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**Visions of Knowledge a Nurse about the Triage System in
Health Services at Emergency Care Unit at General
Hospital Dr Wahidin Sudirohusodo Makassar**

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Abstract

Triage is a special process to select the patients based on the severity of injury or illness to determine what type of emergency care would be done immediately. This study is aimed to describe the nurse's knowledge about the health care system of triage in the emergency department at General Hospital (dr) Wahidin Sudirohusodo Makassar. This research is a quantitative research using descriptive design where the design of this study, researcher will describe the nurse's knowledge about the system triage in health care in the emergency department. Sampling of this research is study using incidental sampling technique that is done by taking a case or respondents existing or available at the time of the study. Results show Obtained 16 respondents. Excel data collection and statistical program (SPSS). Data analysis using frequency distribution and percentage. The results of data analysis showed that out of 16 respondents nurses meticulous 14 respondents (87.5%) both knowledgeable and just 2 respondents (12.5%) were less knowledgeable about the triage system in the ministry of health of the patients. Conclusions of this study are that nurses in the emergency department Hospital. DR. Wahidin Sudirohusodo Makassar mostly gains good knowledge about triage system in emergence patient care.

Keywords: Knowledge; triage system; emergency care.

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1. Introduction

Report of Health Ministry of Indonesia Republic stated that the data of patient visited to the Emergency Room (ER) in Indonesia reached at 4,402,205 (13.3% of all visited in General Hospitals) with the number of visited of 12% of emergency department visited come from a referral by the number of hospitals 1,033 General Hospital from 1,319 General Hospital existing Hospital [1].

While it was based on data obtained from dr.Wahidin Sudirohusodo Makassar, data on the number of nurses on duty in the ER as many as 31 people. As one of the largest hospitals and become a reference center in eastern Indonesia has its own appeal as an object of scientific study in the implementation and development of theories of research results and management services as well as managerial handling of emergencies. Preliminary observations made in the ER dr. Wahidin Sudirohusodo found that the number of patients who entered in 2009, 22.561 patients, decreased slightly in 2010 as many as 22 551 and in 2011 rose as much as an average 23 476 patients, patient visited per day in 2011 reached 64 patients. In 2012 rose as much as 24 161 patients and in 2013 in January to February 4419 as many patients, the number of visited that fluctuated and tends to increase from year to year.

Seeing the number of visiting the patients in the ER department of dr.Wahidin Sudirohusodo Makassar which fluctuated from year to year tends to increase and therefore needs to get attention and management thoroughly and seriously, the researchers are interested in conducting research to describe the knowledge of nurses about triage system in health care.

2. Materials and Methods

2.1 Design, Location, Population and Sample.

The design used in this research is descriptive and aimed to describe the ²visions of knowledge of nurses about triage system in health care in the ER [2-4]. This research was conducted at dr. Wahidin Sudirohusodo Hospita. The population in this research is all nurses have duty in the emergency room Dr Wahidin Sudirohusodo Makassar is with 31 people. The sample size in these study 16 respondents. The samples in this research using incidental sampling technique, that is done by taking a case or respondents existing or available at the time of the research [5].

2.2 Data collection

1. Primary Data

This research was obtained using a questionnaire that is filled directly by the respondents were prepared based on the literature about the image of the nurse's knowledge about the health care system in the triage in the ER DR. Wahidin Sudirohusodo Makassar.

2. Secondary Data

Record data from dr. Wahidin Sudirohusodo Hospital. data on the number of patients in emergency department visited during the month. Secondary data in this research was obtained through medical of the May 2013

2.3 Data analysis

Once the data is done editing, coding and tabulating, then conducted data analysis for the analysis of the frequency distribution of a single variable that is considered to be related to the research objectives

3. Research Results

3.1 General characteristics of respondents

Table 1: Distribution of Respondents based on the Age In dr Wahidin Sudirohusodo Hospital Makassar.

Age (Year)	n	(%)
<25	2	12.50
25-35	7	43.75
>35	7	43.75
Total	16	100

Table 2: Frequency Distribution of Respondents based on Gender in the department of dr Wahidin Sudirohusodo Hospital Makassar.

Gender	n	(%)
Men	6	37.5
Women	10	62.5
Total	16	100

Table 3: Frequency Distribution of Respondents by Education Level at dr Wahidin Sudirohusodo Hospital Makassar.

Education	n	(%)
Diploma III	6	37.5
Strata 1	8	50.0
Strata 2	2	12.5
Total	16	100

3.2 Univariate Analysis

Table 4 showed that the results of research conducted to 16 respondents nurses in the ER dr.. Wahidin Sudirohusodo Hospital Makassar, were found 14 (87.5%) who have a good knowledge of the system of triage in patient care, and 2 (12.5%) who have less knowledge about triage system in patient care.

Table 4: Distribution Characteristics of Respondents by Visions of Knowledge a Nurse About the Triage at Patient Services in Room Installation Emergency dr Wahidin Sudirohusodo Hospital Makassar Year 2013

Knowledge	n	(%)
Good	14	87.5
Less	2	12.5
Total	16	100

4. Discussion

Visions of Knowledge a Nurse About the Triage System in the ER dr. Wahidin Sudirohusodo Hospital Makassar. Results of the research data showed that of the nurses in the ER dr. Wahidin Sudirohusodo Hospital Makassar, were found 14 (87.5%) who have a good knowledge of the system of triage in patient care, and 2 (12.5%) who have less knowledge about triage system in patient care [6].

Based on the results of this research indicated the age of 25-35 years who have as many as 7 respondents, and age up 35 years as many as 7 respondents and had a good knowledge. This is due to the long work experience so that the ability to analyze a case is also good. In addition considerable work experience also affects one's proficiency in each case determines the response time in emergency rooms. Furthermore, the results of research, which had a good knowledge of as many as 14 respondents, this is because the majority of respondents acquire knowledge and work experience that has been long enough so that the level of analysis of a case is also good.

The results are consistent with the theory put forward by [5] that knowledge is the result of "know" and this occurred after the holding of sensing for a particular object. Sensing of the object occurs through human senses, namely sight, hearing, smell, taste and touch with his own. At the time sensing to produce knowledge that is strongly influenced by the intensity of the perception of the object. Some human knowledge is obtained through the eyes and ears. [5].

The result also reinforced the theory put forward by Huclok stated that the more getting enough age, level of maturity and strength of a person will be more mature in thinking and working. In terms of public trust someone who is more mature than people who have not believed the high maturity. This will as from the experience and maturity of the soul [7, 8].

From the discussion above, it has been known that the knowledge of nurses can be influenced by the lack of work experience and education level [9, 10]. This is due to the lack of work experience means fewer find a case in the ER so that proficiency in determining the color code and the response time of each case is also lacking. Not only is it someone who has not had a long enough work experience and higher education do not yet have the experience to follow special training so as not proficient in analyzing and determining the response time of each of the cases. While the educational level it is clear that someone who only has fewer D3 acquire knowledge and information than someone who has S1 and S2. So it would need to be done specific training on triage system, so that the knowledge of nurses about triage system is increasing .

3 **5. Conclusion**

Based on the results of research on visions of nurse's knowledge about the health care system in the ER dr. Wahidin Sudirohusodo Hospital Makassar, it has been concluded that the nurses in the ER. dr. Wahidin Sudirohusodo Hospital Makassar mostly gain good knowledge about triage system in patient care, it is because nurses acquire the knowledge of the accuracy and response time of each color code on triage [11].

6. Suggestion

1. For Nurses

Nurses need to increase knowledge in the field of nursing care through continuing education or training, seminars or training / courses because adequate knowledge can influence attitude in providing nursing services

2. For Agencies

The hospital should still be pursued for specific training on triage system, so that the knowledge of nurses about triage system is increasing.

3. For all readers

expected research scientific paper can be useful for the reader to gain knowledge about the triage system in patient care.

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