

The Concept Application of Lydia Eloise Hall's Nursing Model (Hall Theory) Focusing on Care Aspect in Patient Nursing Process at Kelimutu Ward of Prof. Dr. W. Z. Johannes Public Hospital Kupang

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Abstract: Background: Care Aspect (Hall Theory) denotes the ability, willing, and the attitude of nurse in nursing service process to the patient in which a nurse should be able to create a comfortable condition to the patient in patient nursing process. Objectives: the study is held to comprehend, identify, and to increase the application of Care Aspect (Hall Theory) about the fulfillment of needs not only biological aspect, health promotion to the patient but also the fulfillment of need in inter-personal relationship between the patient and the nurse. Method: The research applies descriptive method. Its population is the whole nurses namely 20 nurses serving in Kelimutu Ward of Prof. W. Z. Johannes Public Hospital Kupang. The Sample Technique is Sampling Total. The variable measured is Care Aspect (Hall Theory) about the fulfillment of needs either biological need of patient, health promotion need to the patient, or the inter-personal relationship need between the patient and the nurse. Result: The results shows that the fulfillment of biological need toward the patient is 66, 67% (10 persons) holding this service and 33, 33% (5 persons), on the contrary, not doing the service. The fulfillment of health promotion need toward the patient is 46.67 (7 persons) doing the service and, on the contrary, 53.33% (8 persons) are not. The fulfillment of inter-personal relationship need between the patient and the nurse is 60% (9 persons) holding the service and 40% (6 persons) doing the opposite activity. Conclusion: The application of Care Aspect is not held totally by the nurse in Kelimutu Ward of Prof. W. Z. Johannes Public Hospital Kupang.

Keywords: Care Aspect (Hall Theory), the Nurse, the Patient Nursing Service

Literature : 22 (2000-2017).

1. Introduction

The service of a nurse denotes a great duty. It is called great since a nurse is a person who in one duty, one always serves and cares other. This duty is usually called as the caring service process toward a patient.

The nurse denotes the main key person in the caring service process toward the patient. She / he is also the person who becomes the nearest and always attends together with the patient in the process of patient caring (Morrison. 2005). Nevertheless, in the fact, the process of patient caring service is still far from the hope.

There are lots of complaints either from the society or the patients about the patient caring service. The patient complains that, in the caring service, the nurse always behaves rude, impatient toward the patient, often be angry toward the patient who frequently asking them and rather has no care and response toward the patient's complaints. The nurse rarely has time together with the patient (<http://www.peran-net.com>, accessed on April 2, 2014).

These facts are the same as the result of research done by Rosenstein (2005), about the perception and the satisfaction of the patient toward the caring service with the patients who are in a hospital in the USA in amount of 150 patients. This research shows that about 65% patient with negative perception toward the caring service in the hospital and 53% of patients expresses the satisfaction with the service of the nurses and the rest has dissatisfaction toward the nurses'

service ([http://www. Penelitian Arief.2008: kepuasanklientangpelayananan keperawatan.com](http://www.PenelitianArief.2008:kepuasanklientangpelayananankeperawatan.com), accessed on April 2, 2014).

The research of Wirawan (2007), about the satisfaction level of staying treatment patient toward the nursing direction in a hospital in East Java. It is informed that it's only 17 % of the whole staying treatment patients who satisfied toward the nursing direction which they got, while, there are 83 % of those who experienced dissatisfaction. The research also gave information that the main complaint is in the service of the nurse namely the nurse did not build communication with the patient (80%), lack of care (66, 7%) and impolite (33, 3%) ([http://www. Penelitian Arief.2008: kepuasanklientangpelayananan keperawatan.com](http://www.PenelitianArief.2008:kepuasanklientangpelayananankeperawatan.com), diakses tanggal 2 April 2014).

Hereafter, the research of Damayanti who did a study about the hope and the satisfaction of the patient in a public government hospital in Surabaya in 2002, it is gotten the result that toward the doctors, the patient hope more in their medical technical skill (the patient said as "the capability of doctors to treat or to heal"), meanwhile toward the nurses, the patients hope more in the patience and attention from them. There are 48 respondents taken proportionally in interna and pavilion wards. The other result shows that 41% respondents express their dissatisfaction toward the hospital service and the rest about 59% express their satisfaction. ([http://www.tingkat kepuasanklienterhadappelayananankeperawatan; sebuah study pelayananankeperawatan.Com](http://www.tingkatkepuasanklienterhadappelayananankeperawatan;sebuahstudy-pelayananankeperawatan.Com), diakses tanggal 2 April 2014).

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Toward the performance of the nurses, specifically, the biggest complaint was that the nurses rarely visited the patients if they were not asked and if they were called, they did not come as soon as possible (They came after 10 minutes). The lack of satisfaction of the patients happened because of the dynamic demand of the patients were not responded in balance with the dynamic performance change and the service deed of the nurse. ([http://www. PenelitianArief.2008](http://www.PenelitianArief.2008): kepuasankliententangpelayanankeperawatan.com, diakses tanggal 2 April 2014).

The nurse, in some sense, preferred more focus in the performance of medical or technical nursing (dependent functional performance or functional duty from the doctor) whereas, the patients even hoped the normal performance of the nurses namely in the aspects that have relationship with the non technical nursing (independent functional performance). (Potter dan Perry, 2005).

The research which was done by Herni, Adi Suyitno, Ika Yuli Astuti about the relationship between the nursing service and the satisfaction of non-staying treatment patient in the society health centre of Boro Selorejo Blitar Regency in 2013, showed that the nursing service in the society health centre of Boro Selorejo Blitar Regency was categorized as not-good, since from 25 respondents there were 14 (56 %) respondents pointed out that the nursing service was held in 'not-good service mode. Meanwhile there were 15 (60 %) respondents showed that they were dissatisfied toward the service which was given by the nurses. (<http://www.tingkatkepuasanklienterhadapelayanankeperawatan>; sebuah study pelayanankeperawatan.Com, diakses tanggal 2 April 2014).

Daily Pos Kupang on May 4, 2013 with the topic The Nursing Service Process toward the Patients in RSUD. Prof. Dr. W. Z. Johannes Kupang pointed out that the nursing service process toward the patients was still disorganized and its management was disorder. In the Daily Pos Kupang it is explained how the performance of the nurses who serve in RSUD. Prof. Dr. W. Z. Johannes Kupang that although there are some nurses have good service performance but there are lots of them who work in 'not-good' and unprofessional modes. There are still lots of nurses who are 'terrible' and ignorant in serving toward the patients (PosKupang. Edisi: Sabtu, 4 mei 2013.com, diakses tanggal 2 April 2014).

Furthermore, in The DailyPosKupang May 4, 2013, it discussed another topic about the Complaints of Patients' Family toward the Nursing Service and the Attitudes of the Nurses who Serve in RSUD. Prof. Dr. W. Z. Johannes Kupang. In the DailyPosKupangit was written that the patients' family really deplored and complained the nursing service process and the attitudes of the nurses. A nurse should serves properly with kindly heart, full-patience, sincere and responsibility in every nursing service process toward the patients. (PosKupang. On Saturday, May 4, 2013.com, accessed on April 2, 2014). The above facts based on the interview from the journalist with the patients and the patients' family. These facts and data, even though, were confronted with the hospital managements so that the informed data have benefits from the nursing aspect.

Based on the pre-study of the researcher in the Kelimutu Nursing Ward of RSUD Prof. Dr. W. Z. Johannes Kupang,

by interviewing 7 patients, it's showed that generally those 7 patients deplored some equal things in relationship with the lack of maximum nursing service process given by the nurses in the ward namely the nurses sometimes had lack of responds toward the complaint of the patients, sometimes they did not respond and answer the questions from the patients. The nurses were sometimes showed unfriendly face and attitude with patients in the nursing service process toward the patients. (Wawancara Pribadi, 30-31 Maret 2014).

To respond these problems, the researcher uses an aspect of Hall Theory by Lydia E. Hall namely care aspect which becomes the "door" or the beginning aspect in the interaction between the nurses and the patients in the nursing process of the patients, it is needed to give good attention by the nurses in every nursing process. The nurses have to realize that the application of care aspect denotes an issue that must be given serious attention due to the success of the care aspect, the core and cure aspects will be successful so that through these the patients can be helped to overcome the problem in linkage with their illness. (<http://www.modelsandtheoriesofnursing.com>, accessed on April 2, 2014).

The nurse in the nursing process toward the patients which becomes the specific character in care application (nursing circle) that given by the nurses to the patients namely the attempt to show the receptive attitude to the patients, the attempt to provide the patients' needs sincerely and responsibly and the attempt to create comfortable condition for the patients to support the intention to give the comfortable direction toward the patients during the nursing process (Barbara, K., et al. Fundamentals Of Nursing; Concepts, Process, and Practice, Six Edition: 2000).

1.1 Problem Formulation

Based on the background of the study, the writer tries to formulate the problem as: The Application Concept of Nursing Mode of Lydia E. Hall (Hall Theory) by the Emphasis on the Care Aspect in the Nursing Process toward the Patients in the Kelimutu Caring Ward of RSUD Prof. Dr. W. Z. Johannes Kupang".

1.2 The Aims of the Study

General Aim

To know the Application Concept of Nursing Mode by Lydia E. Hall (Hall Theory) by the Emphasis on the Care Aspect in the Nursing Process toward the Patients in the Kelimutu Caring Ward of RSUD Prof. Dr. W. Z. Johannes Kupang".

Specific Aims

- 1) To know, to identify, and to increase Care Aspect (Hall Theory) about the fulfillment of biological need to patients.
- 2) To know, to identify, and to increase Care Aspect (Hall Theory) about the fulfillment of patients' need about health information and health education in the health promotion to patients
- 3) To know, to identify, and to increase Care Aspect (Hall Theory) about the fulfillment of patients' need in the

comfortable condition of the patients which built in the interpersonal relationship between the nurses and the patients.

2. Method

Type of research used in this research is Descriptive Research. This type of research aims to describe the significant events happening nowadays. Event Description is done systematically and the emphasis on the factual data than conclusion. Therefore, this research does not need a hypothesis (Nursalam. 2003).

Research design used in this research denotes a survey research design. A survey is a design used to provide information which has relationship with prevalence, distribution and the relationship among variables in a population.

Population and sample

Population is the whole of research subjects (Arikunto. 2010). The population in this research is the whole nurses who serve in Kelimutu nursing ward in amount of 20 nurses in RSUD Prof. Dr. W. Z. Johannes Kupang with total sample. Research time is held for one month from July 4, 2014 to August 4, 2014.

3. Result

The result of the research shows that the fulfillment of biological needs to patients was done by nurses for about 66, 67% (10 patients) and 33, 33% (5 orang) of nurses were not done. The fulfillment of health promotion need to patients was held by 46, 67% of nurses (7 nurses) and 53, 33% of nurses (8 nurses) was not held. There were 60% of nurses (9 nurses) held the fulfillment of interpersonal relationship between the nurses and the patients and 40% of nurses (6 nurses) were not held by the nurses.

4. Discussion

4.1 The Biological Need o Patient

To fulfill the biological need of patients, the nurses wholly have done the nursing action professionally. These facts can be seen from the action of nurses in Kelimutu Ward in the process of the biological need fulfillment of patients namely; the nurses use good and right ways when they build interaction with patients, the nurses always wash their hands before and after doing nursing deeds to patients, the nurses always keep the patients' privacy before, during and after the nursing deeds to patients, the nurses always appreciate and accept the patients conditions, the nurses always build communication with the patients before, during and after the nursing deed to patients, the nurses always keep clean before, during and after the nursing deeds to patients, the nurses always keep and create comfortable condition before, during and after the nursing deeds to patients, the nurses are not in a hurry during doing the nursing deeds to patients, and the nurses always observe the patients' condition every time after holding a nursing deed to patients.

To see the application of care aspect in relationship with the fulfillment the biological need of patients given by the nurses, the researcher assumed that the capability of the nurses in giving the fulfillment of biological need of the patients is really influenced by the educational level of the nurses in the Kelimutu Ward. The educational level of the nurses really influences the attitude of every person in the everyday life and activity. The nurses in Kelimutu ward, in the same sense, have applied their sciences from the education institution in their interaction with the patients and in the nursing service process to patients everyday.

Hall Theory by Lidya E. Hall says that the application of care aspect in relationship with the fulfillment of biological need of the clients, a nurse should build the intimate relationship with patients. The nurses try to show the receptive attitude toward the patients, the nurses have to attempt to come in the condition and the feeling that being felt and experienced by the patients. The nurses have to know every need of the patients and have capability to know the response of the patients toward every nursing deed given to the patients.

The main emphasis pointed out by Hall in Hall Theory about how the attitude of a professional nurse in their scientific capability when they face the patients in fulfilling biological need of the patients is how a nurse has ability to fulfill the biological need of the patients as eating, bathing, elimination, and clothing. In her Hall Theory, Lydia E. Hall emphasize that hospital as a place of health service that attempts to recover the illness of the patients as short as possible should pay great attention to the biological need service maximally.

Hall says that the professional nurse should firmly hold a strong concept in the service of the biological need fulfillment of patients so that in the nursing service process to patients, every nursing deed of the nurses can be apt to the need of the patients. The main aim is to get the recovery of patients and the satisfaction and the confidence from the patients toward the nurses who serve them.

4.2 The Need of Health Promotion of Patients

To fulfill the need of Patient Health Promotion (PROMKES), some of nurses have done the professional nursing deed in patients nursing direction. These facts can be seen in every nurse deed in Kelimutu Ward in the process of health promotion need patients namely; the nurses provide and manage the comfortable place and time for the patients, the nurses always use the simple words and language that understood easily by the patients, the nurses do not use the words that hurt the patients feeling, the nurses are always polite and kind during giving the health promotion to patients, and the nurses try to give the example that can be followed by the patients about the health messages or information taught during health promotion activity.

According to Lidya E. Hall in her Hall Theory says that in the application of care aspect in linkage with the fulfillment of health promotion need (PROMKES), a professional nurse should attempt to create a comfortable and enjoyable condition for the patients before, during and after giving

health promotion. The nurses should be able to be friend of the patients, confound and gather together with patients and know them deeper in the health problem faced by the patients with complicated reasons in their life. So that, in the process of giving health promotion to the patients, the nurses can give health promotion aptly in the sense that can be accepted and understood well and rightly by the patients. In the hope that every health information that given by the nurses toward the patients can be held and used well for the increase of the quality health of patients in their lives.

The researcher has opinion that by the health promotion from the nurses (and other medical agents) to the society continuously, so that the nurses can oppress the increase of sickness in Indonesia. Health Promotion will become the front liner to carry out Indonesian health and the self-supporting in health problem.

4.3 The Need of Interpersonal Relationship of the Nurse and Patients

To fulfill the need of interpersonal relationship between the nurse and patient, the nurses have professional deed in build good relationship with the patients during nursing service process to patients. These facts can be seen in every deed of the nurses in Kelimutu Ward in the process of fulfillment of interpersonal relationship between patients and nurses namely; the nurses provide good place, good of time and condition to help the patients experience comfortable feeling in communication, and opened-attitude in building interpersonal relationship between the nurses and patients, the nurses always listen to patients with full attention every single word of patients, the nurses always show the receptive attitude to patients, the nurses do not make a self conclusion of the patients' words, the nurses always have polite words to patients, the nurses always appreciate, keep privacy, and always understand patients, the nurses create a comfortable and enjoyable condition during the conversation with patients in building interpersonal relationship with patients.

According Lidya E. Hall in her Hall Theory says that in the application of care aspect in relationship with the fulfillment need of interpersonal relationship between the nurses and patients is that as a professional nurse, the nurse have to be able to give support, spirit for the patients in facing their health problem. The nurses have to be able to show the receptive attitude to patients. The nurses must come in the condition of the patient's hearts, feeling and problems of patients about their illness and build the supporting relationship rely on each other in linkage with the performance of nursing process to patients. In building interpersonal relationship between the nurses and the patients, the nurses have to be able to see the patients as the partner who help and support each other to achieve good aim that the patients can overcome from health problem that they face, and can manage their opinion about health problem and their circumstances.

The researcher assumes that there must be a willing and strong eagerness in building interpersonal relationship with the patients. The nurses have to have willing to use their time to recognize, come in and comprehend the patients with the health problem that they face, in the sense, that the

nurses do not see the patients as the burden in their lives, but rather, the nurses see the patients as the good partner in the nursing service process before, during and after the nursing deed to patients. The nurses can comprehend patients and their health problem comprehensively and have ability in increasing the confidence of the patients to utter their entire health problem to the nurses through interpersonal relationship between the nurses and the patients. The nurses will be sensitive enough to every response of the patients, understand more every need of the patients, so that through these, the nurses in giving the nursing deed and service to patients more directional or orderly as the patients needs. The nurses can be able to support the patients to understand their conditions. The nurses can be also able to build interpersonal relationship between the nurse and patients to create a good co-working relationship between the nurses and the patients in the nursing service process to patients. Besides, the nurses are able to show positive image about the nurses before the patients, so that through them it will help them to overcome the health problem and can serve them well and professionally.

5. Conclusion and Suggestion

5.1 Conclusion

- 1) There are 66, 67% of the nurses perform the application concept of nursing mode by Lydia E. Hall (Hall Theory) with the emphasis at care aspect about the fulfillment of patient biological need and 33, 33% of the nurses do not hold them.
- 2) There are 46, 67% of the nurses have held the application concept of nursing mode by Lydia E. Hall (Hall Theory) with the emphasis at care aspect about the need fulfillment of health promotion (PROMKES) to patients and there are 53, 33% of nurses, on the other hand, do not hold them.
- 3) There are 60% of nurses hold the application concept of nursing mode by Lydia E. Hall (Hall Theory) with the emphasis at care aspect about the need fulfillment of interpersonal relationship between the nurses and the patients and there are 40% of the nurses do not perform them.

5.2 Suggestion

- 1) For the institution of RSUD. Prof. Dr. W. Z. Johannes Kupang.
It's needed to hold monthly program to control and supervise every deed done by the nurses who serve in all wards in RSUD. Prof. Dr. Johannes Kupang to realize and increase the high awareness for the role and image of the real nurses in performing the nursing service process to clients.
- 2) For the nurses in Kelimutu Nursing Ward
 - a) The attempt to increase the application of care aspect about the fulfillment of biological need of patients that the nurses have lack of attention and ignorance:
 - When the nurses meet with the patients, the nurses should introduce their name clearly.
 - The nurses should deliver the content or the topic of speech clearly about the deed that they perform.

- The nurses have to explain the nursing deed procedure to patients every time before doing the nursing deed to patients.
 - The nurses have to give closing greetings when they leave the patients.
- b) The attempt to increase the application of care aspect about the fulfillment of health promotion need of patients that the nurses have lack of attention and ignorance:
- The nurses have to contact the patients before giving health promotion to the patients.
 - The nurses should attempt to build relationship, come near and stay together with patients.
 - The nurses have to create the condition of health promotion attractively and enjoyable for the patients.
 - The nurses should support the patients to be active during the activity of health promotion process.
 - The nurses should be patient and attempt to answer every question of the patients.
 - The nurses should not be in a hurry in explaining and giving health information and education to the patients
 - The nurses have to give the chance always to the patients to express their opinion.
 - The nurses must give appreciation to patients who are active in following the activity of health promotion to patients.
- c) The attempt to increase the application of care aspect about the fulfillment of interpersonal relationship need between the nurses and the patients that the nurses have lack of attention and ignorance:
- The nurses have to give support to the patients to build the interpersonal relationship between the nurses and the patients.
 - The nurses should keep eye contact with the patients.
 - The nurses must always give open questions to the patients.
 - The nurses have to repeat patients' speech using their own words.
 - The nurses must always clarify every patients' speech which they do not understand yet.
 - The nurses have to give the strengthening support to patients in the end of their conversation.

3) For the Researcher

The result of the research can be used as the motivation for the researcher in the learning and understanding attempts about the significance of the nurses' role in doing the nursing process to patients with the reference to Hall Mode Concept with the emphasis on the care aspect of nurses to clients.