

## EVALUATION OF THE CARE TEAM MODEL IN CARE SERVICES

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### Abstract

**Backgrounds;** Consistent application of the nursing model is important in a variety of conditions and primary care settings. But the fact is that case management and nurse-led care still show inconsistent results. Models of care need to be evaluated place-based to build an evidence base around effective models of care . **Objectives;** The purpose of this study is to dapat determine the effectiveness of the overall process of implementation of the nursing model in a more complete comprehensive on one representative health services. **Methods;** This study uses a quantitative method that *is mixed method* with desain penelitian *sequential explanatory design research design* to describe and analyze the effectiveness model of nursing models secara quantitatively yang reinforced with data qualitative data. **The Results;** The results obtained after conducting the study are expected to determine the quality of the application of the overall nursing model that has been applied to the mother and Child Hospital. **Conclusions;** the outcome of this study is an International Journal indexed Scopus with a minimum rating of Q4-Q3 in scimago Jr.

**Keywords:** Case Management; Hospital Model; Nurse Role; Nursing.

## **BACKGROUND**

In a global context, health care systems are expected to provide high-quality services at more affordable costs, driven by advances in medical technology and increasing societal demands for quality services (1,2). (Kiadaliri, Jafari, & Gerdtham, 2013; Setiawan et al., 2022)- Hospitals are an important component of health systems, especially in low -and middle-income countries (3) (Bastani, Vatankhah, & Salehi, 2013). The Indonesian Ministry of Health encourages hospitals to respond comprehensively to undesirable events in healthcare facilities (4) (Tyneke, Harold, & Kairupan, 2023)(Tyneke, 2023). Evaluation of service quality, including patient satisfaction, becomes important in improving health care (5,6) (Lugosi et al., 2023; Fatimah, 2018). Currently, people are increasingly demanding safety and quality in health services (2)(Setiawan et al., 2022).

Nursing practice Model is an important part of efforts to improve service quality. In Indonesia, various models such as the team model, case model, Primary model, and modular model have been developed to answer challenges in care services (Zuliani & Harianto, 2023(7)). Knowledge and application of nursing models related to improving the quality of Service and patient satisfaction in hospitals (8)(Karaca & Durna, 2019)(Karaca, 2018). Work environment factors also affect nursing practice and service quality. A supportive work environment can improve the quality of care and patient satisfaction (9,10) (Djukic et al., 2013; Lake, 2002). Management support, the relationship between doctors and nurses, as well as the participation of nurses in recruitment decision -making have a significant impact on the quality of care (11).(Aiken, 2012).

Research Previous studies have shown that model the primary nursing model relates to patient safety, while manajemen Case Management and nurse-led care show inconsistent results (12,13)(Gonçalves et al., 2023; Dufour et al., 2023)(Tyneke, 2023). Further evaluation is needed to understand the implementation of the nursing model comprehensively and effectively in improving the quality of care (14)(Hannah, 2023). This study will use instruments that include indicators of planning, implementation, and development model of nursing modelsh to understand the effectiveness of the application of the nursing model scientifically and ensure that the objectives of the nursing model assessment are achieved from the perspective of management and patient satisfaction. Thus, this study is expected to provide valuable insights to improve the quality of health services in Makassar maternal and Child Hospital. So this study aims to evaluate the application model of nursing model in rumah sakit maternal and Child Hospital in Makassar.

Researchers will adopt pendekatan a qualitative and quantitative approach (mixed method) to explore in depth about the application of nursing models in Makassar City maternal and Child Hospital. A qualitative approach will be used to understand the perception and satisfaction of the patient experience related to the model accepted nursing model. A qualitative approach will be used to understand the perception and satisfaction of the patient experience related to the accepted nursing model. While the quantitative approach will be used to measure the level of effectiveness of the application of nursing models statistically. Data collection through semi-structure interviews and survey questionnaires in 2 maternal and Child Hospitals. The Data will be analyzed using statistical techniques such analisis as regression analysis to identify the relationship between the application model of nursing models to service quality. Data The final Data expected is the presence of an in-depth understanding of the application of nursing models in Makassar City maternal and Child Hospital Kota , including evaluation of its effectiveness in improving service quality and patient satisfaction. Data This Data will be used to develop recommendations and strategi improvement strategies that can help improve health services in hospitals in the future.

The urgency of assessing the quality of the application of nursing models in health services is very important. Proven world-relevant multiple studies by Goncalves link primary nursing models to nursing-sensitive patient safety outcomes (Gonçalves-Bradley et al., 2022).

Another thing, the self-care support process model proved to be the most consistent, in contrast case management and nurse-led Care showed inconsistent results (13)(Dufour et al., 2023)(Emilie, 2023). Recent studies have also recommended that treatment models should be evaluated on a site-based basis (14) (Beks et al., 2023).

Research on nursing practice models in Indonesia has measured several functional nursing practice models such as Team models, case models, primary models and modular models (7)(Zuliani and Harianto, 2023). Several other studies also evaluated various nursing models separately covering the topic of model planning(15)(Tutik and Hariyati, 2016)(Hariyati, 2008), model implementation(16,17)(Sihura, 2021; Siregar and Banjarnahor, 2023) and development (18,19)(Afandi, 2007; Sofiatun, 2022). (Muhammad, 2007) So that the emphasis of the researcher here is the need for further research that can evaluate the entire process of implementation of the nursing model in a more complete comprehensive on one health service that is representative from the point of view of nurses and patients, especially in maternal and Child Hospitals so that improvements and new strategies can be presented in the future.

## **METHODS**

Many studies on the evaluation of the care team model on care services have been carried out. We strive to focus and delve deeper into the contribution of parents, feedback mechanisms, strategies in implementation. More specifically we are interested in exploring the following:

1. How can parents or families of pediatric patients contribute to the evaluation of the team's care model?
2. What are some feedback mechanisms that can be used by pediatric patients and their families to assess the effectiveness of Team care?
3. What strategies can the pediatric care team implement to improve evaluation and collaboration in the team care model?

### **2.1. Search strategy**

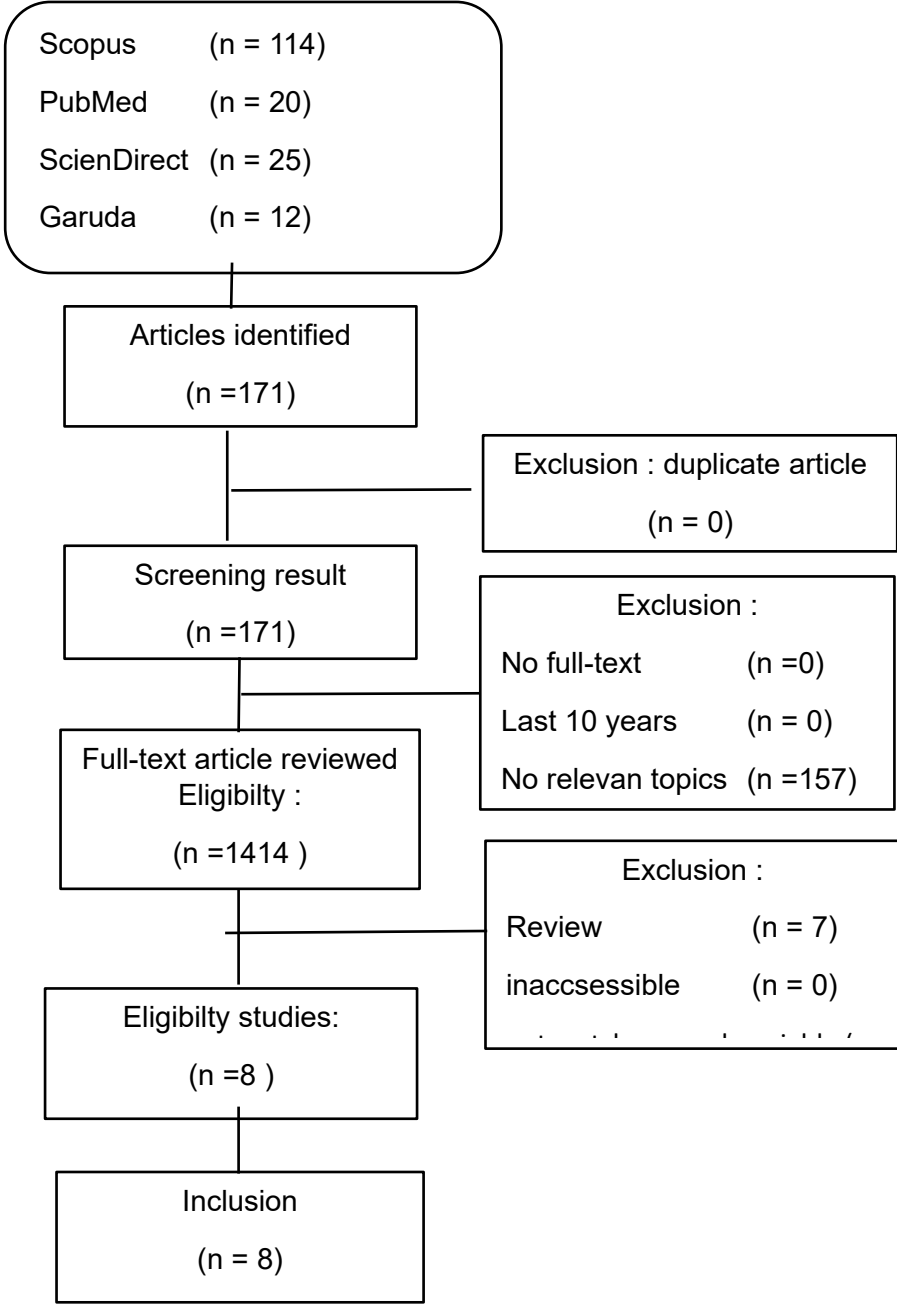
The Integrative review method, updated by Whitemore & Knaf of Cooper, was chosen to improve the accuracy of this integrative review. An integrative review allows various research designs to be summarized, providing a comprehensive overview of a phenomenon. This integrative review follows the PRISMA checklist 2020 guidelines to improve accuracy in article searches. A literature search was conducted on four online databases in December 2023. The four databases: PubMed, Scopus, Science direct, Garuda. Keywords for database pubmed dg English is pediatric AND service OR child AND healthcare OR pediatric AND care OR pediatric AND medicine OR children's AND health AND services OR pediatric AND healthcare OR pediatric AND clinic OR child AND medical AND care OR pediatric AND hospital AND services. For Scopus database the key word is team-care AND model OR team-based AND healthcare OR team evaluation OR assessment OR review OR analysis. Keywords science direct database is pediatric services Garuda is a database recommended by the Ministry of Education, Culture, Research, and Technology of the Republic of Indonesia. The inclusion criteria were set as follows: 1) published in English or Indonesian, 2) original research, 3) published ten years earlier (between 2013 and 2023), 4) the study focused on evaluating team care models in pediatric services. The exclusivity criteria are: 1) review studies, 2) studies related to the development of assessment tools, and 3) unpublished studies.

Identification

Screening

Eligibility

Included



Data extraction and special assessment

The initial search is carried out based on predefined keywords, resulting in articles from six databases. After identifying the article, duplicate articles have been removed. Followed by the selection of articles related to the availability of full text, publications in the last ten years, and the suitability of the topic so that full text articles that meet the eligibility criteria are obtained. The process proceeds with careful observation of the available full-text articles. Articles that meet the inclusion criteria are then selected for an integrative review process (fig.1).

Table 2.1 Quality Assessment

Authors	objectives explained clearly	research design explained	appropriate research methods	description, samples, and exclusion criteria adequate	Ethics presented	results reported	results in accordance with research questions and literature	limitations presented	implications discussed	grades / levels
Maria José Peláez-Cantero <sup>1</sup> dkk. (2023)	Yes	Yes	yes	yes	yes	yes	yes	no reported	Yes	8/9 tall
Brian D. Leland, MD, FAAP <sup>1,2</sup> dkk. (2023)	Yes	Yes	Yes	yes	Yes	Yes	Yes	Yes	Yes	9/9 Tinggi
Gert Warncke <sup>1*</sup> dkk (2018)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	9/9 tinggi
Xuemin Zhong <sup>1†</sup> dkk (2023)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	9/9 Tinggi
Tamie Aubin dkk (2015)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	9/9 Tinggi
Allison Tong, PhD <sup>†*</sup> dkk (2013)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Tidak dilaporkan	Yes	8/9 Tinggi
DIDIT RADHITIYO dkk. (2015)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	8/9 Tinggi
Martin Stocker <sup>1</sup> dkk. (2016)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	9/9 High

In an integrative review, although quality assessment is not a requirement, scoring the assessment can provide support in interpreting the results of the assessment. Two authors conducted an evaluation of the identified articles to determine if they met the criteria for inclusion and interpretation in their integrative review. A total of nineteen selected studies were then critically assessed on their quality using instruments made by Bowling. The results of the assessment are then entered into a table to be evaluated and interpreted. The assessment is carried out using three scales: "Yes", "unreported", and "bad". The results of this assessment are used to determine the quality of the selected articles. This quality assessment method was chosen because it is able to assess quantitative and qualitative aspects. From the results of the quality assessment, there are fifteen studies that are considered to be of high quality, and three studies are considered to be of average quality. It is concluded that the selected articles are of sufficient quality for review (see Table 2.1).

After the quality assessment process, data analysis is carried out through several stages, namely data reduction, display, comparison, conclusion, and verification. Data reduction is done by classifying, extracting, simplifying, constructing a framework, and analyzing the data sequentially (see Table 2.1). The data is then repeatedly compared to identify patterns, themes, or relationships. Similar Data is regrouped and aligned with each other. At the last stage, the

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data analysis is verified through the data source to ensure its accuracy, followed by the drawing of conclusions.

Table 2.1 data extraction

The first author	of the Year / country	Research objectives	Methods	sample Method / Pengatur an	feedback mechanism	implementation strategy
Maria José Peláez-Cantero <sup>1</sup> dkk.	Europe / 2023	to analyze the characteristics of patients who died in the care of certain pediatric palliative care teams.	ambispective and observational approaches analytic	164 patients	-open communication - routine evaluation	of the organization of training for pediatric palliative care team in communicating with the family
of Brian D. Leland, MD, FAAP <sup>1,2</sup> dkk.	2023	to identify high-quality care in patients and families with long stays (PICU), focusing on improving existing PICU care models.	qualitative process and multivariate statistical analysis	of 31 healthcar e professionals and 7 patient parents	-collection of free-text responses between panelists and high-quality care --	-integration of key domains -training and awareness raising -Integrated Information Systems -improvement of Team Communication -periodic evaluation and monitoring
of Gert al Warncke <sup>1*</sup> et	Australia/ 2018	to assess the extent to which units paediatric intensive care (PICU) in three Central European countries complies with the guidelines regarding infrastructure provided by the European Society of Intensive Care Medicine (ESICM)	questionnaire which is based on the ESICM guideline	126 PICU in Germany(D), Austria (A), and Switzerland (CH)	data collection through questionnaires	-structural improvements -development Personnel and organization -Onitoring and periodic
evaluation of Xuemin Zhong <sup>1</sup> ③ et	al China/2023	to identify and respond to existing problems in the implementation of multidisciplinary care (MDT) by investigating clinicians ' knowledge and views on MDT implementation.	self-designed questionnaire to evaluate clinicians ' understanding of MDT in a Class III Grade A hospital	clinicians working in a Class III Grade A	hospital h	-strengthening MDT Education -periodic assessment and monitoring -preparation of remedial measures
Tamie Aubin et	al 2015	explored the experiences of the service providers and managers involved in the initial implementation of the two transdisciplinary pilot team	qualitative approach	six service providers and managers	analysis of interview outcomes	-development of change management skills -preparation of an effective team structure

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The first author	of the Year / country	Research objectives	Methods	sample Method / Pengaturan	feedback mechanism	implementation strategy
Allison Tong, PhD,* <sup>B</sup> et al.	2013	to explore parents 'and adolescents' views on pediatric rheumatology care and service delivery	focus groups and semistructural interviews	37 parents and 13 adolescents	analysis of interview outcomes and focus groups to identify consumer needs.	-Increased awareness about JIA -effective transition services -information needs met
DIDIT RADHITIYO et al.	Indonesia /2015	to improve understanding of the needs and expectations of customers and evaluate the quality of services provided by the hospital.	service Quality approach (SERVQUAL)	participan ts of Mother and child who came Mitra Family in Karawang City were randomly selected	analysis of questionnaire results that included a comparison between customer expectations and perceptions of each dimension of service quality	-employee training -improvement of facilities and equipment -Quality Improvement Program
Martin Stocker1dkk.	Switzerla nd/2016	to improve the effectiveness of patient safety by overcoming barriers in the management of interprofessional teams in PICU.	review approach	the 57 patient review approach	involves evaluating selected articles and literature to ensure that new concepts and proposed solutions can be properly integrated in the context of interprofessional team management at PICU.	-Interprofessional team training -involvement of parents as Team Members -application of organizational learning

## **RESULTS AND DISCUSSION**

The role of parents or families of pediatric patients in the evaluation of Team care models  
Parents or families of pediatric patients can play an important role in the evaluation of the team's care model through the following ways:

- Participation in decision-making: parents or families are involved in the decision-making process regarding their child's care. This increases the sense of ownership and trust in the health services provided.
- Providing accurate information: parents or families provide detailed information about the child's condition that may not be detected by the medical team. This information is essential to plan and adapt a more appropriate treatment.
- Emotional support: the presence and emotional support of parents or family can increase the comfort and satisfaction of the child during treatment, which indirectly contributes to a positive evaluation of the team's care model.
- Direct input on care evaluation: through interviews or discussions, parents can provide direct input on their experience with the care team, which is useful for assessing and improving existing care models.

Feedback mechanisms that can be used by pediatric patients and their families to assess the effectiveness of Team care. To assess the effectiveness of Team care, some of the feedback mechanisms that can be used by pediatric patients and their families include:

- Satisfaction surveys: use questionnaires or surveys to gather feedback from patients and families regarding their experience with the care received. These surveys can include questions about communication, quality of care, and overall satisfaction.
- Discussion forums and regular meetings: hold regular meetings between the care team and the patient's family to discuss treatment progress, listen to concerns, and provide updates on the patient's condition.
- go deeper into their experiences and look for areas that need improvement. Suggestion and complaint box: provides a suggestion and complaint box in the hospital so that the patient's family can provide feedback anonymously. These suggestions and complaints are then reviewed and acted upon by the hospital management.
- In-depth interviews: conduct in-depth interviews with the patient's family to gain insight

Strategies that the Pediatric Care Team can implement to improve evaluation and collaboration in the team Care Model. Some strategies that the pediatric care team can implement to improve evaluation and collaboration in the team care model are:

- Training and Continuing Education: provide training and continuing education to team members on the importance of collaboration, communication, and family involvement in care.
- Clear team structure: develop a clear team structure with well-defined roles and responsibilities to coordinate team efforts and ensure effective communication.
- Use of technology for communication: using technology, such as Integrated Health Information Systems, to facilitate information sharing between team members and ensure that all members have access to relevant and up-to-date patient data.
- Strengthening feedback mechanisms: strengthening feedback mechanisms by implementing systems that enable regular and systematic collection and analysis of feedback from patients and families.
- Patient and family involvement in care planning: including patients and families in care discussions to ensure that their perspectives are considered in the planning and execution of care.



- Preparation of improvement measures: based on the results of evaluation and feedback, develop specific improvement measures and can be implemented to improve the quality of care of the team.
- By adopting these strategies, paediatric care teams can improve evaluation and collaboration, which will ultimately improve the quality of care and patient and family satisfaction.

## **CONCLUSION**

The results of this review provide an in-depth understanding of the role of parents, feedback mechanisms, and implementation strategies in the context of pediatric palliative care. These findings could lay the foundation for the development of more holistic, patient-and family-focused pediatric care policies and practices. Implications include the need for increased training for care teams, increased awareness of the importance of open communication, and active integration of parents in the decision-making process (Zhong et al., 2023).

## **RECOMMENDATIONS**

This review shows that further research and cross-disciplinary collaboration are needed to optimize pediatric palliative care. The development of standardized practice guidelines, increased resources, and improved emotional support for families became important recommendations (Aubin et al., 2015). All of this is expected to help improve the availability and quality of pediatric palliative care worldwide.

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