

IMPLEMENTATION STRATEGY OF NURSING CARE PLAN DOCUMENTATION SYSTEM AND NURSE SERVICE QUALITY AT PANCARAN KASIH HOSPITAL MANADO

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Abstract

Nurse who is not exceling in giving the service to the patient is also called "Nursing Error" as a failure of the nurse to complete a planned action or use of a misplaced plan to achieve a goal. Data shows that Indonesian patients seeking treatment at Lam Wah Ee Hospital Malaysia reached 12,000 per year or about 32 patients per day. Community demand to get professional nursing service is the most important health service agenda. Nurses need to document all forms of nursing care provided by recording or documenting.

The purposes of this study are to analyze different strategies in implementating the comprehensive nursing documentation and the difference of nurse service quality before and after treatment, to analyze the relationship of the implementation strategy of nurse documentation on comprehensive nursing care with the improvement of nursing quality service before and after treatment.

This research using Pre Group One Experiment Pre-post test design, population was 100 people and the sample was 30 people. Data analysis used Wilcoxon Sign Rank Test, Chi Square and Fisher Test.

The results showed that documentation before and after treatment using Wilcoxon test $p \leq 0,05$ that is $p = 0,003$, service quality before and after given treatment $p \leq 0,05$ ie $p = 0,000$, and chi square test that is used to see correlation of documentation strategy with quality of service before treatment $p \leq 0.05$ ie $p = 0.000$ as well as Fisher test is used to identify relationship of documentation strategy with service quality after treatment $p \leq 0,05$ ie $p = 0,000$.

The conclusion of this study are, there is a significant different between documentation before and after treatment; also concerning the service quality, there are significant differences before and after treatment; as well as the relationship between documentation strategy and service quality before and after treatment.

Pancaran Kasih Hospital needs to improve a comprehensive documentation system.

Key words: Comprehensive Documentation of Nursing Services

INTRODUCTION

Hospital is an organization formed as the fulfillment of the community demands who began to realize the importance of healthy living. Nurses as the largest human resources available in health services, hospital in this case is required to provide optimal services. The demands are high, considering rapid development of science

and technology. In the era of globalization, nurses face the challenge of a free market system, where competence and professionalism are prerequisite in order to survive in the world of health services.

Nurses at Mando Pancaran Kasih Hospital are not yet giving their best effort to provide the best serive towards their patients. The nurse who is not primed in

giving the service to his patient is also called "Nursing Error" as a failure of the nurse to complete a planned action or use of a misplaced plan to achieve a goal, but not including deliberate action or indiscriminate acts that could bring harm to the patient. The nurse considers documentation as confusing and inconvenient, with overlapping duties and responsibilities, with no standardized assessment forms and no nursing care documented agreement from the hospital.

Not all nurses in the hospital provide optimal care towards their patients and it has resulted complaints that makes dissatisfaction of patient in nursing services even though the nurses feels that they have given the best services to the patient and impacted to the hospital's income as well as the faulty plan to achieve a goal, but not including deliberate actions or indiscriminate acts so as to harm the patient.

People's view on the quality of service in Indonesia is decreasing, Patients from Indonesia who seek medical treatment abroad continue to increase. Data from the website mentions in Singapore every year about 300,000 International patients come for treatment and 7200 people are Indonesian citizens (Communication Doctor Indonesia edition May 13, 2009). Other data mention the number of Indonesian patients seeking treatment at Lam Wah Ee Hospital Malaysia reached 12,000 per year or about 32 patients per day. Number of visits at Adventist Hospital Malaysia have reached 14,000 or about 38 patients per day. Patients from Aceh and surrounding areas reported at least a thousand patients seeking treatment to Penang Malaysia for excellent health care.

This trend occurs because they were dissatisfied with health services provided by hospitals in Aceh and surrounding areas (Serambi on line 14 July 2007). High interest towards foreign medical providers such as in Malaysia and Singapore due to the factors of facilities and the quality of service provided has met the expectations of the patients. Around year 2012, Pancaran Kasih hospital experienced a period of crisis where patient visits in July was 925, August was 832 and September was 732. It happens because since 2008 professional services of the doctors and nurses were not paid properly by the hospital management (manado.tribun.com). This had an impact on patient service and data shows a decrease in visits for each month. Documentation of Nursing System at Pancaran Kasih hospital Manado also makes the nurse confuse and the complexity of point by point regarding the documentation, either the assessment, nursing diagnoses, intervention or evaluation. Therefore, nurses have not done the documentation properly.

Pancaran Kasih hospital is currently trying to improve its service in line with its motto "is Called to Serve". Until now the hospital continues evaluating and improving, although there are still complaints made by the patients as users of services.

Nursing is a form of professional service that has a paradigm or nursing model that includes four components, namely: human, health, environment and nursing (Marlyn A.R) in Alligood & Tomey (2006). Health workers such as nurses are the key to the successful achievement of health development goals. Nurses as health workers who first meet with patients will be

the first to know the state of the patient. Patients who come with various complaints will experience emotional problems.

Documentation of the nursing care process is a display of behavior or performance of nurses in implementing the process of nursing care to patients during hospitalized patients. The quality of nursing documentation can be seen from the completeness and accuracy of writing down the nursing care process given to the patient, which includes assessment, nursing diagnoses, action plans and evaluation (Nursalam, 2008).

The public demand to get professional nursing services is the most important health service agenda. In order to achieve an optimal service, it needs a professional nurse staff. The nurse's professionalism at work can be seen from the nursing care provided to clients who are being treated. Nurses need to document all forms of nursing care provided through the recording or documentation. This is done as a form of professional and legal responsibilities towards the client he or she cared for. In developed countries, documenting systems of nursing care are made in line with the development of science and technology and done professionally. But, in some developing countries, such as in Indonesia, only a few hospitals provide the information system. Documentation of nursing care is done manually, takes a lot of time, thoroughness and diligence. To build information system based on computer technology, the hospital must spend a lot of money. In addition to funds, professional human resources are required to operate the system.

According to Nursalam (2011), the quality of service is the degree of services

provided efficiently and effectively in accordance with professional standards. Service standards are implemented thoroughly in accordance with the needs of patients, utilizing appropriate technology and research results in the development of health services or nursing to achieve optimal health.

Based on the survey and interviews with the head of nursing division and some nurses at Pancaran Kasih hospital Manado, the implementation of the documentation system has not been optimal because the nurses have not understood the comprehensive nursing documentation and based on that problem, the researchers conducted a research on "A Comprehensive Nursing Documentation Implementation Strategy with Quality of Nurse Service at Pancaran Kasih hospital Manado".

RESEARCH METHOD

This research design used quantitative method that is pre-experimental one group pretest post test design, which the researcher give pretest to group which will be given treatment to. Then the researchers do the treatment, after the treatment, the researcher gives post test (Nursalam, 2008, Arikunto,2010). This research is in the treatment group to prove the relation of training giving in strategy of implementing comprehensive documenting system of nursing care with the improvement of nurse service quality at Pancaran Kasih hospital Manado. Time and place of research was conducted from August until September 2017 at Pancaran Kasih hospital Manado. The population of this study is nurses who served in the inpatient care unit of Pancaran Kasih

hospital Manado. Nursing population for treatment group in inpatient room at Pancaran Kasih hospital are 100 people. The sample used in this research were 30 nurses representing each room using nursing technique proportionate stratified random sampling (balanced sample). The data required in this study was obtained using questionnaires and observation sheet. Data collection on a comprehensive nursing documentation system with nursing services before and after the training was conducted by filling out the questionnaires, giving the check mark (√) on selected columns.

The instruments used in this study were questionnaires and observation sheets. Observation sheet is used to measure the Implementation of Comprehensive Nursing Documentation System that Good is for 75-100%, and Less Good for ≤ 74%, and Questionnaire Sheet for Nurse Service Quality consists of 20 Statements with Good Criteria for 76-100%, and Less Good for ≤75%.

Analysis of research data using SPSS software. Data analysis used statistical test Wilcoxon Sign Rank Test to analyze the Influence of Pre and Post test Documentation, the quality of Pre Post Test Service and Chi Square. It is also used on the relationship between implementation Strategy of comprehensive nursing documentation system on improving nurses' services and sing level of significance $\alpha \leq 0.05$.

RESULT AND DISCUSSION

Result

Characteristics based on Age of Respondents

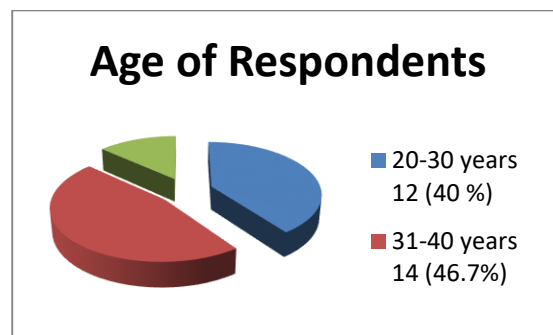


Figure 1 Distribution of Respondents by Age of Respondents, at Pancaran Kasih Hospital Manado in August-September 2017

Based on figure 1, 14 (46.7%) of 30 Respondents mostly with age 31-40 years..

Characteristics Based on Respondent's Education

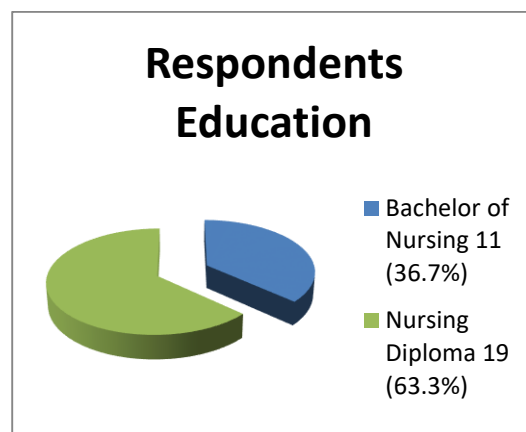


Figure 2 Distribution of Respondents based on Respondent's Education, at Manado Pancaran Kasih Hospital August-September 2017

Based on figure 2,19 (63.3%) of 30 respondents earned Nursing Diploma.

Characteristics based on the Respondent's Working Length

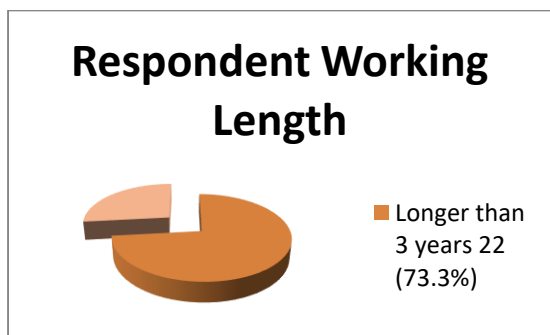


Figure 3 Distribution of Respondents based on Respondents' Working Length at Pancaran Kasih hospital Manado in August-September 2017

Based on figure 3, 22 (73.3%) of 30 respondents mostly with a working period of more than 3 years.

ANALYSIS OF UNIVARIAT

Univariate Analysis on Documentation before Treatment

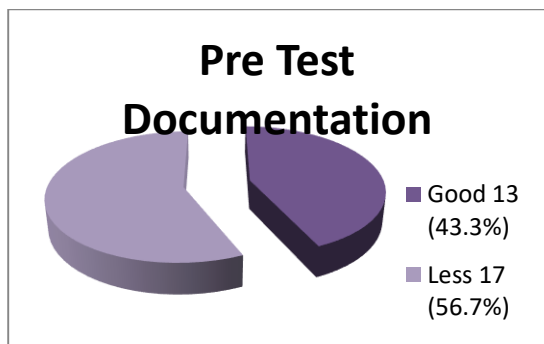


Figure 4 Distribution of Respondents based on Documentation of Respondents before treatment, at Pancaran Kasih Hospital Manado August-September 2017

Based on figure 4, 17 (56.7%) of 30 respondents mostly with less documentation.

Univariate Analysis on Documentation after Treatment

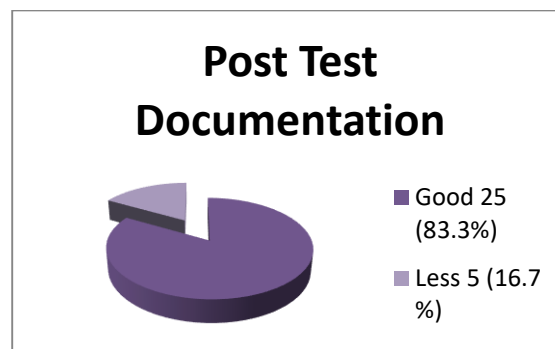


Figure 5 Distribution of Respondents based Documentation of Respondents after treatment, at Pancaran Kasih hospital Manado in /August-September 2017

Based on figure 5, 25 (83.3%) of 30 respondents mostly with less documentation.

Univariate Analysis of Quality of Service before Treatment



Figure 6 Distribution of Respondents based on Documentation of Respondents before being given treatment, at Pancaran Kasih hospital Manado in August-September 2017

Based on figure 6, 18 (60%) of 30 respondents mostly with less service quality before the treatment.

Univariate Analysis of Quality of Service after Treatment

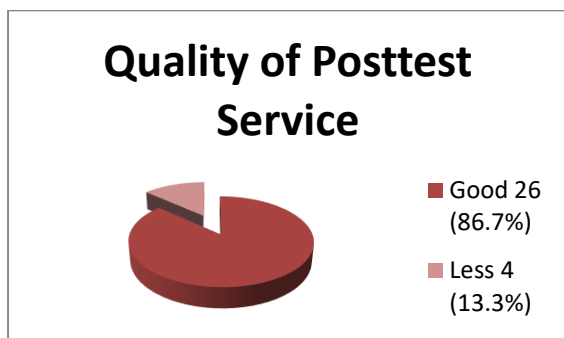


Figure 7 Distribution of Respondents based on Respondents' Quality of Service after treatment, at Pancaran Kasih hospital in August-September 2017

Based on figure 7, 26 (86.7%) of 30 respondents of service quality after the treatment mostly with good service quality.

BIVARIATE ANALYSIS

Table 1 Differences Analysis of Implementation Strategy Documentation before and after Treatment at Pancaran Kasih hospital Manado in August-September 2017.

	n	Median (Minimum-Maximum)	Standard Deviation	P
Documentation before treatment	30	1 (1-2)	0,579	0.003
Documentation after treatment	30	2 (1-2)	0,379	

Based on table 1, the data analysis using Wilcoxon Sign Rank Test shows that there are 2 people perform poor documentation, 14 respondents are fair and 14 respondents are better. The significance

value is 003, which means less than α 0.05. Thus, it can be concluded that there are meaningful differences in documentation before and after the treatment.

Table 2 Analysis of Service Quality Differences before and after Treatment at Pancaran Kasih hospital Manado in August-September 2017.

	N	Median (Minimum-Maximum)	Standard Deviation	P
Quality of Service before Training	30	1(1-2)	0,498	0.000
Quality of Service after Training	30	2 (1-2)	0,346	

Based on table 2, the data analysis using Wilcoxon Sign Rank Test indicates that there is 1 person performs low rating on service quality, 14 Respondents are fair and 15 respondents are better. The significance

value is 0,003m which means less than α 0.05 Thus, it can be concluded that there are significant differences in service quality between before and after the treatment.

Table 3 Analysis of Strategic Implementation of Comprehensive Documentation of Service Quality before Treatment at Pancaran Kasih hospital Manado in August-September 2017.

		Quality of Service				<i>P</i>
		Less		Good		
		n	%	n	%	
Documentation	Less	15	50	2	6.7	0,000
	Good	3	10	10	33.3	

Based on Table 3, the data analysis using Chi Square showed that the less nursing documentation resulted the client perception on the less service quality is 50%, and ood documentation quality, there were 33.3% perception of the client. The statistic test shows that the value of

significancy 0,000, so it can be concluded that the value of $p \leq 0.05$ means there is relationship between a Comprehensive Documentation Implementation Strategy Implementation and the quality of Service Before Treatment.

Table 4 Relationship between Strategic Implementation of Comprehensive Documentation and Service Quality after Treatment at Pancaran Kasih Hospital Manado in August-September 2017.

		Quality of Service				<i>P</i>
		Less		Good		
		n	%	n	%	
Documentation	Less	4	13.3	1	3.3	0,000
	Good	0	0	25	83.4	

Based on Table 4, analysis of data using Chi Square shows that the test is categorized less below five of the expected value, so there are 75% using the alternative test that is Fisher test results show that good documentation resulting perception of the client on good service quality is 83.4%. The statistic test shows that the value of $p \leq 0.05$ significancy value is 0,000 for Exact sig. (2 sided), it can be concluded that there is a relationship between the Comprehensive Documentation Implementation Strategy and the Quality of Service after Treatment.

DISCUSSION

Implementation of Documentation Strategies before and after Treatment.

Data analysis using Wilcoxon Sign Rank Test showed that there were 2 people with low in documentation factor, 14 Respondents were fair and 14 Respondents were better, and significance value 0,003 which means less than $\alpha 0,05$, so it can be concluded that there is significant different in documentation factor, before and after treatment. This study is in line with the

research conducted by Supratman and Utami YW at Dr. Moewardi hospital, stated that documentation found in the good assessment of 62.5% and on the nursing diagnosis is still found 50% bad, as well as on the action plan nursing 62.5% bad. It is also similar to research results achieved by Siswanto et al, who conducted research in Inpatient Installation Room 71.6% that found incomplete documentation. The characteristics of professional nurses in the future in providing nursing services are: able to communicate in complete, accurate and fast manner, meaning every communication (oral and written) with colleagues or with other health professionals. The nurse should give his/her opinions and thoughts and receive the opinions of other nurses whenever he/she sees the nursing documentation, so that his/her opinions and thoughts can be delivered properly, the nurse needs writing skills. The complexity of nursing care and its improvements are not only required to improve the quality of nursing care, but are required to be able to documenting properly (Nursalam, 2008). According to Ali (1997), the nursing process is a method of scientific, systematic, dynamic and continuous nursing care in order to solve patient / client health problems, starting from the assessment (data collection, data analysis, and problem determination) of nursing diagnoses, implementation, and assessment of nursing actions. According to Marquis and Huston (2006) and Fisbach (1991), the duty of nurses is to document nursing care completely. This research shown by giving them training, which is seen from the definition is short term education process using systematic and organized procedure, where the training

activity is an activity designed to develop human resources through a series of identification activities, assessment and learning process. This research shows that it improves organizational performance issues such as effectiveness, efficiency and productivity. Research conducted by Mangole et al stated that nurses who do complete documentation are 66%. So, the provision of training, gives a positive impact on the behavior of nurses on documenting nursing care. Nurses at Pancaran Kasih hospital Manado at the beginning of the meeting are still documenting starting with a simple and general assessment, and the same for all rooms, so that documentation is not focused on client issues that impact on the delivery of nursing actions. So, rarely do the evaluation actions where the nurse's lack of documenting and unavailability of assessment forms for each section, whether the assessment of children, internal and surgical diseases, prenatal, intranatal and postnatal mothers, as well as assessment of clients in emergency situations, strategies in the form of documentation training begin to provide study materials, nursing diagnoses, nursing orders and nursing implementation, the researchers prepare an assessment form for each section, and teach the nurses to fill in the form of assessment by the head of Nursing Division will be made a form assessment of the hospital. The nurses said they were very grateful for the assessment form because there were no standardized assessment forms at the hospital. The nurses were enthusiastic about documenting what they were taught.

Quality of Nursing Services before and after Treatment

Data analysis using Wilcoxon Sign Rank Test showed that there was 1 with low rating on service quality, 14 respondents were fair and 15 were better respondents, and significance value 0,003 which means less than α 0,05, so it can be concluded that there is meaningful different of service quality before and after treatment. According to Budiastuti 2002, the quality of nursing service is the quality associated with the provision of care that must be available, can be received thoroughly and sustainably. In line with the statement of Ministry of Health in 2008 that the nursing service is said to be qualified if the nursing service is provided in accordance with the established standard, to measure how well the service quality is required indicator clinic nursing service quality. Sedarmayanti (2000) stated that good nursing service quality means patients get fast service, proper diagnosis and therapy, good hospitality, fast administration service and reasonable cost. The research done by Kasim & Abdurrouf found 62.2% good service quality at Sunan Kalijaga Demak hospital. Providing services in the field of nurses' health skills to improve the quality of service is the aspiration of the nurses at Pancaran Kasih hospital Manado. During the activities run by the nurses, in addition to providing services on the basis of the hospital's motto "to serve with love", friendly attitude and trying to meet all the needs of clients in the fulfillment of his health is not enough, doing service activities comprehensively in nursing care plays an important role in improving client's perception on the quality of nursing service in this hospital.

Comprehensive Documentation Implementation Strategy with Quality of Service before Treatment

Analysis of data using Chi Square showed that less nursing documentation resulted less perception of client on service quality that is 50%, also in good documentation quality there is good client perception only found 33.3%. In the statistical test shows that the significance value of 0,000, so it can be concluded that the value of ≤ 0.05 means there is a relationship between Strategy Implementation of Comprehensive Documentation and the quality of Service before Treatment. Quality assurance (quality of service), recording of client data completely and accurately will facilitate nurses in solving client's problems. According to Gibson, et al in Hutasoit, (2011), service is an activity desired by consumers or clients or work done for others. This research activities conducted by nurses on the documentation is still based on what has been determined by the hospital so far, the desired activities of the client in the form of continuous service delivery and no excuse of not knowing or forget when doing action service to the client, where the part in it is the nurse attention. The lack of attention of the nurses leads to the assumption of the client being ignored. In this case, it can be overcome by nurse communication through correct documentation. So far, documenting has been done in the form of simple documentation done by nurses since working in this hospital, in fact the head of nursing section and nurses have realized the importance of comprehensive documentation, with the demand of accreditation of hospital nurses have

strongly determine to make changes within hospital where they work in nursing service, the noble task in accordance with the motto of the hospital, to serve with love does not have a positive impact on the client's assessment of the service quality of the hospital, but with the limitations of its human resources with 36.7% Ners education, even facilities in the form of a specific nursing assessment form, establishing nursing nursing diagnoses is still difficult to follow the requirements of making a proper nursing diagnosis and the unavailability of facilities that can facilitate nurses in documenting diagnose, where the hospital only focused on nursing issues, at the implementation of nursing activities as the service to the client, which do not support the continuous implementation of this simple documentation program.

Comprehensive Document Implementation Strategy after Treatment Service Quality

Analysis of data using Chi Square shows there is 75% of the test which is less than five of the expected value. Therefore, it is used an alternative test that is Fisher test results show the results of good documentation results in client perceptions on good service quality of 83.4%. The statistic test shows that the value of $p \leq 0.05$ significancy value is 0,000 for Exact sig. (2 sided), it can be concluded that there is a relationship between the Comprehensive Documentation Implementation Strategy and after Treatment Service Quality. According to Nursalam, through nursing documentation will be seen how far the role and function of nurses in providing nursing care to the client, it is useful for improving service quality, also according to Fisbach

1991 stated that Nursing Documentation is a systematic document that contains complete data, real and recorded not just about the level of morbidity of clients but also the type and quality of health services provided. Satrianegara 2012 also said that the basic requirement of good health service is that the service must be available in the community and continuous, meaning all types of health services needed by the community.

This research was conducted during training given to nurses at Pancaran Kasih hospital Manado that the contents of activity in the form of review about nursing process (assessment, nursing diagnoses, intervention and implementation and evaluation). This activity resulted in nurse feeling there is something new done, then just update the process of nursing, they have prepared a nursing assessment form for nursing, prenatal mother, intranatal mother, postnatal mother, emergency assessment, client assessment with internal diseases and surgical diseases, with the demand for hospital accreditation, make the hospital director in the field of nursing in consultation with the head of the hospital, Nursing responds quickly, this makes the clients treated feel cared for nurses, clients reviewed according to available assessments, served in accordance with nursing problems experienced, often nurses do communications both during the morning service, evening service, and night service because documentation activities, nurses often make communication and provide services optimally.

CONCLUSION

There were significant differences in documentation before and post-treatment.

There were significant differences in service quality before and post-treatment. There is a relationship between Reliable Strategy of Comprehensive Documentation Implementation and Service Quality before Treatment.

There is a relationship between the Comprehensive Documentation Implementation Strategy and the Quality of Service after Treatment.

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