

# Analysis of Nursing Care Documentation on the Performance of Nurses in the Inpatient Room of Muhammadiyah Hospital

## Ahmad Dahlan Kediri

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### ABSTRACT

**Background:** The behavior of a nurse related to performance is related to nursing tasks that must be carried out, this is the importance of recording nursing care documentation and improving nurse performance in health services. **Method:** This study aims to identify the analysis of nursing care documentation on the performance of nurses in the inpatient room at RSM Ahmad Dahlan, Kediri. The sampling technique used stratified random sampling to obtain a sample of 56 respondents. This type of research is quantitative using the Spearman rank test. Data collection using a questionnaire. **Results:** The results showed that of the 56 respondents, most of them had adequate nursing care documentation, 44 respondents (79%), most of them had good nurse performance as many as 32 respondents (57%). **Conclusion:** The results of the Spearman Rho statistical test have a significance value of  $<0.05$  with a significance result of 0.038, which means that it can indicate that there is a relationship between nursing care documentation and the performance of nurses in the inpatient room at RSM Ahmad Dahlan Kediri.

## I. Introduction

The hospital is one of the business entities engaged in health services and its main function is to serve people who need quality health services to achieve optimal performance (Depkes RI, 2006). One of the things that is done to improve quality health services is to increase compliance in documenting the nursing care process.

Documentation of nursing care has an important meaning in nursing in hospitals, the lack of compliance of professional nurses in documenting nursing care correctly and clearly according to standards can have an impact on accountability in legal aspects, quality of service, communication between health workers, educational references, and files/materials in the hospital. accreditation process. Nurses in carrying out nursing care are required to have intellectual, interpersonal, technical and moral abilities. This is done by nurses for 24 hours.

Documentation of nursing care uses a nursing process approach which consists of assessment, formulation of diagnoses, planning, implementation, and evaluation (Eddyman, Sanjaya, & Gunawan, 2016). Documentation standards are the most important thing in every nursing action, this is sometimes not realized by nurses (Olfah, 2016). Nurses' non-compliance in documenting nursing care can result in errors in providing nursing care and lack of evidence of responsibility (Nurman, 2013).

Lack of compliance in the documentation of nursing care can be proven. Indonesia in the implementation of nursing care from 10 nursing care documentation, namely assessment (25%), nursing diagnosis (50%), planning (37.5%), implementation (35.5%), evaluation (25%) (Indrajati, 2011).

Meanwhile, according to Purwanti's research (2012), the completeness of nursing documentation consists of only 53% of assessment, 61% of nursing diagnoses and planning and 75% of implementation and evaluation. In East Java in documenting nursing care is still low, it can be seen from the research of Ulum and Wulandari (2013) in that documentation is only filled with 70% meaning that nurses do not write down nursing care steps that have been done to patients.

According to Ramadini's research (2015) it was found that more than half (55%) of implementing nurses had poor performance and less than half (45%) of implementing nurses had good performance in documenting nursing care in the Inpatient Room of RSUD dr.Rasidin Padang in 2014. Research (Budianto, 2012) shows that the implementation of nursing care documentation in the Inpatient Room of the Faisal Islamic Hospital in Makassar is in the good category (70%), quite good (20%) and not good (10%).

The results of the researcher's preliminary study on October 19, 2019 at Muhammadiyah Hospital Ahmad Dahlan Kediri through interviews in 5 inpatient rooms. The results of interviews with the head of the room regarding documentation of nursing care, the head of the room said that there were some nurses who sometimes did not have time to do complete documentation due to the large number of patients, there were also when they did documentation they were confused in doing the documentation because the patient's name was the same.

The head of the room also said that when the nurse made a mistake in making notes in the documentation, she would immediately report and replace the sheet with the wrong note signed by the nurse, there was also when the patient was sent to the operating room the nurse did not complete the documentation and would continue when The patient has been transferred to the inpatient room.

Researchers also conducted interviews with 10 nurses on October 19, 2019 regarding the performance of nurses showing that many nurses had not completed the assessment format or nursing care format, including 4 people who said they did a general assessment, they did not conduct a thorough assessment (bio-psycho- socio-spiritual) and only collect data from patients and they rarely do physical assessments, 2 people said they made an intervention based on nursing diagnoses but it was incomplete, 2 people said they had forgotten to implement, 2 people said they rarely did an evaluation.

One method of assessing the performance of nurses is by looking at the standards of nursing care (Nursalam, 2011). The performance of nurses in providing nursing care services, namely assessment, diagnosis, planning, implementation and evaluation has reached the standards set by the Indonesian Ministry of Health (75.0%).

According to Kopelman, the factors that influence performance are personal/individual factors (knowledge, skills, abilities, motivation, commitment), leadership factors (quality in providing encouragement, enthusiasm, direction and support provided by managers and team leaders), system factors (work systems, work facilities or infrastructure provided by the organization, organizational processes and organizational performance culture) and contextual/situational factors (pressure and changes in the external and internal environment).

In improving the performance of nurses, especially in terms of documentation of nursing care, efforts are needed from the parties. There needs to be an awareness of each nurse's personal self to continue to improve skills and improve knowledge continuously by participating in both formal and informal training. In addition, a conducive, safe and comfortable work environment is needed.

## II. METHODS

The research design used in the research is descriptive. The population used in this study were all inpatient nurses, amounting to 56 nurses. The sampling technique used in this research is Stratified random sampling. The data collection tool in this study used a questionnaire which included questions about characteristics, documentation of nursing care and performance of implementing nurses in the form of a google check list form.

### III. RESULTS

Table 1 Characteristics of Respondents

Variable	N	%
Age		
<30 tahun	32	57%
30 – 40 tahun	24	43%
>40 tahun	0	0%
Education		
Health High School	0	0%
Diploma	33	59%
Bachelor	23	41%
Gender		
Man	13	23%
Woman	43	77%
Occupation		
Non civil servant	18	32%
Civil servant	0	0%
Contract employees	38	68%

Table 2 Characteristics of Variables

Variable	Percentage (%)		
	Good	Enough	Less
Nursing care documentation	12,0	79,0	9,0
Nurse performance	57,0	36,0	7,0

Table 3 Statistical Test Results

Correlations				
		Documentation Nurse Performance		
Spearman's rho	Documentation	Correlation Coefficient	1.000	.279*
		Sig. (2-tailed)	.	.038
		N	56	56
	Nurse Performance	Correlation Coefficient	.279*	1.000
		Sig. (2-tailed)	.038	.
		N	56	56

Based on table 3, the results of data analysis using the spearman rho statistical test with a significance value of the documentation and nurse performance variables are 0.038 with  $\alpha = 0.05$  which means  $<0.05$  then  $H_0$  is rejected and  $H_1$  is accepted and it can be concluded that there is a relationship between nursing care documentation and performance of nurses in the inpatient room of RSM Ahmad Dahlan.

### IV. DISCUSSION

#### Documentation of Nursing Care in the Inpatient Room of RSM Ahmad Dahlan Kediri

In a study conducted on 19 – 24 August 2020 at Ahmad Dahlan Hospital, Kediri, it was found that in the inpatient room of Ahmad Dahlan Hospital, there were most of them had sufficient documentation, namely 44 respondents (79%) and a small portion had less documentation, namely 5 respondents (9%).

Professional nursing care is an activity of carrying out nursing care to clients based on nursing knowledge and tips, being "humane", with a holistic approach, including biopsychosocial/cultural and spiritual, as well as orientation to the client's objective needs, in the form of scientific nursing practice (Kusnanto, 2004).

Nursing care documentation is written documentation containing complete, real data about all nursing process activities given to patients (Nursalam, 2011). Without correct and clear documentation, nursing service activities that have been carried out by a nurse cannot be accounted for in an effort to improve the quality of nursing services and improve the health status of clients (Hutahaean, 2010).

The results of the cross tabulation of age with nursing care documentation showed that most of the respondents aged <30 years, namely 23 respondents (41.1%) had sufficient nursing care documentation, namely 44 respondents (78.6%). Cross tabulation of gender with documentation of nursing care that most of the respondents were female, namely 35 respondents (62.5%) had sufficient documentation of nursing care, namely 44 respondents (78.6%). The cross tabulation of education with nursing care documentation showed that most respondents had DIII education, namely 27 respondents (48.2%) had sufficient nursing care documentation, namely 44 respondents (78.6%).

According to Siswanto (2013) is part of the quality of hospital services. Implementation of incomplete documentation can be influenced by individual characteristics, nurse characteristics that can affect documentation include age, gender, and education. In this study, nurses were found to be in the age range of 25-45 years. There are more female nurses (83.1%) than male nurses and a minimum of D3 nursing education. This can be interpreted that nurses are in a productive period and have sufficient provision of nursing education, where nurses should be able to work well in accordance with their duties. However, what can be seen in the field is that there are still many nursing care documentation that has not been filled out completely.

From the results of the research above, the researcher argues that the nursing process as a systematic way of providing nursing care to patients consists of five interconnected steps. The implementation of nursing care documentation at Ahmad Dahlan RSM mostly had sufficient documentation of care, namely 44 respondents (79%). Documentation is a means of communication between health workers from the results of observations, decisions, actions taken to patients.

Some of the factors that nurses do not do documentation of nursing care in full, one of the factors is the lack of supervision and control of nursing care documentation, lack of awareness of the importance of the nursing care documentation process. In addition, nurses feel that there is too much nursing care documentation, very few room nurses with a very large workload, making nurses rarely write complete nursing care documentation (Lestari, 2014).

The results of the analysis of the researchers concluded that all data showed that the implementation of documentation of nursing care was sufficient even though the objectives had not been achieved properly. So for nursing goals to be achieved properly there must be an increased awareness of the effective documentation process and the implications of inappropriate documentation.

### **Nurse Performance in the Inpatient Room of Ahmad Dahlan Hospital, Kediri**

In a study conducted on 19-24 August 2020 at Ahmad Dahlan Hospital, Kediri City, it was found that in the inpatient room of Ahmad Dahlan Hospital there were most of them had good nurse performance, namely 32 respondents (57%) and a small portion had poor performance, namely 4 respondents. (7%).

According to Okaisu (2014) Performance comes from the translation of the word performance (English) which means the result of work (work presentation). According to Triwibowo (2013) the performance of nurses is a form of professional service which is an integral part of health services. Caring for the sick has existed since ancient times based on instinct and experience. In the nursing care system, performance can be interpreted through the compliance of nurses according to standards. For this assessment, standard assessment methods and instruments were used by the Ministry of Health of the Republic of Indonesia in 2005.

The results of the cross tabulation of age and nurse performance showed that most of the respondents aged >30 years, namely 19 respondents (33.9%) had good nurse performance, namely 32 respondents (57.1%). The cross tabulation of gender with nurse performance shows that most of the respondents are female, namely 24 respondents (42.9%) have good nurse performance, namely 32

respondents (57.1%). The cross tabulation of education with nurse performance shows that most of the respondents have DIII education, namely 21 respondents (37.5%) who have good nurse performance, namely 32 respondents (57.1%).

From the above study, the researcher believes that the performance of nurses in the inpatient room at RSM Ahmad Dahlan tends to be low. This can be caused by various factors. The first factor could be the level of education. Most of the nurses are still educated DIII Nursing (59%). This is very influential on the performance of nurses. The second factor is the employment status factor, most of the inpatient room nurses at RSM Ahmad Dahlan still have contract status (68%).

The performance of nurses in the sufficient category can be seen from the age of the respondents between 27-29 years (42.4%). According to Pirngadi (2003) in Hidayat (2013), this situation shows that as a person ages, the quality of their performance increases by acting more carefully and having a higher sense of responsibility in carrying out their duties. The age of 20-30 is a productive age where they are very motivated to do work according to their profession and are able to think critically in carrying out a task, so they are more aggressive in acting in providing services because of self-motivation to improve work performance (Dewi & Utama, 2016).

According to Notoatmodjo (2015) in addition, the performance of nurses in the moderate category can be influenced by educational background and a person's tenure will affect the ability to fulfill their needs according to the level of fulfillment of different needs. The main key in improving the quality of health services is nurses who have high performance. The work behavior (performance) produced by nurses cannot be separated from the factors that influence it.

### **The Relationship between Nursing Care Documentation and Nurse Performance**

Based on the results of the research on cross tabulation between variables, it can be seen that of the 56 respondents who stated that the nurse's performance was mostly in the good category, 32 respondents (57%) and 56 respondents who stated that the nursing care documentation was in the sufficient category and most of the nurses' performance was in the good category. good, namely 25 respondents (44.6%).

Based on the results of the Spearman Rank statistical test using Spearman Rank correlation analysis, the results obtained p value of 0.038 ( $<0.05$ ), this means that  $H_1$  is accepted, which means that there is a relationship between nursing care documentation and the performance of nurses in the inpatient room at RSM Ahmad Dahlan, Kediri. The result of the correlation value is 0.279, which means that there is a strong relationship between nursing care documentation and the performance of nurses in the inpatient room at RSM Ahmad Dahlan, Kediri.

The same study by Widodo (2016) stated that most of the nurses' performance was not good in documenting the nursing process by 67.8%. However, the results of a different study by Sutrisno (2017) showed that the performance of nurses was in the good category at 76.1% (54 people). That the performance of nurses in documenting nursing care is still low due to the high workload of nurses.

In the opinion of Triyana (2013) that nurse performance is work behavior displayed by nurses in providing nursing care to patients. Nurses have the responsibility and task of carrying out nursing care documentation systematically and accurately so that the patient's needs are met.

Based on the results of this study, at RSM Ahmad Dahlan, Kediri, the researcher assumed that there was sufficient performance in documenting nursing care as well as producing sufficient documentation with evidence of a relationship from the results of statistical tests. There is a lack of performance in documenting nursing care that is lacking. Assuming that the performance of nurses in documenting nursing care is still low, this is because the high workload of nurses will affect the performance of a nurse in documenting nursing care.

According to Nursalam (2015) the performance of nurses in carrying out nursing care is an effort to improve the quality of nursing services provided in the form of nurse performance and based on high abilities so that performance supports the implementation of tasks in nursing services. Three factors that affect the performance of nurses in nursing care documentation are: individual factors, psychological factors and organizational factors. Individual factors include abilities and expertise. Psychological

factors include perception, attitude and personality, learning, and motivation, while organizational factors include leadership, rewards, and structure.

The results of this study also prove that nurses who have high motivation will have good performance because they are enthusiastic and do not think that documenting nursing care is a boring routine. There are still a small number of nurses who have poor performance due to low motivation

## V. CONCLUSION

Documentation of nursing care in the inpatient room at RSM Ahmad Dahlan, Kediri City, it is known that from a total of 56 respondents, most of the respondents had sufficient documentation, namely 44 respondents (77%).

The performance of nurses in the inpatient room of RSM Ahmad Dahlan, Kediri City, it is known that from a total of 56 respondents, most of the respondents have good nurse performance, as many as 32 respondents (57%).

There is a relationship between nursing care documentation and the performance of nurses in the inpatient room at RSM Ahmad Dahlan, Kediri City.

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