



DETERMINANTS OF DISCHARGE PLANNING IMPLEMENTATION

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ABSTRACT

Discharge planning a day prior to discharge is vital for care continuity. This study aims to analyze the determinants of nursing service quality, including nurse competence, knowledge, motivation, and role perception. A descriptive correlational study with a cross-sectional design was conducted involving 110 associate nurses in the inpatient ward using a total sampling technique. Data were collected using structured questionnaires and observation checklists. Prior to data collection, the instruments were tested for validity and reliability. The validity test results indicated that all questionnaire items were valid, while the reliability test showed good internal consistency with Cronbach's alpha values greater than 0.70 for each variable. Data were analyzed using multiple linear regression to determine the influence of nurse competence, knowledge, motivation, and role perception on the quality of nursing services. The observation results showed a very high compliance rate (90.9 percent). The analysis proved that competence, knowledge, and nurse roles were not significant. Nurse motivation was proven to be the only dominant factor influencing the compliance level. In conclusion, intrinsic motivation determines nurse performance amidst competence and procedural homogeneity.

Keywords: discharge planning; knowledge; motivation; nurse competence; nurse role

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INTRODUCTION

Patient discharge planning is a systematic process that begins upon the patient's admission to the hospital, aiming to improve patient readiness for self-care and minimize the risk of readmission (Asmuji & Faridah, 2018; Lockwood & Mabire, 2020). In Indonesia, Hospital Accreditation Standards mandate the existence of discharge planning regulations to ensure the continuity of care (Kementerian Kesehatan RI, 2022). An Nisa Hospital Tangerang has implemented a formal policy to prepare for patient discharge a day prior to the actual discharge date; however, the practical implementation in the field faces complex challenges ranging from workload to nurses' behavioral factors (Agustinawati et al., 2022; Wiryawan et al., 2022).

Previous studies indicate that the success of discharge planning is largely influenced by internal nurse factors such as knowledge, clinical competence, and work motivation (Ayu et al., 2024; Fitriani et al., 2021; Widiharti & Sari, 2023). Despite this, in the context of increasingly standardized hospital systems and homogeneous educational qualifications among nurses, the primary determinants of nurse performance are shifting (Kamil, 2020). A notable gap exists in understanding how these factors interact within a highly mature organizational system where technical abilities are uniformly high.

This novelty underscores the necessity to re-evaluate traditional performance predictors. Therefore, this study aims to systematically analyze the determinants influencing the implementation of discharge planning, specifically examining the roles of competence, knowledge, motivation, and the primary nurse's role (Mendrofa, 2022). The purpose of this study is to identify the dominant factor determining the successful implementation of discharge planning in the inpatient ward.

METHOD

This study employed a quantitative research approach with a cross-sectional design (Nursalam, 2020). The population comprised all associate nurses working in the inpatient ward of An Nisa Hospital Tangerang. A total sample of 110 nurses was selected using a stratified random sampling technique to ensure proportional representation across different nursing units.

Data were collected using several instruments: a demographic questionnaire, the Nurse Professional Competence Scale – Short Form (NPCS-SF-I) (Nilsson et al., 2014), a knowledge questionnaire, the Multidimensional Work Motivation Scale (MWMS), a primary nurse role perception questionnaire, and an observation checklist for discharge planning implementation based on the hospital's standard operating procedures. Prior to data collection, all instruments were rigorously tested for validity and reliability to ensure measurement accuracy. The validity test results showed that all instrument items were valid, while the reliability test demonstrated good internal consistency with Cronbach's alpha values exceeding 0.70 for all variables.

Data analysis was conducted systematically using univariate, bivariate (Spearman Rank correlation), and multivariate (Multiple Linear Regression) tests with a significance level set at $\alpha = 0.05$.

RESULT

The respondent characteristics analysis (Table 1) revealed a workforce predominantly composed of female nurses, all of whom held a professional nursing degree (Ners). Furthermore, nearly half of the respondents are married. The average age places the respondents within the millennial generation (digital natives), with an average clinical experience of nearly four years.

Table 1.

Distribution of Respondent Characteristics (n=110)

Characteristics	Category	f	%
Gender	Male	13	11,8
	Female	97	88,2
Education	Ners	110	100,0
Marital Status	Married	54	49.1
	Unmarried	56	50.9
Age	Mean (SD)	28,46 (3,95)	-
Length of Work	Mean (SD)	3,85 (2,45)	-

The observation results regarding the implementation of discharge planning (Table 2) showed an exceptionally high mean score, indicating a near-perfect compliance rate. This demonstrates a ceiling effect in the statistical data where the majority of scores accumulated at the highest possible value.

Table 2.

Distribution of Average Values of Research Variables (n=110)

Variable	Mean	Standard Deviation (SD)	Min - Max
Nurse Competence	52,91	7,66	35 - 70
Knowledge	82,20	8,91	60 - 100
Work Motivation	92,30	9,45	65 - 110
Nurse Role	90,22	8,12	70 - 100
Discharge Planning Implementation	9,91	0,29	9 - 10

Note: The D-1 discharge planning implementation score approaches the maximum value of 10, indicating a very high level of compliance (ceiling effect).

The bivariate analysis utilizing the Spearman Rank test (Table 3) revealed that competence, knowledge, and the nurse's role did not exhibit any statistically significant relationship with the implementation of discharge planning. Motivation was the only independent variable demonstrating a significant positive correlation.

Table 3.
Relationship of Factors with Discharge Planning Implementation

Variable Independent	Correlation Coefficient (r)	<i>p-value</i>	Remarks
Competence (NPCS)	0,049	0,614	Not Significant
Knowledge	0,031	0,745	Not Significant
Motivation	0,212	0,026	Significant
Nurse Role	0,070	0,465	Not Significant

To determine the dominant factor, a multiple linear regression analysis was conducted. The final modeling results are presented in Table 4

Tabel 4.
Hasil Analisis Regresi Linear Ganda Faktor Pelaksanaan Discharge Planning

Variabel	Koefisien (B)	Standar Error	<i>p-value</i>
(Constant)	9,628	0,795	0,000
Kompetensi	0,001	0,007	0,832
Pengetahuan	-0,003	0,011	0,768
Motivasi	0,004	0,002	0,030
Peran Perawat	0,001	0,005	0,812

R Square = 0,048 (4,8%)

Partially, only the motivation variable remained as the sole significant predictor ($p = 0.030$). The *R Square* value of 0.048 (4.8%) indicates that variations in compliance are more heavily influenced by other factors outside the model, such as system maturity and supervision.

DISCUSSION

The research findings reveal educational homogeneity (100% Ners) and a predominance of young, tech-savvy nurses (Millennials/Generation Z). These characteristics foster a High Reliability Organization environment where basic competency standards are evenly met. Gender and Social Support: The dominance of female nurses (88.2%) cultivates a supportive work culture (ethic of care). Although 49.1% of the respondents are married and potentially face a double burden, their performance remains consistently high due to robust peer support mechanisms among colleagues.

Millennial Generation and Digital Compliance: With an average age of 28, the respondents are essentially digital natives. They perceive compliance with electronic or checklist-based Standard Operating Procedures (SOPs) as an integral part of their daily workflow rather than a bureaucratic burden, resulting in high adaptability to the discharge planning system.

Motivation was identified as the only significant independent variable influencing nursing performance, supporting contemporary performance theories which state that employee performance is strongly influenced by motivation and individual capability. Recent studies have also demonstrated that work motivation significantly contributes to improving nurses' performance and quality of care delivery (Kohnen et al., 2024; Kamirullah et al., 2024; Tumanggor et al., 2025). Because all nurses share uniform educational backgrounds (ability equality), the ability variable acts as a constant. Amidst this uniformity in competence, intrinsic motivation acts as the sole differentiating energy. Highly motivated nurses perceive discharge planning not merely as an administrative task but as a profound professional and moral responsibility. This finding aligns with the Self-Determination Theory, which explains that intrinsic motivation plays an important role in encouraging individuals to achieve higher work quality beyond minimum standards. Recent studies also confirm that intrinsic motivation significantly influences nurses' performance, engagement, and quality of care delivery (Moran et al., 2022; Alshammari et al., 2023).

The absence of significant relationships regarding knowledge, competence, and nurse roles is primarily caused by the statistical phenomena of restriction of range and the ceiling effect, where compliance scores accumulated at a perfect number (90.9% scored 10). The high regression constant (9.628) provides compelling evidence that the existing systems at An Nisa Hospital

encompassing SOPs, accreditation, and supervision are functioning on "autopilot" (system maturity). Nurses comply because the system inherently enforces it as a robust work culture, rather than strictly due to variations in individual knowledge. Drawing on the quality of care framework proposed by Avedis Donabedian, the structural policies and supervisory processes implemented at the hospital have successfully standardized compliance outcomes. Recent studies continue to support that effective organizational structures and supervision processes contribute significantly to improving healthcare quality and nursing compliance (Alshammari et al., 2022; Wei et al., 2023).

This low variance is not a model failure but rather empirical evidence of successful standardization. Individual performance variations are minimal because the system has effectively suppressed behavioral deviations, rendering individual cognitive factors, such as knowledge, no longer the primary predictors.

CONCLUSION

The implementation of D-1 discharge planning at An Nisa Hospital Tangerang is exceptionally high (90.9% perfect compliance), primarily driven by a mature management system and standardized human resource qualifications (100% Ners). Technical competence and knowledge are no longer the primary determinants of performance due to the homogeneity of the staff's abilities. Motivation stands out as the sole dominant factor influencing the variations in nurse compliance. This indicates that in organizations with established and mature systems, psychological aspects (soft skills) become the key to maintaining consistent service quality.

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