

Awareness Of the Reflective Practice Implication Among Nurses of Public Hospital

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ABSTRACT

Introduction: Reflective practice (RP) is a key skill for nurses as professional development is becoming a major issue for the nursing profession. **Objective:** This study aims to evaluate awareness and application of the RP among nurses as a tool for the meaningful practice among nurses in public hospitals. **Methods:** A cross-sectional descriptive study using a self-administered Likert scale questionnaire and selected stratified random sampling to 246 registered nurses who directly contacted and provided care to the patient in Hospital Pakar Sultanah Fatimah, Malaysia. SPSS version 22 was used for data analysis. **Results:** In this study, the nurses accepted the RP implication because all of these items with the means value are 4. The highest perceptions were contributing, which is "it motivates to be a more as experienced nurse" with a mean value of 4.17. Majority of the nurses showed that they needed orientation to the placement setting as new staff with a mean of 4.2 to determine a reflective learning environment. To identify the support in reflective learning of continuing their professional development, three items with the same highest mean 4.13, such as policies procedures and guidelines, support and guide nursing practice. This study has found that mentor/senior nurse supports successfully implementing RP in the clinical area. There was a weak correlation between work experience years and experienced nurse with $r = 0.029$. **Conclusion:** To practice evidence-based nursing, all nurses must engage in RP, where they must adapt to new knowledge in the fields of health.

Facebook Reviews as a Supplemental Tool for Hospital Patient Satisfaction and Its Relationship with Hospital Accreditation in Malaysia: A Nationwide Study

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ABSTRACT

Introduction: According to studies, social media is an alternate instrument for patient satisfaction surveys and is linked to a few quality care indicators. In Malaysia, however, there is little evidence to back it up. We hope to find a relationship between public hospital patient satisfaction and social media ratings, as well as a link between hospital accreditation and online patient satisfaction. **Methods:** We applied a cross-sectional design and gathered information from the official Facebook pages of 48 Malaysian public hospitals, 25 of which are accredited. Between 2018 and 2019, experiences of all patient were collected through Facebook Review on the FB page. In Facebook Reviews, a customer recommendation was characterized as an online patient satisfaction. Using SPSS software, data were analyzed using Spearman correlation and logistic regression, with confounding variables adjusted for. **Results:** The link between Ministry of Health (MOH) of Malaysia-hospital patient satisfaction and online patient satisfaction was found to be significant and moderate ($r = 0.35$, $p = 0.02$). Hospital variables such as urban location (OR 1.85 (95%CI 1.40,2.43), $p < 0.001$), tertiary hospital (OR 1.62 (95 %CI 1.12, 2.35), $p = 0.01$), and hospital past Facebook ratings (OR 1.14 (95%CI: 1.06,1.23), $p < 0.01$) were significantly related to patient satisfaction. However, when other covariates were adjusted for hospital accreditation was not significantly linked with online patient satisfaction (AOR 0.95 (95%CI 0.77, 1.17), $p = 0.63$). **Conclusion:** This unique study demonstrates that Facebook reviews can assist hospitals with real-time insight on the quality of their service and patient experience. Accreditation, meanwhile, remains a necessary and frequently compulsory quality improvement exercise to improve patient outcomes.