



THE RELATIONSHIP BETWEEN WOUND CARE TEQNIQUES AND THE LEVEL OF SATISFACTION OF DIABETES MELLITUS WOUND CARE PATIENTS

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ABSTRACT	Keywords
<p>One of the potential causes of the increasing prevalence of diabetes mellitus is the occurrence of wounds. Uncontrolled wounds will get worse and hamper the healing process. The purpose of this study was to determine the relationship between wound care techniques and the level of satisfaction of diabetes mellitus wound patients This research design is analytic correlation with cross sectional design. The population in this study were all diabetes mellitus wound care patients as 30 patients, the sample was 30 respondents with total sampling technique. instrument in this study with a questionnaire. analyzed by the spearman rank test with $\alpha < 0.05$. The results showed that most of the wound care techniques were good as many as 19 respondents (63.3%). Most of the patient satisfaction levels were good as many as 18 respondents (60%). From the results of the spearman rank test analysis, the p value = $0.000 < \alpha = 0.05$, the value of $r = 0.932$. There is a relationship between wound care techniques and the level of satisfaction of diabetes mellitus wound care patients. It is expected that wound care is carried out by competent nurses so that patient expectations can be realized and feel satisfied.</p>	<p>Wound care techniques, Patient Diabetes Mellitus Satisfaction,</p>

INTRODUCTION

Diabetes mellitus or more commonly known as diabetes is a genetic or hereditary disease that continues to increase every year. This can occur due to an unhealthy lifestyle, causing a buildup of blood sugar levels that exceed normal limits. This disease is chronic

and long-term so it is still a serious health problem today (Pangribowo, 2020).

One of the potential causes of the increasing prevalence of diabetes mellitus is the occurrence of wounds on the feet of diabetes mellitus patients. Factors that influence the

occurrence of wounds on the feet are sensory neuropathy and callus (Alkheny, Sukarni, and Pradika, 2018). Uncontrolled wounds will become worse and hinder the healing process. The wound itself can be a pathway for pathogens to enter the body (Tawil, 2022).

METHOD

The type of research used is correlation analytical research. This research was carried out in April 2023. The population in this research were all research objects or objects studied. There were 30 patients with diabetes mellitus who treated wounds and 30 patients who treated wounds. The sampling technique uses total sampling. The variables in this study are wound care techniques and satisfaction of diabetes mellitus patients with wound care. The instrument uses a questionnaire whose validity and reliability have been tested. Data analysis uses spearman rank.

RESULTS

Table 1. Frequency Distribution of Respondents Based on Wound Care Techniques and Satisfaction Levels of Diabetes Mellitus Wound Care Patients

Variable	Frequency	Percentage
Technique Maintenance Wound		
Good	19	63,3
Enough	11	36,7
Variable Level Satisfaction Patient		
Good	18	60
Enough	12	40

Based on table 1. above, it is known that of the 30 respondents, the majority of wound care techniques were good, 19 respondents (63.3%) and the majority of patient

satisfaction levels were good, 18 respondents (60%).

DISCUSSION

Wound care techniques are care actions carried out by nurses to help the patient's wound healing process. Optimal wound care plays an important role in the wound healing process, the better the wound care, the duration or time for wound healing does not take a long time so it does not reduce productivity and does not increase the cost of wound care (Rahmadani, 2021). The basis of diabetic ulcer treatment includes 3 things, namely debridement, offloading, and infection control. Foot ulcers in diabetes patients must receive treatment for several reasons, for example, to reduce the risk of infection and amputation, improve function and quality of life, and reduce health care costs. Nurses have a very decisive role in caring for diabetes mellitus patients by making plans to prevent the occurrence of diabetic foot wounds by carrying out foot care, controlling the load on the feet, cutting nails, inspecting the feet every day, maintaining moisture, using appropriate footwear and doing foot sports (Bangu, 2021).

Maximum wound care is carried out until the wound heals, depending on the severity of the wound. Returning to the theory regarding the stages of wound healing, the maturation phase (tissue maturation) starts from the 24th day to 1 year or even more (Primadani, 2021).

Therefore, researchers assume that good wound care techniques are the provision of appropriate and effective services by nurses with the patient's hopes and needs so that patients who receive wound care will feel satisfied. Therefore, nurses must understand and apply good wound care techniques from the acceptance aspect, attention aspect, communication aspect, cooperation aspect, and responsibility aspect.

The results show that the frequency distribution of respondents based on the level of patient satisfaction was that most of the patient satisfaction levels were good, with 18 respondents (60%).

A capable service. If a patient makes a return visit to utilize his services, it can be said that the patient is satisfied with the services provided. Patient satisfaction is a level of patient feelings that arise as a result of the performance of health services obtained after the patient compares them with what they feel. Patients will feel satisfied if the performance of the health services they receive equal or exceed expectations (Nurhama,2020). According to researchers, patients will feel satisfied if the patient can receive a good treatment service and in accordance with the patient's expectations. For example, when nurses are able to provide comfort, security and trust to patients, patients can feel satisfied.

Improper wound care by a nurse will cause wound healing to slow down, the recovery process will be prolonged, functional recovery can be disrupted, and death can occur due to infection. Apart from that, long wound recovery will also cause patient dissatisfaction. Because satisfaction is a person's feeling of pleasure after comparing the performance or results they feel with their expectations. If the performance of the health services received by patients is in line with their expectations, patients will always come seek treatment at the health service facility. Patients will always look for health services whose service performance can meet expectations or not disappoint patients (Siagian, 2019).

Researchers are of the opinion that respondents who feel satisfied are influenced by the things they received when providing wound care services. Something that is expected and obtained by the patient will influence the patient's satisfaction. The better the wound care services provided, the

higher the level of patient satisfaction. Based on data from the results of answers from diabetes mellitus wound care patients at the Chania Care Center, it can be seen that when wound care services are provided there are deficiencies that need to be paid attention to, for example the point "nurses always smile when they meet patients". This can affect the quality of wound care services, although this could happen because of the large number of patients who need to be served or perhaps for other reasons. In the results of the answers, data was obtained that the patient was satisfied with the actions of the skilled nurse in caring for the wound so that the patient did not feel very severe pain and the nurse always asked the patient for permission when checking and treating the wound. However, at another point there was a statement that some patients felt uncomfortable in the treatment room, which the researchers assumed might be because the room was not bright enough, which could give the patient an uncomfortable impression. Researchers are of the opinion that apart from the skills or actions of competent nurses, they also need to pay attention to other aspects influencing wound care actions and patient satisfaction so that the expectations of nurses and patients can be achieved. It is hoped that this can be input for the Chania Care Center for development and evaluation in improving service quality and performance

CONCLUSIONS

The better the wound care techniques provided and the more appropriate the procedures, the more patient satisfaction will increase

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