

# Community Service; Transcultural Training, Excellent Service, and Effective Communication in The Context of Interprofessional Collaboration (IPC)

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## Abstract

Culture is the work of a human being that is born along with the creation of man as well as a documented hereditary in accordance with periodization. Culture is born and develops and changes along with the changing times. In progress now especially in the development of the region and globalization especially the era of ASEAN Community certainly needs an accurate understanding will be vary a culture because certainly all cultural transactions will result in an the tar of different regions, tribes, Nations, countries as well as transcontinental automated so that it takes the concept of transcultural. Problem solving is in the improvement of the status of nursing and health services with the aim of increasing order of service, shortening [1-3]. As well as improving the welfare of public health. Problem solving is done with the development of research results in the form of outreach to relevant agencies with analysis services provided to the public. The method; Outreach activities with professional Training methods are executed in the order of the regional hospital clinic in Yowari Regency Jayapura performed professionally with presenters from Health Polytechnic from Jayapura that consists of 6 Speakers and 1 speaker of the local hospitals. The Implementation of Activities; The implementation of activities carried out in cooperation with the method of «accurately between the public service Health Polytechnic the Ministry of health and Director of the Jayapura hospital management Yowari Jayapura Regency [4,5]. Implementation of activities performed based syllabus that has been created by the material submission related brazing of Health Polytechnic Yowari Kempton and hospitals. Results: based on the results of the evaluation of training on the pass by the participants that this activity is carried out very useful and should be a regular agenda in favor of a health care quality improvement. These activities should be carried out continuously and consistently and continuously be evaluated simultaneously in a given period.

**Keywords:** Cultural; Transcultural; Service excellent; Effective communication

## Introduction

Culture is the work of a human being that is born along with the creation of man as well as a documented hereditary in accordance with periodization. Culture is born and develops and changes along with the changing times. The progress of a nation, tribe and certain areas are very determined also by the culture of a region or tribe. The culture that evolved and well-documented currently has stored with a very sleek and modern. The culture has been stored in the file in the file such as micro soft film, flash drive, as well as computer files or laptop. The multiplicity of cultures in a specific area has become one of the references in the progress of a society or nation. The culture of a region will be very important against the level of development of public health in the region [6-8]. The very culture played an important role in increasing the degree of the health of a community. The culture of the communities surrounding the areas health services must be understood by all health workers so that eventually will impact to increase the degree of health. Quality health services will have an increasing impact on the satisfaction of the public health care system.

In a study carried out by Evanny beautiful Clinics Pasundan year 2013 obtained results that 378 patients and performed survey turns out they said that as many as 87.27% expressed dissatisfaction. And the results of discussion the research recommended that clinics do the repair on the reliability, empathy and understanding of the local culture [9,10]. This is in line

with research conducted by Agussalim and team of the year 2016 when measuring about self-efficacy of community health workers in the coastal areas, valleys and mountains in the province of Papua which get that about 32% said very less confident and less confident and 41% who claimed not to know anything in the Papua cultural understanding in carrying out health care and nursing to society in. These cases have an impact on the results of the health service because it talks about the culture where the language factor can will be one determinant in the success of the grant of the Ministry of health.

Based on research conducted by Arum Pratiwi and Siti Anifah years 2011 through the stages of analysis and qualitative content analysis identified the reason the behavior of pregnant women and childbirth is associated with the culture to maintain healthy individuals and families according to the perception of the family. Behavior that became pregnant is abstinence should not be crach, should not be hot and drink when parturition is not to be the many motion up to 40 days, there can be a lot of drinking. While it is recommended when pregnant including drinking jamu is healthy and when childbirth among others wear piles, sitting straight and feet meeting and drinking herbal medicine. It is so illustrating that culture contributed towards improved health of pregnant women. In progress now especially in the development of the region and globalization especially the era of ASEAN Community will require an accurate understanding will vary a culture because no doubt everything will result in cultural transactions between various regions, tribes, Nations, countries as well as transcontinental automated so that it takes the concept of transcultural [1].

Papua as a large area and is made up and the various tribes and spread in some areas of the mountains, the Valley and the beach certainly painted areas and different cultures. It would be very mi has a key role in administering health services in a community order and level of understanding of the local culture by practitioners of health services. Papua region with diverse cultures such as the local culture and the culture of the people who come at least need a concept of health services in the order of service such as hospitals and clinics. They require the service of a service that is excellent and effective communication in the context of Interprofessional Collaboration (IPC). Interprofessional Collaboration is urgently needed as part of health care and nursing is more focused in the form of teamwork among fellow health care giver with the aim of healing the client as well as the improvement of the image of Hospital.

### Statement of the Problem

Based on the data mentioned above, we are interested to conduct community service activities in part and Tridarma College to share knowledge and capabilities with hospitals related to Transcultural training, Service Excellent, and Effective Communication in the context of Interprofessional Collaboration in 2017.

### Framework

Problem solving is in improving the status of health and nursing services with the aim of improving the service order; shortening

the length of care. and improving the welfare of public health is to equip the ability of health and nursing personnel in providing effective services provided with the aim to equip them technical skills in service to patients and families. Related to the domain of Interprofessional Education, the concept of training conducted is as follows.

### Realization of problem solving

Problem solving is done by developing research results in the form of community service to agencies related to the analysis of services provided to the public. In order to increase the capacity of health and nursing personnel, it is necessary to build a concept that builds skills and skills that are more competent in health services that are not only the main complementary but supporting competencies must be given. This competency improvement must be done efficiently and effectively which is continuously shrinking in order to increase their exposure to science that develops continuously.

### Targets

The target audience in this training activity is: Medical Personnel, Non-medical Personnel supporting, and supporting personnel in the service

### Methods

The method used is by training and providing materials and simulation at the end of the activity in the form of study cases in teamwork. Community service activities were held at Yowari Hospital jayapura district on October 31 to November 1, 2017 (Figures 1 & 2).

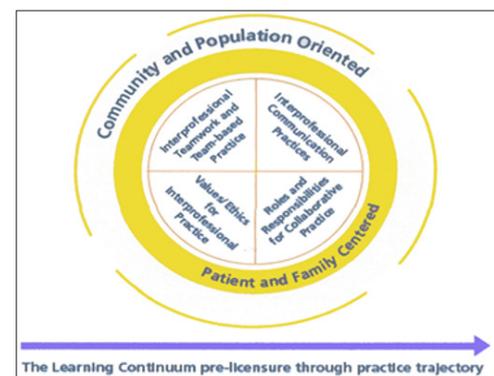


Figure 1:

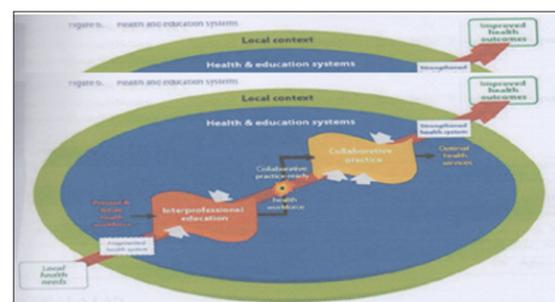


Figure 2:

## Applied

Community service activities with professional training methods conducted in the clinical setting in Yowari Regional Hospital Jayapura District are carried out professionally with presenters from Jayapura Poltekkes consisting of 6 Speakers and 1 speaker from the local hospital. This activity covers several materials that are considered relevant related to this activity, namely: Excellent Communication Service, effective Therapeutic Communication, Hospital Management Interprofessional Nursing, and Management Collaboration.

The activity was also attended by various professions from Doctors, Nurses, Midwives, Nutrition, Analysts, Pharmacy, Management, Security, and Cleaning service. The event was attended by a total of 80 participants from various rooms in Yowari Hospital. The implementation of the activity is also carried out in line with the National Health Day (HKN) activities carried out by Yowari hospital. The activity was carried out with strong support from the Director of Poltekkes Kemenkes Jayapura as well as its ranks also by the Director of Hospital Yowari Jayapura District. The activity was held for two days, namely on October 31, 2017 with the provision of materials in totally then held workshop activities related to excellent service, therapeutic communication, and practice mpkp nursing in the context of IPC on the second day of the implementation of activities.

The implementation of the activity is carried out well without any interruptions and obstacles that are carried out for two days. Activities are also carried out in accordance with the amount of budget that has been set in the Dipa Poltekkes Kemenkes Jayapura in 2017. In the implementation of activities carried out evaluation of activities and speakers in the form of questionnaires. Questionnaire results showed that 96 percent said that the presenter and the material delivered were very satisfactory, and 4 percent were satisfactory. While 85 percent said activity evaluation was very satisfactory, 7 percent said satisfactory and 8 percent said it was satisfactory. The suggestion they attached in the evaluation of the activity that this activity to be carried out continuously and continuously for the improvement of the image and satisfaction of patients in health services in the Yowari General Hospital Jayapura

District. The outcome expected in this activity is that they are able to understand about how excellent service can be provided in the form of accurate and responsible teamwork.

## Summary and Suggestions

The implementation of the activity is carried out continuously with the method of cooperation accurately between the Community Service Poltekkes Ministry of Health Jayapura with the Director and Management of Yowari Hospital Jayapura District. The implementation of the activity is carried out based on syllabus that has been made related to the delivery of materials by presenters from the Jayapura Ministry of Health Poltekkes and Yowari Hospital. Based on the evaluation results of the training conveyed by the participants that this activity is carried out very usefully and should be a routine agenda for the sake of improving the quality of health services. This activity must be carried out continuously and continuously and evaluated simultaneously in a certain period.

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