



Empowerment Nurse as Leader Responsive Homecare Services to Diversity Culture at Nurul Hasanah Kutacane Hospital

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Article Info	ABSTRACT
<p>Corresponding Author: Yusnaini Email: yusnaini84@gmail.com</p>	<p>Culturally responsive nursing care has become a critical need in home care services, particularly in multicultural regions such as Aceh Tenggara District. Nurses are required not only to be clinically competent but also to lead nursing practices that are sensitive to patients' cultural backgrounds. This community service initiative aims to empower nurses at Nurul Hasanah Kutacane Hospital to become effective leaders in home care services that are adaptive to cultural diversity. The program included clinical leadership training, cultural competency workshops, and case-based mentoring. Evaluation results showed a significant improvement in nurses' knowledge and skills, with an average pre-test score of 55.8 and a post-test score of 84.4. The greatest improvement was observed in nurses' awareness of their role as leaders in homecare services, with an increase of 58.18%. In conclusion, this empowerment program contributed to enhancing nurses' capacity as humanistic and contextually responsive leaders in culturally sensitive homecare services.</p> <p>Keywords: clinical leadership, nurses, home care, cultural competence, empowerment.</p>

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INTRODUCTION

The quality of nursing services should not only focus on technical and clinical aspects but also require sensitivity to the values, norms, and cultural practices of patients (Kwame & Petrucka, 2021). The ethnic diversity of communities—such as the Alas, Gayo, Batak, and Javanese groups—which characterizes the sociocultural landscape of Southeast Aceh Regency, demands that nursing services, including homecare, be designed in an inclusive and culturally responsive manner. A mismatch in cultural approaches within healthcare services can lead to resistance, decreased patient trust, and even negatively impact nursing outcomes (Vandecasteele et al., 2024).

Nurses, as the frontline of healthcare delivery, play a strategic role in ensuring holistic and patient-centered care. In the context of homecare services, nurses are not only responsible for clinical interventions but also serve as communication facilitators, family advisors, and patient advocates (Heumann et al., 2022). This multidimensional role positions nurses as a vital link between the healthcare system and the sociocultural realities of the patients they serve.

Empowerment Nurse as Leader Responsive Homecare Services to Diversity Culture at Nurul Hasanah Kutacane Hospital- Yusnaini, et.al

Such roles require nurses to possess strong cultural competence and leadership skills. These capabilities are essential to lead the nursing care process effectively while taking into account the unique social and cultural contexts present in each patient's home environment. Strengthening nurses' capacities in understanding cultural diversity and building culturally sensitive relationships is therefore a critical foundation for delivering inclusive, sustainable, and trusted nursing services.

Leadership clinical in homecare services become important Because nurse need take decision in a way independent and responsible answer on quality care in non- institutional settings (Guibert-Lacasa & Vázquez-Calatayud, 2022) . Nurses in homecare services have not to obtain training or adequate training in aspect leadership, especially related with diversity background behind ethnicity and traditions patient (Jordal et al., 2022) . Appropriate intervention done For strengthen capacity leadership nurses and optimize potential local in build service responsive nursing to diversity culture.

Nurul Hasanah Hospital Kutacane as institution service health references in Southeast Aceh have potential become center development homecare based services culture. Availability power nurse from various background behind ethnicity and have proximity with community local become social capital build humanistic service rooted in values culture public local (Vázquez-Maguirre, 2020) . However, the potential This Not yet maximized Because limited capacity leadership and awareness culture nurses on the front line service direct.

Activity devotion to public This designed as effort concrete For empowering nurses at Nurul Hasanah Kutacane Hospital to be able to become leader in responsive homecare services to diversity culture. This program involving training leadership clinical, competency workshop culture, and mentoring practice based on case real things that happen in the field. Empowerment This expected increase quality interaction between nurse and patient as well as strengthen trust public to service health homecare based, building culture organizations that support practice inclusive and adaptive nursing, strengthening ecosystem responsive homecare services to need public multicultural in Southeast Aceh.

METHOD

Activity devotion This has implemented from November 6 to December 30, 2023 at Nurul Hasanah Hospital, Kutacane with involving 20 nurses involved in homecare services. The approach used is *participatory action* through three stage activity :

1. Identification Need

At the stage early, done survey need For map level understanding nurse to draft leadership clinical and competency culture, as well as dig various challenges faced in implementation homecare services. Survey This become base in to design relevant and appropriate interventions with condition real in the field.



Figure 1. Implementation Survey at Nurul Hasanah Hospital

2. Program Implementation

Program implementation begins with activity training leadership clinical based on culture that is implemented for two days. Training This designed For strengthen capacity nurse manage practice nursing in a way independent and responsible responsibility in the homecare environment. The material presented source person covers style leadership transformational, engineering communication cross culture, as well as principle taking decision ethical in context service community. The method used nature interactive, including lecture participatory, discussion cases, and exercises breakdown problem For support strengthening role nurse as leader service.

Next, the team do competency workshop culture aiming increase sensitivity nurse to values, norms and practices culture patients. This workshop integrate approach based on experience through analysis studies case local, discussion group focused, and simulation interaction nurse-patient in scenario multicultural. Participants given room For explore difference emerging culture in homecare practices and adaptive strategies in respond to it. Activities This strengthen awareness nurse will importance sensitivity culture build connection effective and respectful therapy background behind social patients and their families.

3. Evaluation

Program evaluation is carried out For measure effectiveness intervention in increase understanding and skills nurse related leadership clinical and competency culture in homecare services. Evaluation methods used is pre-test and post-test with instruments that have been arranged based on indicator appropriate learning with objective training and workshops. Instruments evaluation covers a number of aspect main, namely understanding draft leadership clinical, skills communication cross culture, ability taking decision based on mark culture patients, as well as awareness to role nurse as leader in homecare services.



Figure 1. Implementation of the Pre-Test and Post Test

The pre-test and post-test scores are then analyzed For see changes that occur after intervention carried out. Evaluation results become base For evaluate program success and give recommendation improvement and development activity similar in the future.

RESULTS AND DISCUSSION

Activity devotion to public This show improvement capacity nurse in aspect leadership clinical and competency culture. Evaluation done with use pre-test and post-test instruments for evaluate change knowledge and understanding nurse before and after intervention. Participants who took part all over series activity devotion This as many as 20 nurses.

Table 1. Pre-Test and Post-Test Results

No	Rated aspect	Average Score Pre-Test	Average Score Post-Test	Improvement (%)
1	Understanding draft leadership clinical	58	85	46.55%
2	Retrieval decision based on culture	54	82	51.85%
3	Skills communication cross culture	60	88	46.67%
4	Planning care nursing responsive culture	52	80	53.85%
5	Awareness role nurse as homecare leader	55	87	58.18%

Table 1 shows that existence improvement significant throughout measured aspects. Improvement the biggest occurs in aspects awareness nurse will his role as leader in homecare services (58.18%). This show that activity successful training and workshop open outlook nurse about importance role leadership in taking decisions and management care nursing in the community. In addition, nursing skills communication cross culture also increases from an average of 60 to 88. This is very important remember diversity ethnic groups in Southeast Aceh are demanding ability adaptive and sensitive communication to values culture patient. Findings This in line with study (Alsadaan et al., 2023) , training based on culture and leadership impact positive to improvement capacity nurse in give inclusive and meaningful services.

Improvements in aspects taking decision based on culture shows the average score increase from 54 to 82 which means nurse capable in consider values, beliefs, and practice culture patient in the process of care nursing. The decisions taken nurse based on considerations clinical and customized with context social and cultural patient can produce approach more personal and accepted by the family (Molina-mula & Gallo-estrada, 2020) . Apart from that, improvements to aspects planning care nursing responsive culture from score 52 to 80 shows existence improvement competence nurse in compile plan nursing effective in a way clinical and appropriate with norms, customs and expectations patient as well as his family. This is have a chance build mutual relationship believe between power health and recipient service.

CONCLUSION

Empowerment program nurse through training leadership clinical and competency culture proven effective in increase capacity Homecare nurses at Nurul Hasanah Hospital, Kutacane. Evaluation results show existence improvement the average score from pre-test 55.8 to post-test 84.4, reflects improvement knowledge and skills in a way comprehensive. Aspect awareness role nurse as leader show improvement highest by 58.18%. Intervention This No only strengthen role nurse as leader services, but also improve quality interaction cross culture with patients and families. This program worthy For replicated and developed more carry on as part from the improvement strategy quality inclusive and person-oriented homecare services culture in multicultural areas.

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