ABSTRACT

Emergency nurses are medical personnel that should provide health service for patients in hospital and nurses on emergency unit should adapted with working time in this unit for 24 hours. Nurse’s workload on emergency unit are fluctuative. It depends on patient’s condition and the large number of patients. Those workloads are added with long shift schedule, more than general normal worktime. This condition could cause reduced productivity and stress because of high workload. The longterm stress can cause fatigue for physical, mental and emotional called burnout.

This research is solved with physical workload measurement method, NASA TLX, burnout measurement with Maslach Burnout Inventory tools, and Human Reliability Assessment. The result showed that nurses on emergency unit at RSU Haji Surabaya have the most highest burnout level if they were on night shift. Average of physical workload showed on middle and heavy workload category. Meanwhile, the most influential descriptor that cause nurse’s mental workload is stress level. Reliability of system showed that reliability of nurse to do all the nursing’s tasks is 0.503974. The tasks are registration process, nursing cares process, nursing care evaluation process, and patient administration process.

Improvement recommendations are giving nurses time to rest for 3.79 minute after done activities for 8.1 minutes. Another recommendation to reduce error are held a stress management training for nurses, job rotation and making work checklist.

Keywords: nurses, burnout, workload, human reliability assessment,
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