

# Plan, Do, Check, Action: Phenomenology Study on The Implementation of Quality Control of Services by Nurses

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**Abstract:** *Nursing services that have quality can provide a positioning report for customers. Focus on nursing service activities by following per under service standards to apply and maintain good quality by applying speed and accuracy. One system that could be to support is the PDCA. Starting from planning to prevent to solve problems in a hospital institution by following per under service standards. This study aims to explore the experience of nurses in implementing PDCA (Plan, Do, Check, Act) based on minimum standards of nursing services at IGD Ungaran Regional General Hospital. The Qualitative research method is used in this research with a descriptive phenomenological design. The study participants were IGD nurses who were active in providing nursing services and this study used a purposive sampling method, this study was obtained by 7 people. Data collected from interview in-depth techniques and analyzed with Colaizzi techniques. This study found two themes, namely: Quality Control Of Service, Total Quality Management. Conclusion: The implementation of PDCA as a guarantee of service quality has been implemented in this hospital, so it is necessary to be maintained by trying to solve various obstacles and obstacles that exist so that the implementation of the PDCA cycle in ensuring the quality of services can run optimally.*

**Keywords:** *PDCA, Quality of Nursing Services*

## 1. INTRODUCTION:

The development of the health world has a big role in the improvement of health services. Hospitals are health facilities that provide services for the community. With the development of science and technology, nursing services are required to have good quality by following per under service standards. (1) The standard of the service explained that the activities in controlling the quality of services properly and starting from controlling to solving problems that occur in the hospital. Implementation to improve the quality in this case the service is expected to be sustainable and provide satisfaction for patients.(2,3)

The quality of service can be known if the assessment has been done before, in practice the assessment is not easy because the quality in the service is multi-dimensional. This means that everyone can differ in perception depending on the judgment used. One way to assess the quality of service by using the PDCA cycle. PDCA Is a series of quality management system activities consisting of work planning, work implementation, work supervision, to the improvement of work carried out comprehensive and sustainable manner. (2)PDCA used in health services to solve problems to improve the quality of nursing health services in particular. (3,4)

Nursing services are managed professionally for the sake of improving the quality of service, this can be done well by experienced nurses. Hospital services, including services in the IGD Room, are the priority where patients are accepted by prioritizing by following per under minimum standards of service by applying the speed and accuracy indispensable to

save a person's life. The implementation of good service quality can be done with the PDCA system as a detailed quality control step to solve problems ranging from Plan, do. Check for action. (2,3,5).

## **2. MATERIALS AND METHODS**

### **Study Design**

This study uses qualitative phenomenology design study to explore nurse experience on the application of quality control.

### **Participants**

This study used the purposive sampling method, this study found 7 respondents of Ungaran Hospital nurses. Inclusion criteria include nurses in charge of providing nursing services in the IGD Room of Ungaran Hospital. Data collection is done by in-depth interview method to nurses who fit the research criteria to find saturated data.

### **Interview Outline**

This study used interview guidelines in consultation with relevant literature. The interview question asked by the participants was How was the nurse's experience of Plan, Do, Check, Action on the implementation of nursing services?

### **Data collection**

Researchers explained the purpose of the study to the participants first and sought approval. after the participants agreed, the researchers worked with respondents to schedule interview times for respondents' convenience. interviews are conducted individually and recorded and kept secret. each participant's interview is between 30-60 minutes.

### **Data Analysis**

After respondents obtained information and explanations about the purpose of this study and understood, the researchers began to take data obtained through in-depth interview methods about respondents' experience in carrying out their work as nurses while providing nursing services in the IGD room. The research process uses interview guidelines. Implementations are recorded using recordable media, and notes. Analysis of this data using Collaizzi technical, starting with processing and preparing data, this step involves interview transcripts, sorting and compiling data into different types depending on the source of the information, reflecting the overall meaning, analyzing in more detail by coding the data and giving color to each keyword, describing the settings, categories, and themes to be analyzed, the next step of creating code to explain all the information, then analyze into several themes, these themes will be represented in narrative or qualitative reports.

### **Ethical clearance fit test**

This research has been through ethical considerations from STIKes Karya Husada Ethics Committee Semarang

## **3. RESULTS**

### **Demographic characteristic**

The results of the study are described the data obtained during the study which includes age characteristics, the educational status of nurses in table 1, and the theme in table 2.

**Analysis**

The results of this study describe the experience of nurses during providing nursing services with a plan, do, check, and action cycles. There are two themes found such as Nursing care process, quality control of service, the minimum standard of service. The study obtained 3 male and 4 female respondents, aged between 26-45 years. work experience between 1 and 30 years. This study explores the experience of nurses about the application of the plan, do, check, action in nursing services using phenomenological design. the study found two themes summarized below.

1. Total Quality Managemen

This study showed that most of the participants said that the plan, do, check, the action carried out is a continuous method carried out continuously in a nursing service (n = 7).

2. Quality Control of Service

This study shows that most respondents (n =7) say that the experience done by nurses refers to the process of quality control of nursing services.

Characteristics responden N=6. Table.1

Characteristics		N (%)
Gender	Male	3 (43%)
	Female	4 (57%)
Age		26-45 years old
Education	Vocational Nurse	3
	Bachelor nurse	4

Themes identified. Table 2

Theme	Sub theme	Quotations
Total Quality Managemen	Askep Quality	“How to plan, Do, Chek and Action yes, starting from planning a good upbringing that gimana” “cycle of maintaining good service askep yes, who plans, until the act of providing services” “PDCA's steps, ways or methods of solving problems “ “plan, do, check, action it's a method or way to provide quality service”
	Total Quality Management Principles	“this way I think it is sustainable in providing good service” “patient satisfaction with this PDCA” “in accordance with existing

		<p>circumstances, palayanan with sustainable pdca”                  “make us respect for anyone, because this pdca is done together”                  “PDCA is well implemented, customers in this case patients will also be satisfied with the services we provide “</p>
	Continuous Improvement Quality	<p>““in accordance with existing circumstances, palayanan with sustainable pdca”                  “as a benchmark to maintain quality comprehensively and continuously”                  "pdca also keep the quality remains guaranteed overall quality is sustainable"</p>
Quality Control Services	Quality Control	<p>" PDCA is related to quality control of services to patients"                  "PDCA's problem solving process is used to control the quality of service"                  "relating to controlling the quality of services provided to patients"                  "</p>
	4 Phases of Quality Control	<p>“The 4 steps include planning the Plan, Do it's action, Check it's examination, and action it's implementation for follow-up.”                  " 4 steps which means plan is planning, Do it action, Check it examination, and action it follow up. Pdca is related to quality control of services"                  "PDCA's a departure from his P's Plan, his D's Do, his C's Check and his A's Action."</p>

**4. DISCUSSION**

**Analysis**

The process of maintaining the quality of continuous and continuous service is a commitment to creating a good quality of service. Through the Plan, Do Check Action process is one of the ways to achieve quality service that is quality(6) This cycle as an

approach to solving problems in nursing services. (7) PDCA cycles are observed more effectively in a job. Service-oriented quality of service with PDCA is intended to overcome repair, solve service problems so that quality services are realized. (6)(8)

Plan, do check, and action (PDCA) reflect the foundation of a sustainable quality program (9), which consists of four stages, one of which follows the other repeatedly towards the designated destination. (10)(6) Therefore, it takes effort and energy to achieve these goals. Without serious efforts, it is impossible that the PDCA cycle will achieve its goals. This indicates that to achieve a certain quality it must be pursued, cultivated, and supported by all interested parties(2,10)

PDCA concept is a cycle in which the implementation is intended to build a quality culture based on continuous improvement.(11)(6) Implementation of PDCA concept for the design of authority and responsibility ranging from what will be done by planning to implementation in providing services. In every hospital institution, services provided for patients must have quality so that patients feel satisfied with the services provided. Good quality of health services can show satisfaction for each patient by following per under professional ethical standards(12) The process of improving the quality of health services by applying appropriate quality control methods. PDCA method focuses on improving services to create quality nursing services. PDCA implementation in this nursing service system can impact several sectors including the quality of service.(9)

## 5. CONCLUSION

The quality of nursing services increases in line with improving the ability of nurses in providing services. It can be said that quality improvement in health services using the PDCA method can be significantly improved and affect the improvement of patient satisfaction.

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