [3].

The activity was carried out for two days, namely on October 31, 2017 with the provision of material in totally then a workshop was carried out related to excellent service, therapeutic communication, and Nursing MPKP Practice in the Context of IPC on the second day of the activity implementation. The implementation of the activities was carried out properly without any disturbances and obstacles that were carried out for two days. The activity was also carried out in accordance with the amount of budget that had been set in the Poltekkes Financial Supporting of the Ministry of Health of Makassar in 2021.

In the implementation of the activity, an evaluation of the activity and evaluation of the speaker in the form of a questionnaire were carried out. The results of the questionnaire showed that 96 percent said that the presenter and the material presented were very satisfactory, and 4 percent were satisfactory. While the evaluation of activities as many as 85 percent said it was very satisfactory, 7 percent said it was satisfactory and 8 percent said it was quite satisfactory. The suggestion they attached to the evaluation of the activity that this activity should be carried out continuously and continuously in order to improve the image and satisfaction of patients in health services at the Barru and Pinrang General Hospital, Barru and Pinrang Regency [4].

The expected outcome in this activity is that they are able to understand how excellent service can be provided by them in the form of accurate and responsible teamwork.

Quantitative Evaluation of the Implementation of Activities

Community service activities are very useful for nurses in the hospital; this can be seen from the results of the evaluation of the level of satisfaction and understanding of nurses and other health workers for excellent service in the hospital. It appears that their understanding increased to 98.50 percent compared to their initial survey of understanding level which was only 42.08 percent. This can be an indicator of the success of the community service program for excellent service materials and workshops that have been given [5].

Quantitative Evaluation of the Presenter

Related to the presenters, an assessment evaluation of all presenters was also carried out where the results of the average level of

satisfaction were obtained for all speakers as much as 99.60 percent and satisfied 0.40 percent [6].

Limitations of Community Service Activities

This community service is carried out in the context of the application of the results of research that has been carried out by adopting elements of its usefulness to the wider public for a long time (long life). The limitations obtained are the adequacy of the budget to be able to cover several hospitals and are also related to the limited time of health workers in the destination hospital related to the limited number of their personnel in the polyclinic and ward care services.

Conclusions and Suggestions

The implementation of the activity is carried out continuously with an accurate cooperation method between the Community Service Poltekkes of the Ministry of Health Makassar, the Parepare Nursing Study Program and the Director and Management of the Barru and Pinrang Regional General Hospitals. The implementation of the activity was carried out based on the syllabus that had been made related to the delivery of material by the speakers from the Makassar Ministry of Health Poltekkes, Parepare nursing program.

Based on the results of the evaluation from the training, it was conveyed by the participants that this activity was carried out very usefully and should be a routine agenda for the sake of improving the quality of health services. This activity must be carried out continuously and continuously and evaluated simultaneously within a certain period for the maximum sustainability of the activity [7-10].

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