

Implementation of New Patient Orientation Through Welcome Book in the Locally Advanced Breast Cancer (LABC) Patient: A Case Study

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Abstract:

New patients frequently experience fear or anxiety due to the unfamiliarity of the hospital environment, a phenomenon particularly evident among those with LABC. The introduction of welcome book serves as a potential intervention to enhance patient knowledge and alleviate anxiety. This study evaluates the effectiveness of a welcome book in enhancing patient knowledge and reducing anxiety levels. A case study at a hospital involved a 42-year-old patient with LABC. The study examined the patient's orientation using a welcome book that covered various aspects such as orientation of persons, places, facilities, rules, and educational resources. The patient's knowledge was assessed with a knowledge evaluation sheet, and anxiety levels were measured using the Hamilton Anxiety Rating Scale. The welcome book provided comprehensive information to enhance patient understanding and reduce anxiety. The patient's pretest knowledge score was 20, which increased to 86.67 after using the welcome book, indicating a substantial improvement. Initially, the patient exhibited mild anxiety upon admission, but after four days of utilizing the welcome book, there was a significant reduction in anxiety levels. The implementation of welcome book for a new patient orientation significantly enhanced the knowledge and reduced the anxiety levels of patient with LABC. This study underscores the importance of comprehensive orientation materials, such as welcome books, in improving patient outcome and suggest hospitals to adopt similar strategies to enhance patient education and reduce anxiety.

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INTRODUCTION

Nursing services are provided starting from when the patient first enters until the patient leaves the hospital. The nurse will introduce you to the room, medical staff, rules and illnesses. This process is called new patient orientation or in other words the process of accepting new patients and their families to build a relationship of mutual trust and as initial information related to the treatment process (Lestari et al., 2020). The inpatient admission process can be confusing and frightening for patients. This situation actually makes difficult for patients and families to act in accordance with their rights and obligations (SNARS, 2018). In addition, new patients often experience feelings of fear or anxiety because the hospital environment is a different environment from their usual environment (Rahmawati et al., 2023; Kurniyawan et al., 2023). Cancer patients are no exception. Cancer patients have high levels of anxiety (Hafsah, 2022).

According to AHRQ (Agency for Health Research and Quality), research on 100 new patients reported that 75% experienced acute stress in the first 24 - 48 hours when they first arrived at the

hospital. Hospital care, usually requires patients to face unknown procedures as well as complex procedures. This complex thing causes patients to experience moderate anxiety and fear. This problem is due to a lack of proper orientation from nurses (Rahmawati et al., 2023).

Public demands for the quality of professional nursing services are something that nurses must respond to. One important aspect of service indicators is the level of patient knowledge during hospital treatment. The information transfer process can increase knowledge, one of which is done through new patient orientation activities. In carrying out new patient orientation, it is necessary to use appropriate supporting methods and media so that the orientation can be carried out optimally, effectively and efficiently (Krisna et al., 2024). A good patient orientation program can reduce anxiety levels, especially in patients with cancer. This orientation program can be a useful approach to increasing satisfaction with nursing services.

Strategies that can be used to improve the role and function of nurses in accepting new patients can be optimized by using a welcome book. Welcome book is a printed medium in the form of a book which functions to convey various necessary information. This book is a tool for providing orientation to new patients. With a welcome book, it is easier for nurses to provide orientation to new patients. For patients, the welcome book will make it easier for them to get information related to services available at the hospital.

STUDY DESIGN

This case study was conducted by investigating a problem through a single-unit case. The purpose of a case report is to describe the clinical manifestations, clinical course, and prognosis of the case. In this study, researchers analyzed and evaluated the implementation of new patient admissions for patients with locally advanced breast cancer (LABC) using a welcome book. The participant in this case study is the patient (Mrs. N), who was diagnosed with locally advanced breast cancer.

The data collection instruments comprised a nursing care assessment form, a respondent characteristic sheet, and an evaluation sheet measuring the success of new patient orientation in terms of knowledge related to orientation aspects. Additionally, the Hamilton Anxiety Rating Scale was employed to assess anxiety levels. The data collection process commenced with the researcher obtaining permission from the head of the ward to conduct study within the designated area. Following this, the sampling criteria and research focus were discussed and finalized with both the clinical and academic supervisors. Selected participants were then informed about the study procedures and provided with an informed consent form to secure their approval. The research was conducted upon the initial admission of new patients to a hospital in Bali. The implementation of the welcome book occurred during a single 15-minute session. Initially, patients were asked questions regarding orientation aspects related to the ward, healthcare personnel, facilities, and hospital policies to assess their baseline knowledge. Subsequently, patients received orientation information via the welcome book, presented in booklet form. Afterward, patients were reassessed with questions to evaluate the effectiveness of the new patient orientation as a measure of their final knowledge. Additionally, anxiety levels were assessed once daily over the course of four days of care.

The data processing commenced with the documentation of primary data acquired through interviews and observations pertinent to patients, encompassing the entire nursing care process from assessment to evaluation. In addition, researchers incorporated relevant secondary data extracted from patient medical records. To evaluate the effectiveness of new patient admissions, researchers conducted a comparative analysis of scores before and after the implementation of a

new patient orientation via welcome book media. Furthermore, the researchers systematically measured patients' anxiety levels daily.

As this research constitutes a case study, formal submission to an ethical review was not undertaken. Nonetheless, this study rigorously adheres to ethics guidelines to ensure the rights and privacy of participants. Informed consent was obtained from participant, including the patient, Mrs. N. Participant was provided with comprehensive information about the study's objectives, procedures, and the management of their data.

PATIENT INFORMATION

The patient, referred to as Ms. N, is a 42-year-old admitted to a hospital in Bali on March 17, 2024, through the admissions department in preparation for an elective modified radical mastectomy (MRM) scheduled for March 18, 2024. She had previously undergone six cycles of chemotherapy and had a preoperative consultation at the oncology surgical clinic on March 14, 2024.

CLINICAL FINDINGS

Initial assessment upon admission to ward revealed that the patient was alert and oriented with a Glasgow Coma Scale score of E4V5M6, blood pressure of 118/83 mmHg, temperature of 36.5°C, pulse rate of 86 beats per minute, and respiratory rate of 20 breaths per minute. The patient's medical history indicated a prior diagnosis of breast cancer. There was no family history of similar diseases, and the patient had no known drug allergies. Evaluation using the new patient orientation success assessment sheet revealed that the patient answered only 3 out of 15 questions correctly. The assessment indicated a lack of knowledge regarding preoperative preparations, the names of the responsible physician or patient advocate, ward layout, hospital regulations, and other pertinent information. Additionally, the situational stress assessment showed that the patient was anxious about the upcoming surgical procedure and the postoperative state. The Hamilton Anxiety Rating Scale indicated that the patient experienced moderate anxiety. Furthermore, the patient was unaware of pain management strategies beyond medication. Based on these findings, it can be inferred that the patient did not have an optimal understanding of the new patient orientation material.

THERAPEUTIC INTERVENTION

This study focuses on the implementation of the new patient orientation program for individuals diagnosed with locally advanced breast cancer at the hospital. The intervention involved the use of a comprehensive welcome book, which provided detailed information about healthcare professionals and staff, hospital locations, available facilities, and essential health education.

Patient Admission Orientation and Anxiety Levels

The evaluation of new patient orientation success was conducted using a questionnaire consisting of 15 questions with binary response options of "correct" and "incorrect." The score was calculated using the formula: (number of correct answers / total number of questions) × 100. Additionally, the Hamilton Anxiety Rating Scale (HAM-A) was utilized to assess anxiety levels. Each item on the HAM-A is rated on a scale from 0 (not present) to 4 (severe), with a total score

ranging from 0 to 56. Scores are categorized as follows: less than 17 indicates mild anxiety, 18 to 24 denotes mild to moderate anxiety, and 25 to 30 represents moderate to severe anxiety.

Table 1. Pretest and Posttest Results on Orientation Knowledge

No	Question	Correct Answer		Incorrect Answer	
		Pre-Test	Post-Test	Pre-Test	Post-Test
1	Are you aware of the names of the nurse providing care and the responsible physician for the patient?		v	x	
2	Are you aware of the names of the nurse providing care and the responsible physician for the patient?			x	x
3	Are you familiar with the rights and responsibilities of patients? (Please list at least three rights and responsibilities.)			x	x
4	Have you understood the hospital rules and regulations? (Please list at least three rules or regulations.)		v	x	
5	Are you informed about the visiting hours, as well as the policies for visitors and companions? (Please specify the visiting hours and rules for companions.)		v	x	
6	Are you aware of the available facilities within the ward?	v	v		
7	Do you know the locations of essential areas for patient care (such as restrooms, patient rooms, administrative offices, etc.)?		v	x	
8	Have you comprehended the steps, objectives, and procedures for patient care before and after surgery? (Please outline the preparations required before surgery and post-operative care.)		v	x	
9	Are you knowledgeable about the fall prevention measures (including the use of yellow wristbands and the installation of handrails)?		v	x	
10	Do you understand the correct handwashing techniques and the appropriate times for handwashing? (Please demonstrate the handwashing technique.)		v	x	
11	Are you familiar with the proper etiquette for coughing? (Please demonstrate effective coughing techniques.)		v	x	
12	Do you understand the correct methods for disposing of waste?	v	v		
13	Are you aware of the importance of the identification wristband and the process of providing it to the patient? (Please describe the purpose of the identification wristband.)		v	x	
14	Are you informed about the evacuation routes and procedures in the event of a disaster or fire? (Please explain the actions to take during a fire or disaster.)	v	v		
15	Did the nurse provide clear and comprehensive explanations?		v	x	

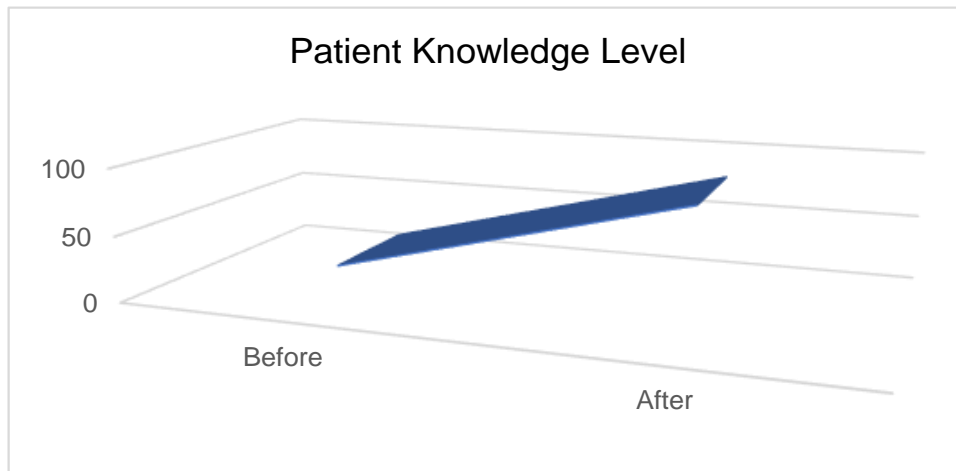


Figure 1. Patients' Knowledge Levels Regarding Orientation Aspects Before and After the Implementation of Orientation Using the Welcome Book

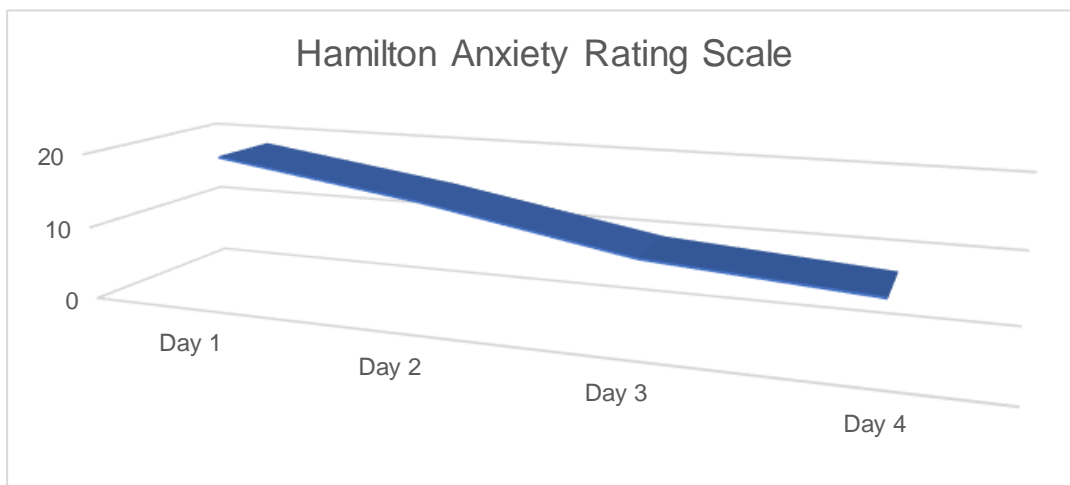


Figure 2. Patient Anxiety Levels Over a Four-Day Period

DISCUSSION

Differences in the Implementation of New Patient Orientation for Locally Advanced Breast Cancer (LABC) at Bali Hospital

The implementation of orientation for new patients with locally advanced breast cancer (LABC) at Bali Hospital demonstrates notable differences between the practices carried out by the Patient Care Management Team (PPJA) and the research team, particularly in terms of process and media utilized. The orientation conducted by the PPJA has been identified as suboptimal, lacking comprehensive explanations regarding preparatory procedures for the treatments. This is particularly significant for patients with breast cancer, who are often in a terminal stage and require detailed information about their care procedures.

A further distinction is the use of a booklet for both orientation and health education by the research team, whereas the ward nurses rely on verbal explanations without supplementary media. Theoretical frameworks suggest that new patient orientation should aim to warmly and therapeutically welcome patients (Nursalam, 2014). Putri (2023) supports this perspective,

emphasizing that the use of engaging media, such as booklets, can enhance the effectiveness of patient orientation.

However, the orientation concerning hospital rules, patient rights, and responsibilities remains inadequate as not all aspects are covered. Effective patient orientation requires adherence to established standards to ensure comprehensive and high-quality nursing care. Krisna et al. (2024) argue that adhering to these standards is essential for delivering optimal and professional patient care. The presence of standardized procedures in patient orientation can significantly aid nurses in achieving high-quality and effective care.

Effectiveness of New Patient Orientation Using the Welcome Book for Patients with Locally Advanced Breast Cancer (LABC)

The new patient orientation was conducted upon the patient's initial admission Bali Hospital. An evaluation questionnaire assessing the success of the new patient orientation was administered following the orientation session. This questionnaire aimed to determine the extent of knowledge gain concerning orientation aspects before and after the implementation of the new patient orientation using a booklet.

Based on Figure 1, the results from the questionnaire assessing the success of the orientation for patients and families regarding locally advanced breast cancer (LABC) indicate a significant increase in knowledge following the implementation of the new patient orientation using the welcome book. The post-orientation score was 86.67, compared to a pre-orientation score of 20. This demonstrates that the orientation provided via the welcome book effectively enhanced the patients' understanding of orientation materials. The questionnaire results reveal a notable improvement in knowledge about the disease before and after the new patient orientation.

The impact of the new patient orientation utilizing the welcome book aligns with the findings of Dewi and Ningrum (2023) who reported that the use of media for new patient orientation significantly improved knowledge levels, as evidenced by average pretest and posttest scores. Their research also indicated a significant effect of using media such as flipcharts on patient and family knowledge. Additionally, Hidayah, Dardin and Putri (2019) highlighted the influence of orientation on patient adaptation abilities. According to Barbara (1996) as cited in Hidayah, Dardin and Putri (2019) a comprehensive orientation can enhance patient understanding of their condition, thereby mitigating negative perceptions arising from a lack of information. Effective patient orientation can thus prevent misunderstandings and improve overall patient adaptation

This study also measured the patient's anxiety level within 4 days of treatment. The research results related to anxiety levels are presented in Figure 2. From the figure 2, it can be seen that there is a decrease in the level of anxiety from when the patient enters until the patient leaves the hospital. Patient is also given education through a welcome book to reduce anxiety levels. According to our study results, the anxiety level decreased. According to Rahmawati et al. (2023), newly admitted patients frequently experience anxiety due to the unfamiliar hospital environment and the stress associated with their care situation. Therefore, it is crucial to provide thorough explanations regarding the orientation procedures.

CONCLUSION

The use of a welcome book for new patient orientation improved knowledge and decreased anxiety levels of a patient with locally advanced breast cancer. From the case study, one could understand that welcome book had been very effective in improving the knowledge of the concerned patient from a pretest score of 20 to a post-test score of 86,67. Furthermore, she

experienced less anxiety within four days. This became a confirmation that the welcome book indeed helped decrease stress levels over admission to the hospital and new procedures. As such, this study describes the components of using a comprehensive orientation material—like the welcome book—to its best capacity in giving improvement for patient outcomes and recommends that hospitals consider similar strategies toward better patient education and reduction of anxiety. Further studies on the use of welcome books will require to be channeled into other patient populations and other hospital settings in the future to further solidify these findings.

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CONFLICT OF INTEREST

The authors declare no potential conflicts of interest.

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