ADVANCES IN SOCIAL HUMANITIES RESEARCH

Determinants of Nurse Case Manager Role Function in Aceh Province General Hospitals

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Abstrac
The role of nurse case managers at Aceh Province General Hospitals is still developing and requires improvement, especially in cross-sector coordination and in providing more intensive training for healthcare workers. This research aims to identify the determinants related to the role function of nurse case managers at Aceh Province General Hospitals. The study employed quantitative analytical design with a cross-sectional approach. The sample consisted of 61 nurse case managers working at type B public hospitals in Aceh Province. Data were collected using a questionnaire developed by the researcher based on relevant literature. Data analysis was conducted descriptively and inferentially using the chi-square test and binary logistic regression. The results showed that perceptions of self-skills and knowledge, as well as the role within the managed care organization, are significantly associated with the role function of nurse case managers. The perception of self-skills and knowledge was identified as the most influential factor. It is recommended that nurse case managers enhance their self-perception of skills and knowledge to improve their role effectiveness in hospitals.

Keywords: Determinants; Nurse Case Manager; Role Function

Introduction

Healthcare services in hospitals are increasingly patient-centered, with *nurse case managers* playing a critical role in coordinating and integrating care to ensure patient safety and efficiency. Key responsibilities of *nurse case managers* include assessing patient needs, developing and managing individualized care plans, advocating for patients, coordinating services among healthcare providers, evaluating patient progress, scheduling appointments, educating patients and families, and providing follow-up care after discharge (Schmitt, 2006). They act as liaisons between patients, healthcare teams, and insurers to promote quality, cost-effective outcomes while supporting patients through complex healthcare processes.

Despite this vital role, challenges in implementation often arise, such as fragmented decision-making, poor communication, limited role understanding, and resource constraints, which can hinder coordination and the effectiveness of care delivery. In Indonesia—and specifically at *Aceh Province General Hospitals*—these challenges

include suboptimal decision-making and communication by *nurse case managers*, along with insufficient training and unclear role expectations among healthcare workers, which compromise patient-centered care efforts (KARS, 2018; Alfajri & Nurmastuti, 2017; Najamuddin, 2022).

Improving *nurse case managers'* competencies, particularly their self-perception of skills and knowledge, as well as enhancing their engagement within managed care organizations, is essential (Liu et al., 2010; Hegney et al., 2024; Oeseburg et al., 2010; Zaheer et al., 2021). These internal determinants critically influence their role function and capacity to overcome coordination challenges, which ultimately impacts healthcare service quality (Yunus et al., 2023). Evaluating these factors in the context of *Determinants of Nurse Case Manager Role Function in Aceh Province General Hospitals* provides necessary empirical evidence for hospital administrators and policymakers to devise targeted training and strategic support systems, fostering the effectiveness and integration of case management practices in Indonesian hospitals (King, 1981).

This research fills a gap by focusing on both personal perceptions of competencies and organizational roles, aiming to elevate standards of healthcare delivery through strengthened case management at *Aceh Province General Hospitals*.

Research Methods

This study employed a quantitative analytical design with a cross-sectional approach. The study population consisted of 61 nurse case managers working at type B public hospitals in Aceh Province, including Aceh Province Mother and Child Hospital, RSUD Meuraxa Banda Aceh, RS TK. II Iskandar Muda, RSUD dr. H. Yulidin Awai, RSUD Tgk. Chik Di Tiro, RSUD Datu Beru, RSUD dr. Zubir Mahmud, RSUD Cut Nyak Dien, RSUD Cut Meutia, and RSUD dr. Fauziah. Total sampling was used. The data collection instrument included demographic characteristics, perceptions of self-skills and knowledge, role in the managed care organization, and nurse case manager role function, all developed by the researcher based on literature. Data were analyzed descriptively (mean and frequency distribution), bivariately using the chi-square test, and multivariately using binary logistic regression with a stepwise method.

Results and Discussion

Table 1 shows the characteristics of the respondents. The average age of the nurse case managers was 32.98 years. The majority were female (91.8%), and most held a Diploma III in Nursing (55.7%). The average duration of employment as a nurse case manager was 3.44 years.

Table 1. Characteristics of Respondents (n = 61)

No	Characteristic	f	%	$\bar{x} \pm \text{SD}$
1	Age	-	-	32,98 years ± 5,982
2	Gender			
	Male	5	8,2	
	Female	56	91,8	

3	Education			
	D.III in Nursing Education	34	55,7	
	D.IV in Nursing Education	2	3,3	
	Ners	25	41,0	
4	Years as *Case Manager*	-	-	3,44 years ± 0,847
5	Experiences as *Case Manager*	-	-	3,44 years ± 0,847

Source: Primary data processed by the researcher (2024)

Table 2 presents the relationship between perceptions of self-skills and knowledge, role in the managed care organization, and the role function of nurse case managers.

Table 2. Relationship Between Perceptions and Role Function of Nurse Case Managers (n = 61)

Variable		Role Function						P
		Good		Poor		Total		
		F	%	F	%	f	%	
Perception of Self-Skills and Knowledge								
a.	Positive	26	81,3	6	18,8	32	100,0	0,001
b.	Negative	8	27,6	21	72,4	29	100,0	
Role in Managed Care Organization								
a. Active Role		28	70,0	12	30,0	40	100,0	0,005
b. Less Active		6	28,6	15	71,4	21	100,0	
	Total	34	55,7	27	44,3	61	100,0	

Source: Chi-square analysis results based on primary data (2024)

Among the 32 nurse case managers with positive self-perceptions, 81.3% had good role function. The chi-square test yielded a p of 0.001, indicating a significant relationship. Additionally, 70% of nurse case managers with active roles in the managed care organization demonstrated good role function, with a significant p of 0.005.

Table 3. Logistic Regression Analysis: Determinants of Nurse Case Manager Role Function (n = 61)

Predictor	B	OR	P	95% CI	
				Lower	Upper
Perception of Self-Skills & Knowledge	2,286	9,836	0,001	2.768	34.953
Role in Managed Care Organization	1,539	4,660	0,024	1.225	17.720
Constant	-1,928	0,144	0,000		

Source: Binary logistic regression analysis results based on primary data (2024)

Both predictors were statistically significant. The perception of self-skills and knowledge was the strongest determinant, with an odds ratio of 9.836. This means that nurse case managers with positive self-perceptions were 9.8 times more likely to perform their roles effectively.

1. Relationship Between Perception of Self-Skills and Knowledge and Role Function

Nurse case managers coordinate care pathways for patients with specific needs and integrate health and social interventions. Their role enhances service quality, patient satisfaction, and engagement while reducing costs by shortening hospital stays and avoiding unnecessary expenses. They play a crucial role in connecting various healthcare services and providing personalized care, particularly for patients with chronic conditions (De Luca et al., 2022).

Some nurse case managers still experience gaps in skills and knowledge, especially regarding leadership. Work experience can enhance these competencies. Perceptions of one's skills significantly influence case management effectiveness (Tahan & Campagna, 2010). Nurse case managers need both technical and interpersonal skills to provide effective care and must understand systems and best practices (Najamuddin, 2022).

Age affects self-perception, with younger individuals often feeling less experienced than their older counterparts. Gender also influences self-confidence, with women sometimes underestimating their abilities despite demonstrating greater emotional intelligence. Education significantly shapes these perceptions and is critical for nurse case managers (Armold, 2019).

2. Relationship Between Role in Managed Care Organization and Role Function

Nurse case managers guide patients through their healthcare journeys, acting as advocates and facilitators. They are responsible for assessment, planning, and evaluation to support optimal health outcomes. However, role confusion and stress can arise due to differing models and expectations in various clinical settings (Buchbinder, Shanks, & Kite, 2019).

Persistent role ambiguity among nurse case managers is attributed to evolving models, inconsistent definitions, and varying organizational expectations. This ambiguity can affect performance and job satisfaction, as case managers often navigate between cost-control objectives and patient advocacy roles (Roberts-Newman, 2024).

Nurses transitioning into case manager roles sometimes lack full understanding of their responsibilities, leading to job dissatisfaction and workplace tension. Issues such as professional identity, organizational dynamics, and balancing financial and advocacy roles are common.

Effective nurse case managers must coordinate care, manage costs, and utilize resources efficiently while maintaining high-quality patient care. Although terms like care management and care coordination are often used interchangeably, the role of the nurse case manager remains essential in healthcare delivery (Susilaningsih, Dayfi, & Yudianto, 2018).

The transition from nurse to case manager involves complex interactions among patients, healthcare providers, and organizational structures. Factors such as age, experience, gender, and education influence successful transitions. Higher education and professional certification are critical for effective care coordination. King's Goal Attainment Theory can provide a valuable framework for facilitating collaboration within complex healthcare systems (Smith, 2019).

Conclusion

This study found that the role function of nurse case managers is significantly influenced by their perceptions of self-skills and knowledge, as well as their role in the managed care organization. Improving these aspects can enhance the effectiveness of nurse case managers in public hospitals, particularly in Aceh Province. For future

research, it is recommended to explore additional variables such as leadership style, interprofessional collaboration, institutional support, and cultural factors that may also affect the role performance of nurse case managers. A qualitative or mixed-methods approach could provide deeper insights into contextual barriers and personal experiences that influence the effectiveness of case management implementation in diverse healthcare settings.

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