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Analysis of The Study of The Supervision of Nursing Room In The Implementation of Nursing
Supervision

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Abstract

The Covid 19 pandemic has an impact in all sectors, especially the Health Sector such as Hospitals. Hospitals as a place of reference for patients with confirmed Covid 19 who experience complaints about their health, the accumulation of Covid 19 patients who will be hospitalized often have to wait a few days in the emergency room to get a room in the hospital. Preparing rooms for Covid 19 patients must be supported by the availability of superior human resources and good nursing management functions as well. The quality of service needs to be monitored continuously by optimizing the supervisory function of the head of the room and the orphans through nursing supervision. The purpose of this analysis is to determine the usefulness of the nursing room supervision function in this case by implementing nursing supervision. The use of the method of action in this analysis aims to develop new skills or new approaches and apply them directly and review the results. The assessment is carried out by approaching 8 nursing management functions, organizing functions, personnel, directing, supervision, care management, logistics management, quality assurance programs and patient safety. From the results of the study, it was found that some of the nursing management issues were the most priority not yet optimal in the implementation of the supervisory activities of the head of the room and the team leader. Preparation of the supervision schedule according to the agreement of the head of the room and the head of Sulaiman 4 room team, making the supervision format. Preparation of the supervision schedule according to the agreement of the head of the room and the head of Sulaiman 4 room team, making the supervision format.

Keywords: Supervisory Function; Nursing Room; Nursing Supervision

PRELIMINARY

Nursing is a form of professional service that is part of the health service system based on knowledge, this service is manifested in a comprehensive form of services including bio, psycho-social and spiritual guidance given to individuals, families and communities both in a healthy state and in a sick condition covering all the process of life from human birth to death.¹

The activity of providing nursing services to individuals, families, groups or communities is the meaning of nursing, quality nursing management will produce quality nurses so that the nursing services provided will also be of quality. Because good service quality is currently a top priority for community demands for health services. Good quality services will assure patients of protection and legal certainty for both patients and nurses themselves. Quality service quality will further improve the health status of patients.²

One of the functions of nursing management, namely the supervisory function, plays a very important role in improving the quality of nursing services where through monitoring activities, in this case, is carried out by monitoring and evaluation through nursing supervision. Through supervision activities, it is expected to solve problems as soon as possible against deviations, mistakes and failures from the expected goals. In addition to being a means of problem-solving, supervision activities are also an activity to guide and motivate. Through nursing supervision activities will increase nurse productivity.^{3,4}

Nursing management is a form of science and art in managing nursing resources that are dynamic, proactive, efficient, effective and rational in running an organization by implementing a nursing management process to achieve a goal and objectivity in nursing care and nursing services. Nursing management in which there are activities in the form of organizing, manpower management, direction, supervision, care room management, logistics management, nursing quality assurance programs and programs, patient safety, is an integral part of providing services. Through this nursing management process, the objectives of nursing services and the objectivity of nursing care in health facilities can be realized.⁵

The supervisory function is an activity in nursing management that aims to find and correct important deviations in nursing care service activities in a health service. The implementation of supervision through supervision is planned in a systematic, measured, planned, and documented manner. The supervisory function in nursing management is indispensable to provide control and limitation for implementing nurses in providing nursing care to patients so that the goal of achieving excellent and quality service can be achieved. Supervision is a form of the process of implementing the supervisory function in nursing management in its implementation remains oriented towards patient-focused services (Patient Center Care).⁶

The supervisory function, in this case, is carried out through nursing supervision which is a very important managerial activity. Through supervision, the implementation of the supervision

function can run well to improve service quality and performance. Regular and scheduled supervision will support planned activities and expected goals.⁵

Nursing supervision is a continuous process of activities carried out by the leader to know the extent of the level of knowledge, skills, creativity and compliance with the procedures performed by the nurse under him. Nursing supervision is also useful for exploring the quality and ability of nurses through support, direction, observation, guidance, and motivation.⁷

Nursing care is a series of activities to provide direct nursing practice to patients in various health facilities by referring to the existing rules of the nursing profession. Nursing care standards are one of the references to the quality of nursing care provided to patients. The quality and quality of a hospital is also supported by quality nursing care standards.⁸ Nursing care standards according to the Ministry of Health of the Republic of Indonesia in 1998 included the stages of the nursing process, namely assessment, diagnosis, nursing planning, nursing implementation and evaluation.⁹

Nursing care standards can be used as a determinant of the success and quality of nursing care. The provision of quality nursing care must be following the established standards of the nursing profession. Nursing care services are used fairly, efficiently, effectively and safely for patients and nurses as satisfying service providers. Social, economic, cultural, religious, ethical and values aspects in society are considered and used to assess the quality of nursing services by using nursing care standards. Nursing care standards are also used to maintain and improve service standards in health facilities.¹⁰

Roemani Muhammadiyah Semarang Hospital is a private hospital in the middle of the city of Semarang that provides health services that aim to improve health status and is always oriented to the interests of the community. The health services provided are always balanced with the dedication to the surrounding community. Roemani hospital strives to create a solid organization and management-oriented towards quality services for the community. So that the process of repair and improvement is carried out in various aspects of services and facilities and infrastructure.¹¹

To realize an increase in the quality of service at the Roemani Muhammadiyah Hospital in Semarang, the field of care organizes nursing supervision. Nursing supervision that is carried out in the field of care is the supervision of nursing services in general and the area of supervision of all units under the field of care. Meanwhile, supervision of the treatment room has been carried out but the implementation has not been optimal. Supervision of the ward is only carried out once a month and there is no schedule for the implementation and documentation of the implementation of supervision.¹²

METHOD

The method used is the action method, which is a method that aims to develop new skills or new approaches and is applied directly and the results are reviewed. Where this analysis is prepared based on the assessment of 8 nursing management functions, namely the function of organizing, personnel, directing, monitoring, care management, logistics management, quality assurance

programs and patient safety. The results of the assessment in the Sulaiman 4 room based on the 8 nursing management functions found 5 problems, namely: Not yet optimal implementation of supervision activities of the head of the room and the team head, the implementation of nursing care is not following the SPO, Lack of manpower needs, the number of completeness of documentation is still low, the drill is still low in The last 3 months. Of the 5 problems above, the priority order of the problems according to the HANLON theory and the joint agreement of the Head of Sulaiman Room 4 is that the problem of not optimal implementation of the supervisory activities of the head of the room and the team leader is considered very important and needs immediate resolution. From the problem that the implementation of the supervision activities of the head of the room and the head of the team has not been optimal, the action taken is to refresh again about the supervision through the Small Group discuss an activity, preparation of a supervision schedule according to the agreement of the head of the room and the head of Sulaiman 4 room team, making the supervision format. The results of the actions carried out by SGD which were carried out on December 7, 2020, attended by 19 participants consisting of 15 nurses (head of the room, head of the team and implementing nurses), 4 other inpatient heads, the schedule for the supervision of the Team Leader and Head of the Team was made on 8 December 2020,

DISCUSSION

Roemani Muhammadiyah Semarang Hospital is one of the health facilities that have the vision to create a global quality hospital in 2030 with the application of the latest technology based on Islamic values. Based on the results of the assessment carried out in Room Sulaiman 4, it has provided nursing services as required in the SNARS 1.0 Accreditation, but these efforts have not been running optimally, because it is still in the refinement stage. This can be seen from the results of the analysis of the problems found by students during the application practice, namely:

1. Not yet optimal implementation of supervisory activities for the head of the room and head of the team
2. Implementation of nursing care is not following the SPO
3. Lack of personnel needs
4. The number of documentation completeness is still low
5. The drill is still low in the last 3 months

The problems found have been taken based on an agreement with Sulaiman 4 and the supervisor of Roemani Muhammadiyah Semarang Hospital, by sticking to the theory of applying the problem, namely the HANLON theory. Every intervention that is made and implemented is an effort that is considered the most effective in adjusting the needs of the problem and being able to answer existing problems. Description of the discussion of the interventions carried out which is taken from the main problem, namely the not yet optimal implementation of the supervisory activities of the head of the room and the head of the team.

Supervision is an active process of directing, guiding and influencing the results of individual task performance, in this case, the executive nurse as an individual who is supervised. Direct supervision is carried out by the Head and Team Leader to find problems as early as possible so that the resolution can also be faster and more effective.

Clinical Supervision needs to be carried out in a programmed, scheduled manner, and not to look for errors or deviations. Supervision is also carried out, especially in providing guidance and direction to improve the understanding of the nurse in carrying out their duties and responsibilities in providing services

From the results of observations made by practical application students during the implementation of nursing clinical supervision activities in Sulaiman Room 4, it was found that the team had carried out supervision following the existing SPO of supervision. However, some things need to be improved, namely when:

a). Assessment

The Head of the Room and the Head of the team are expected to be able to schedule a scheduled and continuous nursing supervision so that all the nurse administrators can know

b). Preparation

Before carrying out the scheduled supervision, the head of the room/head of the team should first orientate or convey the material about the supervision that will be carried out.

c). Implementation

The head of the room, head of the team in carrying out direction and guidance are expected to have the ability to express questions that lead to the nurse's awareness of the benefits obtained. Because whatever is done on the occasion of the team and the centre of efforts to gain new awareness, insight and identify goals

d). Evaluation

When conducting the evaluation, it is hoped that the head of the room, head of the team will be able to carry out supervisory assessments, provide feedback and clarification as well as reinforcement on the achievement of the progress of the implementing nurse and follow up for improvements.

Some of the results of research that have been conducted by other researchers related to supervision and its benefits are increasing nursing care and documentation aimed at achieving patient satisfaction levels.

The results of Imalah and Khusnia's (2010) research can be concluded Discharge planning is one of the indicators of sustainable nursing services which, if done properly by nurses, will be able to improve the quality of nursing services and patient satisfaction. One of the influencing factors is the leadership of the head of the room, especially in the function of directing the nurse when carrying out discharge planning. The directive function carried out by the head of the room is in the form of providing motivation, supervision, and conflict management.¹³

Andriani's research (2017) shows the results of a survey on 20 March 2016 in the internal, surgical, and child inpatient room at RSI Ibnu Sina Bukittinggi on 10 documenting physical examinations with only 3 documentation, the diagnosis written from the time the patient enters to the home only uses 1 diagnosis. And filling out the intervention was only filled in 2 documentation. The results of the analysis showed that more than half (53.3%) of the head of the room carried out supervision and documentation which was done completely and incompletely, the same amount (50%) was carried out by the executive nurse.

The results of the bivariate analysis with chi-square were obtained ($p = 0.021$), it can be concluded that there is a relationship between the supervision of the head of the room and the documentation of nursing care in the inpatient room of RSI Ibnu Sina Bukittinggi.¹⁴

Asmawati, Yuanita Ananda, Alkafi (2018) in their research it can be concluded that From 12 nurse respondents before being given supervision, the average development of nursing care documentation was 34.56 with a standard deviation of 4,912. Furthermore, it can be seen that the minimum value of 20 is classified as incomplete documentation and the maximum value of 32 is classified as complete documentation. Of the 12 nurse respondents after being given supervision, the average development of documentation of nursing care was 28.38 with a standard deviation of 4.773. Furthermore, it can be seen that the minimum value of 21 is classified as complete documentation and the maximum value of 38 is classified as complete documentation. There is a difference in documenting nursing care before and after being given supervision with a P-value of 0,000.¹⁵

The research (Sri Arini, Krisna Yetti, Besral, 2011) concluded that the combination of the supervisory function in the nursing field and the training that the supervisor participated in had a significant relationship with the implementation of supervision by the supervisor. Supervision periodically and with effective supervision techniques improve the performance of nurses in nursing services.¹⁶

Nursing Supervision in-room Sulaiman 4 Roemani Muhammadiyah Semarang Hospital has been carried out according to procedure standards. The head of the room, head of the team already understood the refresh that was given as evidenced by the implementation of the supervision program in the Sulaiman 4 room which was held on December 11, 2020. The results of the discussion with the head of the Sulaiman Room 4 compiled a supervise format that was easy to use because it was in the form of a Check List and clear assessment. . The format also helps the head of the room, head of the team in identifying missing scores, making it easier for the team and the team to supervise.

PDSA Implementation of Supervision in Room Sulaiman 4 Roemani Muhammadiyah Semarang hospital

a. Supervision implementation data analysis

Based on the results of interviews and observations in Sulaiman's room 4, data on the implementation of supervision is still conditional at least once a month, there is already a Supervision SOP, but the implementation is not yet appropriate

b. PDSA

1. Plan

Problem: Supervision of Head and Team Head is not yet structured and scheduled

Purpose: Supervision of head of the room, head of the team is carried out in a programmed, scheduled, continuous and documented manner

Actions:

- Refresh Back about Supervision via SGD
- Development of a supervision schedule
- Making supervision format

2. Do

- Implementation of SGD supervision
- Supervision Format Socialization

3. Study

- Observation of the implementation of supervision with an average result of the implementation of supervision of 82.98%
- The results of the discussion were also found that the supervision format made was feasible and easy to apply

4. Action

- SGD supervise the Head, the Head of the Team and the executive nurse in the Sulaiman Room 4 Roemani Muhammadiyah Semarang hospital
- Schedule supervision
- Develop Supervision Format
- Perform tiered supervision

From the explanation above, there is a correspondence between the theory of nursing management functions, especially the supervisory function, with the priority of the issues raised, namely the not optimal implementation of supervisory activities for the head of the room and the team leader. Indeed, the supervisory function is very necessary because with supervision through supervision carried out by both the Head and the Team, a solution can be immediately sought for the problems found during supervision, one of which was found in the implementation of supervision in Sulaiman Room 4, namely regarding the completeness of documentation and implementation of Handover.

The problems found during the implementation of the nursing management application in the Sulaiman room 4 were not yet optimal, namely

1. Implementation of nursing care is not following the SPO

Implementation: Refresh nursing SPO by the head of the room, head of the team, by reading at least 1 SPO per Hand Over

Evaluation: Implementation of SPO Refresh has been carried out starting December 9, 2020

Appropriateness Theory: Following nursing management theory and research results, Refresh SPO is needed so that the care provided is following patient needs.

2. Lack of personnel needs

Implementation: Optimizing existing nurses while waiting for the recruitment process to be completed and additional nurses can enter the Sulaiman Room 4

Evaluation: Recruitment process has been carried out, registration starts on December 10 and 11, followed by a written test on December 14, 2020, it is hoped that the 3rd week of December can be oriented.

Suitability Theory: Quality of nursing care, effective and efficient service according to nursing management theory and following the results of research conducted by (Sukardi, 2005)

3. The number of documentation completeness is still low

Implementation:

- a. Build a strong commitment from the head, team and nurse administrators to carry out complete nursing documentation
- b. Bed Teaching site filling out nursing documentation by the head of the room and head of the team

Evaluation :

- a. Joint Commitment to improving the completeness of documentation, bed site teaching and refresher of SPO held on December 8, 2020
- b. The results of supervision carried out on December 11, 2020, on the completeness of RM documentation increased significantly by 82.98

Conformity Theory: Completeness of documentation is very important in the nursing care process, therefore joint commitment and continuous monitoring of evaluation of nursing documentation need to be done, this is following the function of nursing management in care management. The implementation of nursing care standards is the core of the nursing practice, it needs to be supported by good nursing management functions to guarantee the quality of nursing services.

4. The drill is still low in the last 3 months

Implementation: Providing the best service following the SPO

Evaluation: On the 8th it was opened. The isolation room with a capacity of 8 beds, until December 16th, all beds were fully occupied.

Conformity Theory. Quality services will certainly improve the quality of nursing care so that patients will feel satisfied with the services provided. Following the Nursing Management Function in Nursing Quality Assurance.

CONCLUSIONS AND SUGGESTIONS

A. Conclusion

Roemani Muhammadiyah Semarang hospital is one of the hospitals in Semarang. Based on the results of the assessment carried out in Sulaiman Room 4, 3 problems in nursing management were formulated and the priority problems were as follows

1. Not yet optimal implementation of supervisory activities for the head of the room and head of the team
2. Implementation of nursing care is not following the SPO
3. Lack of personnel needs
4. The number of documentation completeness is still low
5. The drill is still low in the last 3 months

There are 5 problems found, but based on the priority of the problem according to HANLON, namely the not optimal implementation of the supervisory activities of the head of the room and the head of the team, the solution is sought by implementing supervision in Sulaiman 4 room as many as 9 implementing nurses with a value of completeness of documentation of 82.98%. This result significantly increased from the initial value before implementation by students of 48.24%. The implementation of supervision has used a mutually agreed supervision format and according to the time set in the supervision schedule. The understanding of the head of the room and the head of the team on the implementation of supervision is very understood, they can carry out the briefing process and guidance to the nurse under him.

B. Suggestion

1. For the Hospital

The hospital is expected to continuously run programs that can improve the quality of hospital services. It is hoped that the hospital should improve the implementation of the management function of the head of the room, especially in the implementation of nursing supervision and it is hoped that the implementation of supervision can be carried out in stages and continuously.

2. Divide the Sulaiman Room 4

The head of the room and the head of the team are expected to be able to continue to motivate the nurses to always improve the quality and run the program that has been compiled.

3. For Nurse Sulaiman 4

Nurses are expected to realize the importance of the role of nurses in the success of health services by continuing to work on the programs that have been prepared

4. For Educational Institutions

It is hoped that the implementation of the application will be more intensive and optimal, there will be continuity of application I and II so that it will be more beneficial for all parties. The implementation of the next application can perform nursing supervision treatment in different areas, according to the needs of the hospital.

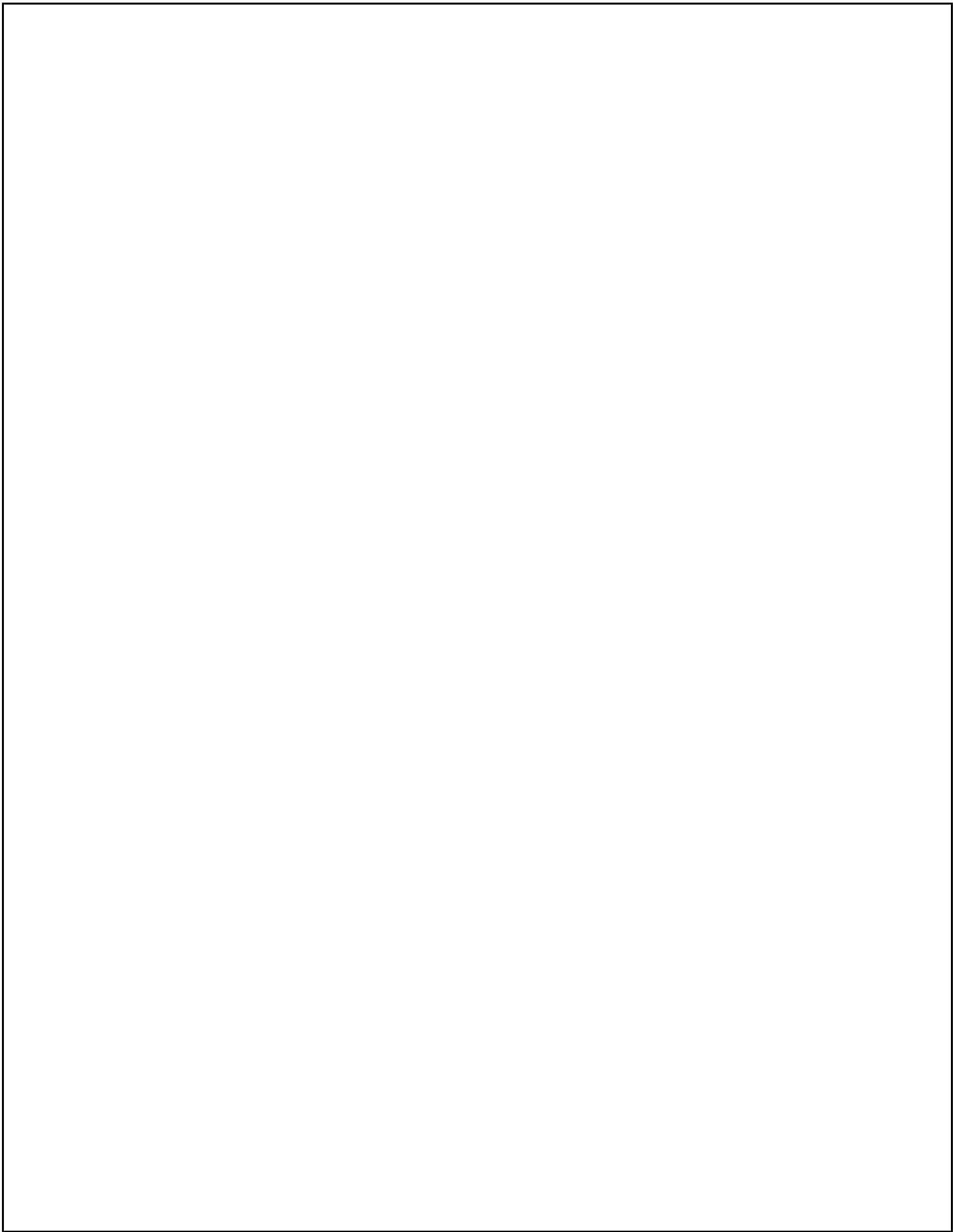
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