



# The Correlation Between Nurse Motivation and Compliance in The Implementation of Fall Risk Prevention

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## Abstract

*Fall is a serious problem and requires high costs for patients and also for all wellness facilities. Morse Fall Score (MFS) was one of the assessments of risk of falls prevention efforts which was one of the principles of ability and behavior of nurses in doing work appropriate duties related to compliance implementation Standard Operating Procedures (SOP). One of the factors that influence nurse compliance in the implementation of SOP i.e. motivation and perceptions of nurse against their work. Motivation was one of the important things for someone in doing forefront where increasing motivation will lead to increased performance of nurses. This study aimed to know the correlation between the motivation of nurses and the implementation compliance of standard operating procedures of the risk of fall prevention inpatient care. This study used approach cross-sectional, non- probability sampling method that was purposive sampling. Statistical analysis used Spearman Rank tests with the significance value is 95% ( $\alpha = 0.05$ ). There was a significant correlation between the motivation of nurses with the standard operating procedures of implementation's compliance with the risk of fall prevention in the space of hospitalization with a p-value of 0.000 ( $p\text{-value} < 0.05$ ). The correlations value ( $r$ ) was 0.042 meaning forms two variable correlations were unidirectional i.e. the higher the motivation then the standard operating procedures of the implementation's compliance with the prevention of the risk of falling was also higher. There was a significant correlation between the motivation of nurse with compliance the implementation of standard operating of the risk of fall prevention in patient room.*

**Keywords :** Compliance, Motivation, Risk of fall, Standard Operating Procedure

## INTRODUCTION

There are six main indicators of the quality of health services in hospitals, namely 1) patient safety which includes: nosocomial infection rates, the incidence of patient falls or accidents, decubitus, errors in drug administration, and the level of patient satisfaction with health services, 2) management of pain and comfort, 3) level of patient satisfaction with services, 4) self-care, 5) patient anxiety, 6) patient behavior (knowledge, attitudes, skills) (Padu et al., 2023)

Patient safety is one of the variables used to measure and evaluate the quality of care services that have an impact on health services. Patient safety has a business program to reduce the number of unexpected events (KTD) that often occur in patients in the ward at the hospital so that it can harm both the patient and the hospital. Unexpected Events can be caused by various factors including high nurse workload, inaccurate communication channels, inappropriate use of facilities (Suryani, 2019). Research conducted by Noorhasanah et al (2019) shows that nurses'

knowledge about patient safety is still sufficient but the implementation of patient safety procedures is still lacking in hospitals at Panti Waluya Sawahan Hospital, Malang (Noorhasanah et al., 2019).

Patient safety goals are regulated in the Regulation of the Minister of Health of the Republic of Indonesia Number 11 of 2017. National patient safety in Indonesia for all health service facilities, the National Patient Safety Goals (SKP) have been implemented which consist of: SKP.1 Identifying Patients Correctly, SKP. 2 Improving Effective Communication, SKP.3 Improving the Safety of Medicines to Watch Out for, SKP.4 Ensuring the Correct Location of Surgery, SKP.5 Reducing the Risk of Infection Due to Health Care, SKP.6 Reducing the Risk of Patient Injury Due to Falls (Wijayanti et al., 2022).

Falling is a serious problem and requires high costs for patients and also for all health facilities. The World Health organization (WHO) states that the probability of a hospital accident occurring is 1: 300 (Fauziah et al., 2019). This requires health services, especially in hospitals, to pay attention to the main issues to reduce the risk of injury experienced by patients as service users. The majority of patient falls occur within the first week of hospitalization (Hilda Hijrianti et al., 2022). Another study was conducted by Healey, Scobie, Oliver, Pryce, Thomson, and Glampson (2018) conducted at the English and Welsh Hospital, found 100 cases of falls per 1000 beds each month. In England and Wales there are approximately 152,000 incidents reported to occur in hospitals each year, approximately more than 26,000 reported from mental health units and 28,000 from public hospitals. The results of a research survey in 2013 reported data as many as 700,000-1,000,000 people experience falls every year in United States hospitals (Maha, 2019).

The XII PERSI (Indonesian Hospital Association) Congress in Jakarta on November 8 2019 reported that the incidence of patient falls in Indonesian hospitals from January to September 2018 was 14%, thus making the percentage of patient falls included in five medical incidents other than medication errors (Sarah et al., 2022). Data in Indonesia related to unwanted events, especially falls, is still scarce, because nurses do not document falls, and sometimes even hide cases when there are cases on the grounds of hospital imaging. Accidents of patients falling at Pamekasan Hospital were reported that there were accidental patient falls allegedly due to the nurse's error, the incident occurred when the nurse asked the patient to change beds because they were going to be cleaned, after asking the patient to move, the nurse left the room and when she returned found the patient had fallen and experienced broken left arm (Harun et al., 2022). The annual report in 2019 submitted by the Malang Islamic Hospital obtained data that the incidence of falls still ranks fourth out of all KTD (Marpaung, 2019).

Based on initial observation the target and realization of the accreditation assessment of the Sundari General Hospital in Medan in 2022 state that the assessment of patient safety standards for reducing the risk of falling patients is still low, namely 27% of the achievement target of  $\geq 80\%$ . The results of a preliminary study on January 3-8 2022 at Sundari Hospital reported that there had been an incident where a patient fell, one of them in the Diponegoro room. Data obtained from the Hospital Patient Safety Team (KPRS) at Sundari Medan Hospital, in 2020 8 patient falls were recorded and in 2022 0 patient falls. The data on patients who fell came from adult patients, in addition to that, interviews were conducted with the head of the room in the Orchid room and Cempaka room, the results were that at Sundari Hospital there was already a fall risk assessment and intervention format and already had SPO related to fall prevention, but from 10 indicators the implementation of SPO to prevent the risk of falling patients, the nurse in the Cempaka room does not lower the bed of the patient who is at risk of falling, while in the Anggrek room the nurse lowers the bed of the patient who is at risk of falling. This study aimed to know the correlation between the motivation of nurses and the implementation compliance of standard operating procedures of the risk of fall prevention inpatient care

## **METHODS**

This type of research uses a correlational descriptive research design, using a cross-sectional approach. In this study, researchers used a nurse compliance questionnaire instrument in the implementation of fall risk prevention and also a motivational questionnaire. The population in this study were all nursing staff in the inpatient room of Sundari Hospital. The population of nurses in the inpatient room at Sundari Hospital in Medan is 109 nurses. The sampling technique used in this study was purposive sampling technique.

The research instrument is a tool used to collect research data. In this study, two questionnaires were used, namely the nurse's motivation questionnaire and the adherence questionnaire for the implementation of SOP for fall risk prevention.

Data processing uses univariate data analysis using frequency distribution, while bivariate uses the Chi Square test to analyze the relationship between the independent variables and the dependent.

## **RESULT**

Results and discussion of data collection using questionnaires that have been filled in by respondents and measurements that have been carried out by researchers regarding the relationship between nurse motivation and compliance with the implementation of standard operating procedures for preventing fall risk at Sundari General Hospital in Medan

**Table 1 Crosstab results between nurses motivation and adherence to SOP implementation of fall risk prevention**

Characteristic	Motivation						Amount	
	Good		Enough		Less		F	%
	F	%	F	%	F	%	F	%
<b>Age</b>								
<b>21-35</b>	30	47,6	28	60,9	0	0	58	53,2
<b>36-45</b>	23	36,5	15	32,6	0	0	38	34,8
<b>&gt;45</b>	10	15,9	3	6,5	0	0	13	12,0
<b>Amount</b>	63	100	46	100	0	0	109	100
<b>Gender</b>								
<b>Man</b>	23	36,5	13	28,3	0	0	36	33,0
<b>Women</b>	40	63,5	33	71,7	0	0	73	67,0
<b>Amount</b>	63	100	46	100	0	0	109	100
<b>Qualification</b>								
<b>D3</b>	52	82,5	43	93,5	0	0	95	87,2
<b>D4/S1</b>	11	17,5	3	6,5	0	0	14	12,8
<b>Amount</b>	63	100	46	100	0	0	109	100
<b>Work length(year)</b>								
<b>1-5</b>	17	27,0	12	26,1	0	0	29	26,6
<b>6-10</b>	14	22,2	10	21,7	0	0	24	22,0
<b>&gt;10</b>	32	50,8	24	52,2	0	0	56	51,4
<b>Amount</b>	63	100	46	100	0	0	109	100

Based on the table above, it is known that of the 109 research samples, judging from age characteristics, the respondents who had partial compliance (42.4%) were aged 36-45 years, while the respondents who had sufficient compliance were mostly (68%) aged 21-35 year. Judging from the characteristics of gender, almost all of the respondents (74.6%) who had sufficient compliance were female, while the majority of respondents who had sufficient compliance (58%) were also female. Judging from the characteristics of the last education, almost all respondents (83.1%) had a diploma-III education, while almost all respondents (92%) had a diploma-III education. Judging from the characteristics of the length of service,

most of the respondents (62.7%) who had adherence were more than 10 years of service, while the respondents who had sufficient compliance were partially obedient (38%) with ten years of service >10 years.

**Table 2. Crosstab results between the motivation of nurses with adherence to the implementation of standard operating procedures fall risk prevention**

Motivation	Obidient						Amount	
	Less obidient		Quite Obidient		Obidient			
	F	%	F	%	F	%	F	%
<b>Good</b>	0	0	21	19,3	42	38,5	63	57,8
<b>Enought</b>	0	0	29	26,6	17	15,6	46	42,2
<b>Less</b>	0	0	0	0	0	0	0	0
<b>Amount</b>	0	0,0	50	45,9	59	54,1	109	100

Based on the table above it is known that there were 63 respondents some (38.5) had good motivation and had complied with the implementation of the SOP for preventing fall risk in the inpatient room. The meaning of the results of this study is that nurses with good motivation have good adherence to the implementation of SOPs for preventing falls.

**Tabel 3. Spearmen rank correlation test: examination of the relationship between nurse motivation and compliance with the implementation of fall risk prevention standards**

Rxy	Significancy <i>p-value</i> )	decision	relationship direction
0,042	0,000	reject H0	+ (the same direction)

Testing the hypothesis in the table above using the Rank Spearman correlation test was carried out to determine the relationship between nurses' motivation and adherence to the implementation of standard operating procedures for preventing falls in the inpatient ward at Sundari Hospital. The results of the Spearman rank correlation test show that with a significance value of 0.000 ( $p\text{-value} < 0.05$ ), then  $H_0$  is rejected and  $H_1$  is accepted, which means that there is a significant relationship between the motivation of nurses and adherence to the implementation of SOPs for preventing fall risk in inpatient rooms. The magnitude of the correlation ( $r$ ) is 0.042, which means that the contribution of nurses' motivation to adherence to the implementation of SOP for falling risk prevention is 0.042 and the relationship between the two variables is one-way, that is, the higher the motivation, the higher the compliance with the SOPs for preventing falls.

## DISCUSSION

The results of research and data analysis that has been done, it was found that most of the respondents had good motivation. This good motivation is probably due to the nurses at Sundari Hospital working according to existing procedures. This is in line with research conducted by Widiyastari, Handiyani dan Novieastari (2019) regarding the application of instruments and Standard Operating Procedures for Falling patient risk management which states that nurses in the inpatient ward have carried out risk management for falling patients in accordance with established guidelines and Standard Operating Procedures (Widiyastari et al., 2019).

This research is strengthened by research conducted by Chotimah (2021) regarding the motivation of nurses by implementing Standard Operating Procedures (SPO) for repeated pain assessments in the adult inpatient room at Panti Waluya Sawahan Hospital, Malang, showing that almost all nurses have good motivation. in carrying out the SOP for reassessment of pain, and only a small number had less motivation (Chotimah, 2021). However, this is not in accordance with the research conducted by Astuti, et al. (2021) which states that the nurse's knowledge regarding patient safety is still sufficient but the implementation of the KPRS procedure is still lacking, so Sundari Hospital, Medan City must conduct training on KPRS periodically or periodically and conduct monitoring. and evaluation of the implementation of the KPRS. As well as treating rewards from the hospital for nurses who have implemented KPRS well. It can be concluded that good motivation may be due to the existence of established guidelines (Astuti et al., 2021). The motivation seen in this study has 3 motivational indicators, namely the need for achievement, the need for affiliation and the need for power. Based on these indicators, there are several analyzes that can be seen. In accordance with the indicators of nurse motivation, the motivation received by the respondents was in the good category, especially in the need for achievement indicator (Shalahuddin et al., 2022). The highest need for achievement is owned by the majority of respondents in the form of responsibility and feeling satisfied and proud of the achievements that have been achieved but this is inversely proportional to the parameter of accepting suggestions and criticism from other people who have the lowest need for achievement (Bustam, 2022). This is in accordance with the theory expressed by MC. Chelland stated that if a person has a high need for achievement, he will have better performance than someone who has a low need for achievement. The need for achievement focuses on the successful completion of tasks and likes feedback from work rather than kinship and seeking influence (Febriyanti et al., 2019).

In this study, motivation and adherence to the implementation of standard operational procedures for preventing falls have a significant relationship. The results of the researcher's analysis are because the majority of nurses at Sundari Hospital already have a high need for achievement and have installed risk markers for falling patients which are used to reduce falling patients. Nurses already have good motivation regarding reducing patient falls, but there are still nurses who have sufficient motivation, so that in the implementation of a fall risk assessment there are still some that have not been carried out. Similar research was also conducted by Timur, et al. (2020) which found that in general motivational factors have a strong relationship with performance, so it can be predicted that if motivation increases, nurse performance will increase (Timur et al., 2020).

There is a relationship between motivation and nurse compliance in implementing standard operational procedures for preventing patient falls, it can be assumed that someone who has good motivation tends to be more better in reducing patient falls which is better than nurses who have sufficient or low motivation (Farizkil et al., 2020). Good nurse motivation will affect the level of nurse compliance there by reducing the risk of falling in patients. This fall risk assessment has been carried out since the patient entered the room, namely by using a fall scale. Experience, knowledge and sources of information are things that influence the foresight of nurses in conducting fall risk assessments (Indriaty, 2021). The sources of information here can be in training, seminars or workshops regarding the risk of falling patients. In training nurses are equipped with knowledge, skills and experience related to Patient Safety (Elmayantri, 2021). The results of this study were supported by research conducted by Jati N (2018) which concluded that there was a significant relationship between the knowledge of nurses and the compliance of nurses in implementing standard operational procedures for preventing falls (Jati, 2018).

Compliance appears as a form of attitude. If the nurse has good characteristics, they will be motivated to comply with actions related to fall risk prevention measures (Nurhayati et al., 2020). Putrina (2020) also argues that motivation is the force that drives nurses to do work. There are two factors that influence the motivation of nurses, namely extrinsic and intrinsic factors. Intrinsic factors arise within oneself that can generate nurse motivation, for example the nurse's self-awareness in carrying out a fall risk assessment. Meanwhile, extrinsic motivation is related to factors outside the individual such as relationships between co-workers, relationships with superiors, and rewards and punishments (Putrina et al., 2020).

Relationships between co-workers are obtained when there is good teamwork, mutual support and complementarity. Relations with superiors arise when leaders provide direction,

guidance, motivation, and provide support (Ida Faridah et al., 2022). This is supported by research conducted by Barus C (2020) which states that reward and punishment have a more dominant direct effect on employee performance than work motivation. The existence of motivation, reward and punishment given by the leadership is expected to change the behavior of nurses to be more obedient to their work (Clara Vincensia br Barus, 2020).

## **CONCLUSIONS AND RECOMMENDATIONS**

1. Based on the results of research on the relationship between nurse motivation and adherence to the implementation of standard operational procedures for preventing falls risk in adult inpatient rooms, several conclusions can be drawn, namely:
2. The motivation possessed by nurses in the adult inpatient room at Sundari Hospital can still be categorized as good.
3. Compliance with the implementation of standard operating procedures for preventing falls risk in adult inpatient rooms is categorized as complying with the implementation of standard operating procedures.
4. There is a significant relationship between the motivation of nurses and adherence to the implementation of standard operational procedures for preventing falls in the inpatient ward located at Sundari Hospital.

### **Recomendation**

1. Sundari Hospital

It is hoped that there will be socialization to all nurses related to the assessment of fall risk, one of which is with the Morse scale along with how to fill it using the Morse scale fall risk assessment form and determine the correct interpretation as well.

Supporting facilities in supporting nurse compliance also need to be considered so that nurses can carry out standard operating procedures to prevent falls to the maximum, one of which is the presence of a bell in every room. In addition, nurses at Sundari Hospital in Medan City should be able to further increase and maintain motivation at work so that they can provide the best service and can affect nurse compliance in implementing standard operating procedures for preventing falls so that later nurses can reduce the number of falls, so as to increase the quality of nursing services which will later be related to increasing hospital accreditation.

2. educational institutions

It is hoped that this research can be used as a reference material in determining policies in compiling lecture guidelines, especially those related to the motivation of nurses with



adherence to the implementation of standard operating procedures for preventing falls, so that when students practice in the field they can know the theory of motivation and also carry out interpretations of preventing falls at home. hospital so that nurses who have graduated from institutions can improve and prioritize the best service and dedication for patients.

### 3. For researchers

For further researchers, they can apply the theory to real activities in the field, especially the application of methods using observation and interview methods so that researchers see the activities of nurses when providing safety services to patients, mainly related to the motivation of nurses which is related to adherence to the implementation of standard operational procedures for preventing falls and getting risks. accurate research data.

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