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The Impact of Modular Professional Nursing Care Model (Modification of The Primary-Team Model) on Patient Satisfaction in Health Services: A Literature Review

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Abstract
Optimal health services are considerably increasing patient satisfaction. Optimization of health services could be implemented using the Modular Professional Nursing Care Method (MAKP Modular). MAKP Modular provides a clear division of tasks and responsibilities for nurses in accordance with the distribution of nursing staff. This literature review aimed to identify the effect of MAKP Modular in increasing patient satisfaction through the optimization of health services. The research design is a literature review. The journal article was conducted on the Google Scholar journal database website and 10 journal articles were selected according to inclusion criteria. The results of the review show that the application of MAKP Modular affects the quality of implementation of nursing care standards. The performance of nurses manifested in the implementation of MAKP Modular also influences patient satisfaction. However, there are still some deficiencies in the application of modular MAKP in the health service setting. These deficiencies are influenced by factors of knowledge, attitudes, and motivation of nurses. The application of MAKP Modular to the healthcare system is conducted by combining the team method and the primary method. The combination of these two methods allows for a more effective and efficient process of providing nursing care. Evaluation of the implementation of MAKP Modular in clinical and hospital settings needs to be engaged on an ongoing basis to determine the effectiveness of implementation.

Keywords: Modular Nursing Model, Patient's Satisfaction, Team-Primer Nursing Model, Nurse Performance.

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1. INTRODUCTION

The quality of health services is an aspect that is assessed from the perspective of health service performance, funders, owners of health service facilities, and patients who use health services (Pohan & Imbalo, 2007). Patient satisfaction is one of the things that is measured in assessing the quality of health services. Patient satisfaction is the key to the success of health services accomplishment (Suratri et al., 2018). Nursing care is part of the health services execution. Optimal nursing care could increase patient satisfaction. Improving nursing care services could be implemented by using the Professional Nursing Care Model (MAKP) system (Kanang et al., 2020).

The Professional Nursing Care Model (MAKP) is a framework that includes 4 elements, namely standards, inclusive processes, inclusive education, and the MAKP system (Andung et al., 2017). These four elements allow nurse management to provide professional nursing care (Dion et al., 2019). The existing Professional Nursing Care Model is divided into 4, namely Team-model, Primary-model, Case-model, and Modular (Team-Primary Modification) (Andung et al., 2017). The current MAKP implementation in health services certainly has several obstacles that seem to affect patient satisfaction and the quality of health services. One of the dominant obstacles found is the lack of communication between nurses in providing nursing care (Bidjuni, 2017; Lobo dkk., 2019). The strategy that can be used to overcome these problems is to implement MAKP Modular (Sofiatun et al., 2022).

The Modular Professional Nursing Care Model is a method of providing nursing care led by a leader nurse and primary nurse with a Nurse education level. The primary nurse will lead the regular nurse who is at the Diploma III level of Nursing and SPK (Cooperation Education Unit). The combination of the lead nurse, the primary nurse, and the regular nurse will provide professional nursing care to patients from the time the patient arrives until they return home (Nursalam, 2017). Nurses have more time to provide nursing care to patients directly. Nurses also carry out tasks in the same and continuous modules so that service quality could be improved (Yoder & Wise, 1999; Fitriana & Fadila, 2023; Patoding & Sari, 2022).

According to research conducted in 2022 on the development of the Modular Nursing Care Model (MAK), the variables of organizational characteristics, individual characteristics, job characteristics, and work productivity-based Modular MAKP have a significant impact on the variables pertaining to patient satisfaction (Sofiatun et al., 2022). According to Andarukmi (2008) correlation study of Modular MAKP and patient satisfaction, the use of Modular MAKP in nursing care has a positive correlation with patient satisfaction. The Modular Professional Nursing Care Model (MAKP) provides nurses with a clear division of duties and responsibilities based on the division of nursing staff (Hasibuan dkk., 2021).

Conditions that can be applied to the modular nursing care method are in hospital settings that wish to develop the primary form but cannot do it purely because the primary nurse must have a minimum educational background of a Bachelor of Nursing. Another condition is that financing services cannot use the team method purely because they do not want nursing care to be divided into various teams. Therefore, combining the two models is expected to maximize the objectives of the primary data method and the team, to improve the quality of services provided to patients (Sudarsono, 2000). Based on the explanation above, the researcher is interested in compiling a literature review to find out more about the application of Modular MAKP (Team-Primer Modification) in increasing patient satisfaction. The purpose of this literature review is to identify the impact of MAKP Modular in increasing patient satisfaction.

2.   RESEARCH METHOD

This study uses the literature review method. A literature review is a scientific approach that aims to synthesize, criticize, evaluate, and analyse research that has been published online or in print (Fink, 2014). Articles were selected based on the suitability of the topic and several keywords used in searching journals on the Google Scholar online journal database. Some of the keywords used are "Modular Nursing Model", "Patient Satisfaction", "Primary-Team Nursing Model", "Nurse Performance", "Health Service Quality", and "Modular MAKP". The inclusion criteria in the selection of articles are (1) Articles with the discussion of MAKP Modular (Modification of the Primary-Team Nursing Model); (2) Articles discussing patient satisfaction with health services; (3) Articles available in full text; (4) Published journals/articles in the last 10 years. After obtaining several journals/articles, those are selected according to the research theme. There were 144 journal articles and 10 articles that met the inclusion criteria for review.

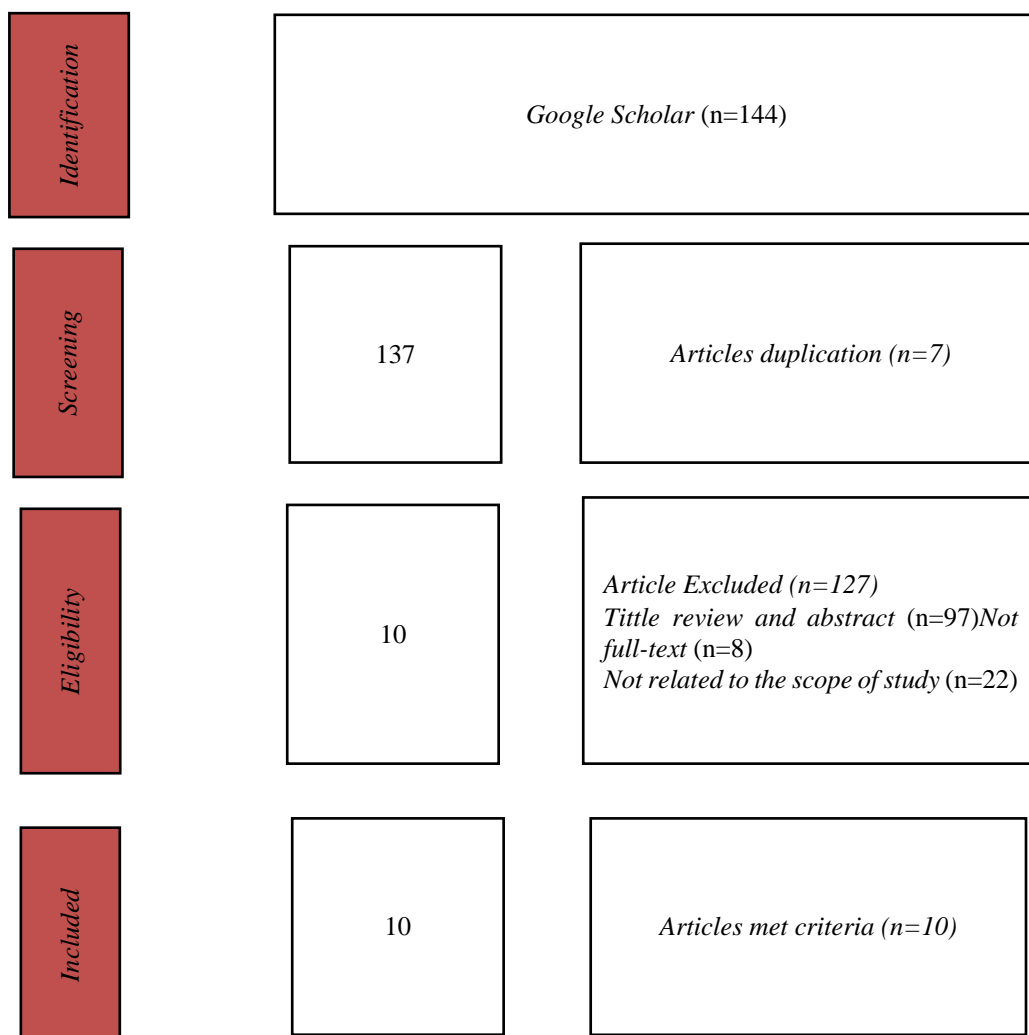| Identification	Google Scholar (n=144)	
Screening	137	Articles duplication (n=7)
Eligibility	10	Article Excluded (n=127) Tittle review and abstract (n=97)Not full-text (n=8) Not related to the scope of study (n=22)
Included	10	Articles met criteria (n=10)

Figure 1. PRISMA Diagram

Based on the PRISMA Diagram in Figure 1, it can be explained that through the process of identifying journal articles through an online-based journal database, namely Google Scholar, a total of 144 journal articles were obtained. The screening phase found a total of 7

articles with the same title so they were issued. In the eligibility stage, 127 articles were found with titles and abstracts that did not match the research topic, were not available in full-text form, and were not in accordance with the scope of the research, so they were excluded. At the determination stage, 10 journal articles were determined to be reviewed.

3. RESULTS AND DISCUSSION

There are 10 journal articles that will be further analyzed in this literature review. The journal articles are grouped based on the scope of their discussion so that two focus articles are obtained related to the topic of applying MAKP Modular to patient satisfaction in health services.

Tabel 1. Summary of The Literature Review

No.	Penulis	Judul	Tujuan	Metode	Hasil	Kesimpulan
1.	Asriani, Mattalatta, Betan, A. (2016)	The Effect of Implementation of Professional Nursing Practice Model (PNPM) to Standards of Nursing Care and Job Satisfaction of Nurse at Inpatient Room of Bhayangkara Makassar Hospital	Understanding how satisfied nurses were with their jobs before and after PNPM was implemented, as well as how well nursing care standards were followed before and after PNPM was implemented.	Quasi-experimental research was conducted using a pre-post test questionnaire method with 60 respondents.	There is a significant effect on nurse job satisfaction and quality of implementation of nursing care standards before and after the implementation of PNPM.	Both before and after the implementation of PNPM, nurses' levels of job satisfaction differ. Before and after the implementation of PNPM, the quality of the implementation of nursing care standards is affected.
2.	Luan, M. G., Prayogi, A. S., Badiah, A., Murwani, A. (2018)	The Correlation of Nurse Performance and Patient Satisfaction in the Inpatient Room of dr Soetarto Hospital	Examine the relationship between nurse performance and patient satisfaction in the dr. soetarto hospital inpatient room	Quantitative descriptive correlation.	There is a huge connection between nurture execution and client fulfillment, and better medical caretaker execution will likewise increment client fulfillment.	At Dr. Soetarto Hospital, there is a significant correlation between nurse performance and client satisfaction.
3.	Andung, P. J. R., Sudiwanti,	Description of The Nurses Performance	Identify the description of the nurse's	Descriptive research with a sample of	Nurses carry out handover activities well	Overall, the nurse's performance

	N. L. P. E., Maemunah, N. (2017)	in the Implementation of modified MAKP Team-Primary in the Dahlia Room at Umbu Rara Hospital	performance in the implementation of the MAKP modification team primary at Umbu Ara Hospital.	12 nurses. The research was conducted using a questionnaire.	(75%), nurses do conferences well (42%), nurses do post conferences sufficiently (42%), and nurses do nurse rounds with less than 100%, nurses do sufficient discharge planning (50%), nurses do good drug centralization (67%), and nurses do good nursing documentation (67%). Overall, the nurse's performance in applying the team-primer modification MAKP was moderate (58%).	in applying the team-primer modification MAKP was moderate (58%). It is recommended to add more space in future research so that nurses can compare the performance of nurses between rooms that have implemented the primary-team Modified MAKP.
4.	Mendrofah, H. K., Hasibuan, M. T. D. (2021)	Comparison of Team Professional Nursing Care Model and Primary Nursing in Improving the Quality of Nursing Care in Medan City Hospital.	Identify the use of primary and team model MAKP in improving the quality of nursing care.	Quantitative research with a comparative design. Data was collected using the PAQS-ACV questionnaire to assess the quality of nursing care.	There were significant differences in the quality of nursing care in the team model and primary model. The results showed that nursing care with the primary model provided better quality nursing care	Suggested for hospitals or health care settings to apply the primary model of professional nursing care methods to improve the quality of nursing care to patients.

					than the team model.
5.	Panjaitan, L. S. R., Maurung, I., Sulastri. (2015)	Differences in the completeness of the documentation between the model method and the team method at Mitra Husada Pringsewu Hospital	Identify the differences in the completeness of the documentation between the model method and the team method at Mitra Husada Pringsewu Hospital.	The research is comparative by auditing 230 documentation.	There are significant differences in the completeness of nursing documentation between the modular method and the team method.	It is recommended that the management of Mitra Husada Pringsewu Hospital improve management by carrying out employment calculations, so that there is a balance between the existing nursing staff and the average number of patients and the nurse's workload does not become high, supervises, and provides rewards for rooms that are performing well.
6.	Sofiaun, Fitryasari, R., Ahsan. (2022)	Development of a Modular MAK Model Based on Nurse Work Productivity in Improving Patient Satisfaction	Constructing a modular MAKP model that is based on the productivity of nurses' work in enhancing patient satisfaction.	There were two phases to the research. The first stage employs a cross-sectional approach and an explanatory design. There are 112 nurses in the area.	The variable organizational characteristics, individual characteristics, job features, and work productivity-based modular MAKP that had a significant impact on unsatisfactory	By improving job characteristics, it is possible to achieve optimal patient satisfaction.

					Through FGD, the second stage involved expert discussion.	client satisfaction were the outcomes of Stage 1. The module concept, or the modular MAKP concept based on nurse work productivity, was obtained in Stage 2.	
7.	Indrawati, E & Erlena. (2023)	Application of Team Model Nursing Care Management and Primary Model to the Quality of Nursing Care	Learn the viability of the execution of group model nursing care the executives and the essential model on the nature of nursing care in the twofold room of Karawang Region Emergency clinic.	Group-based quasi-experimental research with a pre-post test. There are 104 respondents in the research samples.	The primary method group and the team method group had significant differences.	The application of the team method and the primary method affects improving the quality of nursing services.
8.	Suryamin & Reinnamah (2017)	Analysis of the nurse satisfaction correlation regarding the professional nursing care method (MAKP) of the primary team (modified) with the performance of nurses in the Jasmine room of Mardi Waluyo Hospital.	Define the relationship between the nurse's performance and the professional nursing care method (MAKP) of the primary team and the nurse's level of satisfaction.	Correlation research with data collection techniques in the form of satisfaction and performance questionnaires. A sample of 14 nurses at Mardi Waluyo Hospital.	The majority of nurses (78.6%) were pleased with the outcome. 36% of nurses have very good performance, while 57% of nurses perform well. Hospital performance is negatively correlated with nurse satisfaction.	In hospitals, MAKP implementation has the potential to raise the standard of nursing care. One of the evaluation criteria for hospital accreditation, particularly for nursing services, is suggested to be the MAKP application.

9.	Dion, Hyronimus, Fernande, Paun, R. (2019)	The relationship between the implementation of the primary-team MAKP and the quality of nursing services in the inpatient room of dr Ben Mboi Ruteng Hospital	Analyzing the relationship between the quality of nursing care provided in the RSUD inpatient room and the implementation of the primary-team MAKP	Cross-sectional descriptive-analytic research design was utilized.	The results indicated that the Primary-Team MAKP implementation was satisfactory (86.2%), and the majority of respondents rated the rapport room's care services as satisfactory (72%). In view of the consequences of measurable tests, it was observed that there was a connection between the execution of the Tim-Preliminary MAKP and the nature of nursing administrations in the Tear room, at Dr. Ruteng Emergency clinic.	The quality of nursing care in the RIP room at Dr. Ruteng Hospital was found to be correlated with the implementation of the Primary-Team MAKP. Because the team's MAKP is more in line with the backgrounds of nurses with DIII education, it is recommended to maintain the quality of service; boosting institutional commitment to nursing care implementation; enhance the educational credentials of nurses, particularly primary nurses and heads of rooms, by providing opportunities for further education at the Nurses level; keep up with the nature of administration to patients

					who are being dealt with.
10.	Oktaviana, R., Lestari, I., Ibnu, F., Jainurakhma, J. (2022)	Application of professional nursing care methods: analysis of motivation to optimize Nurse performance	At RSIA Ferina Surabaya, examining the connection between MAKP implementation and nurse performance motivation.	Non-experimental research with a total of 14 nurses as respondents.	The consequences of the review show that there is a connection between's work inspiration and the utilization of expert nursing care techniques with a positive relationship. Motivation at work is essential for aircraft performance and MAKP implementation.	To ensure that professional team model nursing care can be carried out to its full potential and that patients are satisfied with the services they receive, there needs to be a breakthrough and special attention paid by management to increasing the motivation of nurses.

The Professional Nursing Care Model (MAKP) is a service guideline that is compiled and mutually agreed upon at a practice level to achieve the goals set (Asriani & Mattakatta, Abubakar., 2016). The implementation of MAKP in nursing services is also determined by the job satisfaction of nurses so that MAKP is optimally operated. Based on research by Asriani et al., (2016) stated that 55 people (91.7%) of nurses were satisfied with their work after the MAKP was determined compared to before the implementation of the MAKP, namely 43 people (71.7%). According to Imelda (2011), nurses' competence and performance in providing patient care increased following the implementation of MAKP. The standard of nursing care will be better implemented if nurses perform better. In view of examination by Asriani et al., (2016) compared to 44 patients (73.3%) prior to MAKP's implementation, 56 patients (93.3%) experienced an improvement in the quality of nursing care standards.

MAKP Modular is a combination of the team model and the primary model. There are several factors behind the merging of the two development models. The primary construction model is not used in its entirety because nurses must have an undergraduate education background (bachelor of nurse) or equivalent. Meanwhile, the team model can not be used entirely due to the fragmentations of the responsibility into various teams. The deficiencies of the two models are overcome by merging the two models to create an optimal professional nursing care model. Inequality in the education level of nurses in health services is also the background for the implementation of the MAKP Modular. Most of the education of nurses in health services is Diploma and Vocational of Nursing so guidance is needed regarding the provision of nursing care by the team leader who has a Nurse education background (Sitorus R, 2006).

Based on the findings of Andung et al (2017), In regards to the description of nurse performance in the MAKP Modular application, it was stated that the average performance of

nurses was in the sufficient category, with 58%. Based on the research of Andung et al., (2017) Modular MAKP activities have not been implemented optimally. This non-maximum could be seen from MAKP activities such as pre and post-conferences which are executed all the time according to the schedule and are carried out only when there are certain conditions, such as patients who are treated with the total care classification. Loss rounds are also not done every day as they should be. Pre-post conferences are not held every day because some nurses, namely as many as 4 (four) people (33%) pay little attention to patient problems. This can be circumvented by making preparations for things that will be encountered in the field and providing opportunities for discussions between nurses about the patient's condition. To increase the intensity of the pre-post conference, activities should be carried out before providing nursing care with a time of 10 to 15 minutes, the topics discussed must be limited, only including the patient's condition, action plan, and important data that needs to be added. Based on the research of Andung et al., (2017) recovery rounds have not been carried out optimally by 12 nurses (100%). To increase the intensity of the round of assault activities, it is necessary to prepare all nurses to carry out round activities by applying at least 1 (one) case before the round is carried out and giving informed consent to families and clients. Rounds also require an explanation at the beginning of the activity to the client which focuses on the problem of concern and the action plan to be carried out (Magfuri, 2015).

Based on research by Panjaitan et al., (2015) it is stated that there were significant differences in the completeness of documentation between nurses who worked with the modular method and the team method. The results showed that the average completeness of nursing documentation in the modular method was 85.75 and the team method was 90.89. Research by Panjaitan et al., (2015) identified that the workload of nurses was a factor causing incomplete nursing documentation. In addition, the motivation of nurses in documenting nursing care affects the completeness of nurse documentation. In the modular method, completing nursing documentation is done individually. In addition to workload and motivation, there are factors in the number of workers, work environment, lack of time, and lack of supervision from the management of health services (Widyaningtyas, 2012). According to Musiana and Manurung (2011), complete nursing documentation could be created with some support, including policies to complete nursing documentation in the available system, availability of nursing documentation formats, supervision of documentation implementation, and nursing documentation training for nurses.

Based on research by Sofiatun et al., (2022) states that the characteristics of nurses which include knowledge, attitudes, and motivation influence the application of MAKP Modular. The results of research by Sofiatun et al., (2022) found that most nurses already know and understand about MAKP Modular. Muryani's research (2019) states that there is a relationship between nurses' knowledge and the application of MAKP. The qualified knowledge of nurses will increase the application of MAKP in the health service. Meanwhile, on the attitude aspect of nurses in the study of Sofiatun et al., (2022) it was found that the majority of nurses had performed nursing care on patient complaints and were guided by existing SOPs (Standard Operational Procedure). The results of research by Sofiatun et al., (2022) also stated that nurses get enough praise and rewards for their achievements, so they feel satisfied with their work environment.

The use of MAKP Secluded fundamentally could make a growing experience between medical caretakers in giving nursing care to patients. Through the sharing of experiences among nurses and the existence of leadership regeneration, the application of the MAKP team facilitates a productive process of collaboration in the provision of nursing services (Pradana dkk., 2022). In the mean time, the utilization of essential MAKP will build the freedom of

medical attendants in completing nursing care. The process of providing nursing care will be more effective and efficient as a result of this process (Dion et al., 2019); Rahmawati dkk., 2021).

Nurses are at the forefront of health services, both in clinics and hospitals. The provision of nursing services is performed through the provision of optimal nursing care (Luan et al., 2018). Nurses have a fundamental role and have a broad impact on the effectiveness, efficiency and quality of health services (Sari dkk., 2022). Nurses play an important role considering the quality of nursing services affects the totality of health services provided to patients (Kurniati & Efendi, 2012). Based on research by Luan et al., (2018) there is a positive correlation between nurse performance and patient satisfaction, with a correlation coefficient of 0.646. This indicates that the better performance of nurses will increase patient satisfaction with health services. Patient satisfaction can be achieved by paying attention to several things including patient complaints, the condition of the patient's physical environment, and the responsiveness of the nurse in identifying the priority needs of the patient (Luan et al., 2018). If the patient feels that the nurse is skilled and competent, the patient will feel comfortable so they have a higher desire to recover. Nurses with good performance will create a cooperative relationship between nurses and patients during the treatment process.

Good performance of nurses will be in line with good implementation of the nursing model in providing nursing care. According to research by Sofiatun et al., (2022), there is a significant effect between MAKP Modular based on work productivity and patient satisfaction. MAKP Modular based on work productivity is defined as a system that includes structure, process, and professional values so that nurses could provide professional nursing care to patients. In this study, MAKP Modular affects patient satisfaction, especially in the aspects of nursing records, methods of providing nursing care, and aspects of personnel which refers to the sufficient number of nurses that leads to increased work productivity. Nurses also have a clear organizational structure and division of work tasks. The combination of the team method and the primary method in this MAKP Modular has resulted in increased success in providing nursing care to patients. Based on research by Sofiatun et al., (2022) on the method of providing nursing care, drug centralization, hand-over, check-in patient, nursing round, supervision, and discharge planning have been performed optimally. Only a small proportion of nurses still feel less than optimal in the method of providing nursing care. This is due to the implementation of the Modular MAKP which is only executed in the morning shift, while on other shifts, they used the team method. This is because there are still many nurses who are at the Diploma level of education, resulting in the Modular MAKP could not be performed in all shifts. Based on research by Sofiatun et al., (2022) on the aspect of nursing records, it was stated that most nurses had arranged the documentation properly, by SOPs, and maintained the security and confidentiality of documentation.

4. CONCLUSION

The implementation of Modular MAKP in the health care system is undertaken by combining the team method and the primary method. The combination of these two methods allows for a more effective and efficient process of nursing care.

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