



Integrated Community Service's Guideline Influences Communication Skill And Team Work On Solving Health Problem

Authors

Waryana¹, Sabar Santosa², J Supadi³

Poltekkes Kemenkes Yogyakarta

^{1,2}Lecturer at Poltekkes Kemenkes Yogyakarta,

³Lecturer at Poltekkes Kemenkes Semarang

ABSTRACT

Background. Globalization is phenomena which occurred in the end of 20th century and cause community transformation into global society. In order to face globalization, it is necessary to make inter professional education model and inter professional collaboration as a media for students to gain experiences. Guideline of inter professional collaboration in Poltekkes Kemenkes Yogyakarta was arranged to support inter professional education through community service program.

Purpose. This research aims to analyze impact of integrated community service towards communication skill and team work on solving health problem.

Method. This is an action research using pretest and posttest with control design. Population is students on 4th and 6th semester all department in Poltekkes Kemenkes Yogyakarta in 2017. Sample was chosen using simple random sampling and students in Banyuraden Village was chosen as treatment group and Nogotirto Village was chosen as control group from 4 other villages. There are 17 hamlets with 136 students each village.

Result. There is significant difference on communication skill and team work after briefing between treatment and control group. Briefing of community service using guideline influences the enhancement of communication skill and team work. Communication skill and team work is essential for health practitioners. Briefing for community service is a process deliberately to give materials about purpose, steps to do community service, and knowledge about the importance of communication for inter professional collaboration. Briefing using guideline can increase student's skill on communication and team work.

Conclusion. Integrated community service's briefing using guideline has significant impact towards communication and teamwork. Guideline helps to increase student's skill on communication and team work of inter professional health practitioners.

Keywords: communication, team work, inter professional.

BACKGROUND

Poltekkes Kemenkes Yogyakarta is a vocational college which produces health practitioner who aware on globalization and technological development. It produces Medical Lab Technologist, Nutritionist, Nurse, Midwife, Dental Nurse and Sanitarian. Poltekkes Kemenkes Yogyakarta is dedicated to: 1) master, utilize, transforming, and develop the technology. 2) Learn, clarify, and conserve the culture and 3) Increase Society's

life quality¹. Beside its dedications, Poltekkes Kemenkes Yogyakarta has function on Education, Research and Community Service which called “Tri Dharma” of college. It has to be able to control its quality continuously based on input, process and output of programs and services².

Tracking study on user of Poltekkes Kemenkes Yogyakarta’s graduates shows that most of graduates have not optimum analysis capability. The graduates have lack points at integrity, communication and team work. Based on WHO 70-80% error on health service is caused by lack of communication and teamwork³. Better communication from health practitioner to client and health practitioner to their partner can increase the service quality⁴.

The key of good quality health service is effective collaboration between health practitioners⁵. One of programs to increase collaboration is giving them through education⁶. Inter Professional Education (IPE) is a concept of integrated education on two students or more from different department to learn together in order to increase their team work and health service quality⁷. Furthermore, it is needed to arrange the guideline of Inter Professional Education in Poltekkes Kemenkes Yogyakarta which is applied in integrated community service program.

METHOD

This is an action research using pretest and posttest with control design. This research aims to analyze impact of integrated community service towards communication skill and team work on solving health problem. Research variables are; 1) independent variable: application of integrated community service, 2) dependent variable: knowledge on communication in team, communication skill in team, knowledge on teamwork and teamwork skill. Data were analyzed using t test independent sample to compare difference between control group and treatment group.

RESULT

Student’s Knowledge about Communication

Result on posttest shows that 120 students (48.4%) have high score of knowledge about communication, 114 students (46%) have medium score and 14 students (5.6%) have low score. There is an enhancement number of student who has high score from 23 students on pretest to 120 students on posttest. The data is served in Table 1.

Table 1. Student’s Knowledge Score about Communication

Pretest	Average	Deviation	T	P
Treatment Group	64.92	1.33	-1.20	0.23
Control Group	66.25			
Posttest	Average	Deviation	T	P
Treatment Group	85.48	16.89	15.81	0.00
Control Group	68.59			

Posttest score shows there are 16.89 difference points between treatment group and control group. Based on statistical test it is obtained P score = 0.00 (P<0.05) it shows that there is significant difference between treatment group and control group. Students in treatment group have higher knowledge score about communication than control group.

Student’s Knowledge about Teamwork

Result on posttest shows that 119 students (48.0%) have high score of knowledge about teamwork, 73 students (29.4%) have medium score and 56 students (22.6%) have low score. There is enhancement number of student who has high score from 4 students on pretest to 119 students on posttest. Data is served in Table 2.

Table 2. Student's Knowledge Score about Teamwork

Pretest	Average	Deviation	T	P
Treatment Group	50.97	1.05	0.76	0.45
Control Group	49.92			
Posttest	Average	Deviation	T	P
Treatment Group	81.94	20.53	13.54	0.00
Control Group	61.41			

Posttest score shows there are 20.53 difference points between treatment group and control group. Based on statistical test it is obtained P score = 0.00 ($P < 0.05$) it shows that there is significant difference between treatment group and control group. Students in treatment group have higher knowledge score about teamwork than control group.

Student's Communication Skill

The score of student's communication skill is served in Table 3.

Table 3. Student's Communication Skill

Pretest	Average	Deviation	T	P
Treatment Group	67.64	1.77	1.94	0.053
Control Group	65.87			
Posttest	Average	Deviation	T	P
Treatment Group	80.81	10.17	9.02	0.00
Control Group	70.64			

Posttest score shows there are 10.17 difference points between treatment group and control group. Based on statistical test it is obtained P score = 0.00 ($P < 0.05$) it shows that there is significant difference between treatment group and control group. Students in treatment group have higher communication skill than control group.

Student's Teamwork Skill

The score of student's communication skill is served in Table 4.

Table 4. Student's Teamwork Skill

Pretest	Average	Deviation	T	P
Treatment Group	65.32	0.85	1.05	0.29
Control Group	64.47			
Posttest	Average	Deviation	T	P
Treatment Group	86.17	15.16	13.93	0.00
Control Group	71.01			

Posttest score shows there are 15.16 difference points between treatment group and control group. Based on statistical test it is obtained P score = 0.00 ($P < 0.05$) it shows that there is significant difference between treatment group and control group. Students in treatment group have higher teamwork skill than control group.

DISCUSSION

Guideline's Effect towards Knowledge about Communication and Teamwork

Guideline of integrated community service contains definition, community service's aims, community service's steps, job description and profession's responsibility, data analysis technique, activities determination and evaluation. It also explains the urgency of briefing before the implementation of community service. Lecturer and clinical instructor (CI) explain about implementation of communication and teamwork for health professional.

Student's knowledge score difference about communication in posttest is 16.89. Statistical test shows P score = 0.00 ($P < 0.05$), which means that there is significant difference between treatment group and control group. Students in treatment group have higher knowledge score about communication than control group. Guideline's usage on integrated community service can increase student's knowledge about communication. It is in line with Rohmah NA (2017) that collaboration between health practitioners is needed, because there is no single health profession that can fulfill all patient needs⁸. Due to that condition, good quality service depends on inter professional teamwork. Effective communication between health practitioners is essential to be constructed to solve health problems efficient and comprehensive⁹.

Inter professional collaboration is recognized in nurse, doctor, dentist, pharmacy, and public health as essential component which create safety, high quality, accessibility, central patient's care¹⁰. Inter professional collaboration is needed in health profession on teamwork, collaboration, communication and integrate the health service¹¹. Communication on health service can cover strategy and purpose on formal and informal communication. Ineffective communication in health sector impacts non optimal health care service. Essential communication skill is language adjustment to patients. Besides, the understanding and effective communication include in dominant competency for producing best quality service¹².

Health practitioner's better knowledge about communication inter professional and collaboration can increase understanding and better collaboration relationship¹³. Health professional has to be capable to communicate and have skill to give services. They have to support open communication and respecting each other in order to take decision⁹.

Guideline's Effect towards Communication Skill and Teamwork

Posttest score shows there are 10.17 difference points between treatment group and control group. Based on statistical test it is obtained P score = 0.00 ($P < 0.05$) it shows that there is significant difference between treatment group and control group. Students in treatment group have higher communication skill than control group. Posttest score shows there are 15.16 difference points between treatment group and control group. Based on statistical test it is obtained P score = 0.00 ($P < 0.05$) it shows that there is significant difference between treatment group and control group. Students in treatment group have higher teamwork skill than control group. Both communication skill and teamwork in treatment group are higher than control group after treatment. Briefing using guideline influence the enhancement of communication skill and teamwork. Communication skill and teamwork are important aspect for health practitioners¹¹. The usage of guideline as reference can increase student's performance and skill on communication and teamwork. Briefing of integrated community service is an effort which was done deliberately by delivering materials, purpose, steps, service activities, and knowledge about communication skill inter professional⁵.

Briefing before integrated community service using guideline can increase knowledge about communication and teamwork which can influence their communication skill and teamwork. It is in line with Niswah (2016) that communication inter professional is effective if message transmission clear from sender to receiver without interfere¹⁴. Serena Wang tells there are 5 levels of communication: 1) verbal, 2) physical, 3) audio, 4) emotional, 5) energetic communication⁹. Effective inter professional communication is the main key to maintain relation between health practitioners. It can prevent failure communication such as emotional topic which can insult and create quarrel¹⁵.

Effective communication must be built among health practitioners, especially doctor and pharmacy¹⁶. Factual sample from Cohen, the biggest error when examining patients (organ function, laboratory result, vital sign, and other parameter) pharmacist have to know important laboratory result, especially for dose adjustment and

before doctor give the certain diagnosis. It can cause medication error if there is no effective communication inter professional.

Inter professional collaboration is an effort to support health quality service. In line with Hind (2003) that collaboration is an effort to increase health service¹². Collaboration has broad meaning and this research explain about collaboration in education, because character was built in education¹⁷.

The results of teamwork enhancement in line with Femy Fatalina (2015) that inter professional collaboration give benefit to patient because they will get comprehensive service¹⁵. Collaboration for health practitioners can increase knowledge, interpersonal relation between health professions. Collaboration's practice is good effort to create good outcome toward patients¹¹.

IPE is an innovative learning which can give several benefits for students, such as self-confidence from their profession¹⁷. Illingworth tells when student from different profession learn together, there will be transfer of knowledge and skill which can be gathered when they discuss to solve problems¹⁸. Besides, Hakimian (2016) tells that IPE as a media to learn together from different group of knowledge in Padjajaran University. Knowledge and skill collaboration can increase health service¹⁷. It in line with Yoyo Suharyo (2012) who explains that educational institution which has health department/ faculty has to implement inter professional education. In IPE, students from several professions will work together to solve/ handle case/ patient in health service as a team¹⁸.

When student from health department have confidence on their competency, knowledge, communication skill, it will create bound and trust to other profession. It means that their work will be done together and can't be done by one profession. In health service process, patient's satisfaction will be got from contribution each profession. This guideline can be implemented as media and tools to support learning process in order to increase learning effectiveness. It also depends on lecturer and clinical instructor's support.

CONCLUSION

Enhancement average score of knowledge and skill about communication and teamwork on treatment group is higher than control group.

There is significant effect briefing using guideline for integrated community service towards student's knowledge about communication inter profession.

There is significant effect briefing using guideline for integrated community service towards student's knowledge about teamwork inter profession.

There is significant effect briefing using guideline for integrated community service towards student's communication skill inter profession.

There is significant effect briefing using guideline for integrated community service towards student's teamwork skill inter profession.

RECOMMENDATION

Suggestion for Community Service Unit in Poltekkes Kemenkes Yogyakarta

Can use guideline for integrated community service program to support inter professional education (IPE).

Considering that community service program should include in curriculum as superior identity subject in Poltekkes Kemenkes Yogyakarta with minimum 1 semester credit.

Community service program should be included in academic calendar agenda.