



Case Study

Analysis Of Nursing Supervision Function In Nursing Supervision Implementation

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Abstract

Preparaing rooms for covid 19 patients must be supported by the availability of superior human resources and good nursing management functions. Nursing care given to Covid 19 patients must be complete and well documented. The quality of service needs to be monitored on an ongoing basis by optimizing the supervisory function of the head of the room and the orphans by means of 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 action method in this analysis aims to develop new skills or new approaches and be applied directly and studied the results. The assessment using eight nursing management functions carried out in Sulaiman 4 room Roemani Muhammadiyah Semarang Hospital found that the most priority problems were not optimal in the implementation of the supervisory activities of the head of the room and head of the team. The supervision activities in the Sulaiman 4 room have actually been carried out but have not been scheduled and well documented. Actions taken by refreshing the nursing supervision through Small Group Discus activities, preparation of supervision schedules and making supervision formats. Evaluation of the actions taken, SGD was attended by 19 participants consisting of 15 nurses Sulaiman 4 and four other inpatient heads, the supervision schedule was made according to the agreement of the Head of the Room and the Head of the Team. The direct supervision format was used in Sulaiman 4 room according to the predetermined schedule, namely on December 11, 2020. The results achieved from the supervision obtained a significant increase in the number of completeness of nursing documentation from 48.24% to 82.98%.

INTRODUCTION

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

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good service quality is currently a top priority for community demands for health services. Good quality services will provide assurance to 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 the productivity of nurses.^{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 organization, workforce 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 by means of 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 as 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 by means of 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 with the aim of knowing 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 of 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 include 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 in accordance with 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 dedication to the surrounding community. RS. Roemani Muhammadiyah Semarang strives to create a solid organization and management oriented towards the quality of service for the community. So that the process of repair and improvement is carried out in various aspects of services and facilities and infrastructure.

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 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 treatment room is only carried out once a month, there is also no implementation schedule and documentation of the implementation of supervision.

METHODS

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 eight 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 eight nursing management functions found five problems, namely: Not optimal in the implementation of supervision activities of the head of the room and the team head, the implementation of nursing care was not in accordance with the SPO, Lack of manpower needs, the number of completeness of documentation was still low, the drill was still low in The last three months. Of the five 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 activity, preparation of the supervision schedule according to the agreement of the Ka Ru and the Ka of the 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 (Ka Ru, Team Head and implementing nurses), four other inpatient heads, the schedule for supervision of the Team Leader and Head of the Team was made on December 8, 2020, the format of nursing supervision which was immediately applied in Sulaiman Room 4 on December 11, 2020.

RESULTS

Roemani Muhammadiyah Semarang Hospital is one of the health facilities that has a vision to create a global quality hospital by 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 room and head of the team
2. Implementation of nursing care is not in accordance with the SPO
3. Lack of personnel needs
4. The number of documentation completeness is still low
5. 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 able to answer existing problems. Description of the discussion of the interventions carried out which is taken from the main problem, namely the not 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 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 in accordance with the existing SPO of supervision. However, there are some things that need to be improved, namely when:

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 it can be known by all the nurses

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.

Implementation

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

Evaluation

When conducting the evaluation, it is expected that the Ka Ru and the Ka 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.

Nursing Supervision in room 4 Roemani Muhammadiyah Semarang Hospital in Sulaiman room has been carried out according to SPO standards. The Ka ru and Ka 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 Ka Ru and the Ka of the team in identifying missing scores, making it easier for the team and the team to supervise.

PDSA Implementation of Supervision in Sulaiman 4 RS Roemani Muhammadiyah Semarang

1. Supervision implementation data analysis

Based on the results of interviews and observations in Sulaiman's room4, 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

2. PDSA

a) Plan

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

Purpose: Supervision of Ka Ru and Ka Teams is carried out in a programmed, scheduled, continuous and documented manner

Actions:

- Refresh Back about Supervision via SGD
- Preparation of supervision schedules

- Making supervision format

b) Do

- Implementation of SGD supervision
- Socialization of Supervision Format

c) Study

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

d) Action

- SGD supervise to the Head, Head of the Team and the executive nurse in the Sulaiman Room 4 Rs Roemani Muhammadiyah Semarang
- Preparation of supervision schedules
- 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 head of the team. 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 4, namely regarding the completeness of documentation and implementation of Handover.

Problems found during the implementation of the nursing management application in the Sulaiman 4 in addition to not optimal

implementation of the supervision of the head of room and head of the team, namely

1. The implementation of nursing care is not in accordance with the SPO

Implementation: Refresh nursing SPO by Room leader and Ka 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: In accordance with nursing management theory and research results, Refresh SPO is needed so that the care provided is in accordance with the patient's 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 4

Evaluation: The 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 in accordance with the results of other research.

3. The number of documentation completeness 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 Ka Ru and Ka Team.

Evaluation:

- a. Joint Commitment to improve 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 evaluation monitoring of nursing documentation needs to be done, this is in accordance with the nursing management function in care management. The implementation of nursing care standards is the core of nursing practice, it needs to be supported by good nursing management functions in order to guarantee the quality of nursing services.

3. Drill is still low in the last 3 months

Implementation: Providing the best service in accordance with 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. In accordance with the Nursing Management Function in Nursing Quality Assurance.

DISCUSSION

Preparing rooms for Covid 19 patients must be supported by the availability of superior human resources and good nursing management functions. Nursing care given to Covid 19 patients must be complete and well documented. The quality of service needs to be monitored continuously by optimizing the supervisory function of the

head of the room and the orphans by means of nursing supervision. The implementation of nursing supervision of nursing care in the Covid 19 isolation service must be well scheduled and documented.

The nursing management function is primarily a supervisory function with the priority of the issues raised, namely the not yet optimal implementation of the supervisory activities of the head of the room and the head of the team. In fact, the supervisory function is very much needed because with supervision through supervision carried out by both the Head and Team Leader, solutions can be immediately sought for problems found during supervision. One of the findings in the implementation of supervision in Sulaiman Room 4 was about the completeness of documentation and the implementation of Hand over. After carrying out nursing supervision actions that are scheduled and well documented, significant results are obtained, namely the completeness of documentation of 82, 98%

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 other research can be concluded that 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.¹¹

Other research shows that more than half (53.3%) of the head of the room carried out

the supervision and documentation which was done completely and incompletely, the same amount (50%) was carried out by the executive nurse. The results of 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.¹² Other research showed have difference in documenting nursing care before and after being given supervision with a P value of 0,000.¹³

The other research 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.¹⁴

Nursing supervision that is structured, scheduled and well-documented is very beneficial for improving the quality of hospital services. This is supported by several published research results.

In fact, 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 problems found during the implementation of nursing supervision. Through nursing supervision, the number of completeness of Medical Record documentation increased significantly from 24.48% to 82.98%

Nursing SPO refresh needs to be done periodically. Its implementation requires monitoring and evaluation so that the nursing care carried out by the implementing nurse can be in accordance with the SPO determined by the hospital.

Joint commitment both room leader, the Head of the Team and the implementing nurses to achieve an increase in the number

of documentation completeness. One of the monitoring and evaluation with supervision is able to increase the value of completeness of Medical Record documentation.

The increase in the number of Covid patients is comparable to a full bed in the Covid room provided. Increasing BOR while still paying attention to the quality of nursing services will have an impact on patient satisfaction. Providing quality services can be done by means of supervision which can be carried out by the Head of the Room and the Head of the Team.

CONCLUSION

RS. Roemani Muhammadiyah Semarang 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 room and head of the team
2. Implementation of nursing care is not in accordance with the SPO
3. Lack of personnel needs
4. The number of documentation completeness is still low
5. Drill is still low in the last 3 months

There are five 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 are able to carry out the briefing process and guidance to the nurse under him

The recommends Suggestions for 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.

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

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.

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CONFLICTS OF INTEREST

Neither of the authors has any conflicts of interest that would bias the findings presented here.

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