**SUPERVISION FOR NURSING DOCUMENTATION IN AN INDONESIAN PSYCHIATRIC HOSPITALS**

**Ramadhansyah Purnomo Iswa1, Marthoenis2, Mudatsir3**

1Master of Nursing Universitas Syiah Kuala

2Faculty of Nursing, Universitas Syiah Kuala

3Faculty of Medicine, Universitas Syiah Kuala

Corresponding E-mail: 1)ramadhansyahpurnomoiswa@gmail.com, 2)situniis@icloud.com, 3)mudatsir@usk.ac.id

**Abstract**

Background: Nurses are among the largest providers in the health care system. Nurses play an important role in improving the quality of hospital services, especially in nursing documentation, to record patient information clearly and ensure it can be accounted for as set standards. Materials and Methods: This cross-sectional study was conducted among 99 nurses at a mental hospital in Indonesia. The sample is selected by convenience sampling. Data was collected using supervision questionnaires and their socio demographic information. Data were analyzed using frequency distribution. Result: The average age of respondents was 37.7 years; more than half had a Bachelor of nursing education and had worked in a hospital for about 10 years. Regarding supervision for nursing documentation, more than half perceived that it still need to be improved (66.7%), while the principle of supervision is mostly in the good category (75%), as well as supervision models (68%) and supervision activities (71.7%). Discussion: To maintain and improve the culture of nursing development, supervision from superiors and the routine of improving other colleagues in performing nursing documentation need to be enhanced.

### Keywords**: *Documenting Nursing Care, Mental Hospital***

**1. INTRODUCTION**

Nursing documentation should be reflected in the nurse's critical thinking, leading to decision-making and implementation of nursing interventions. Nurses in research should emphasize the importance of documentation for patient care. They know there is a special bond between nurses and patients, so nurses must truly understand that proper documentation contributes to the quality of care (Kamil et al., 2018). A qualitative study of nursing documentation reveals several document-related issues, ranging from the process from the perspective of environmental leaders and implementing nurses. The problem is the need for more supervision related to documentation, competence, confidence, and motivation of nurses to take notes (Saumalina et al., 2023). Supervision has a role in ensuring that all activities that have been programmed can be carried out properly and smoothly. Direct supervision allows nursing managers to find obstacles or problems in implementing nursing care in the treatment room (Sihotang et al., 2016). In addition, nurse motivation also affects the completeness of nursing documentation (Asmirajanti et al., 2019). Motivation is something based on values and inner drives, both biologically and psychologically, that activate and guide one's behavior towards oneself, others, and the environment and support ultimate satisfaction that leads to the fulfillment of basic human desires, perceived needs, and desired goals (Arango, 2018; Burnham, 2003). It is just that nurses need more motivation to carry out the documentation process, considering nurses consider nursing documentation to be a less important component in providing care (Kamil et al., 2018).

In this case, the hospital needs to evaluate and monitor the performance of nurses who document nursing in the room, and the head of the room, as the manager of the inpatient room, must provide supervision because it is part of an objective assessment of the success of nursing care delivery to encourage change. In addition, hospitals and hospital wards need to be promoted through efforts to increase the knowledge of the head in nursing management applications. However, since nurses continue learning after formal education, training programs for heads must be implemented (Abdallah et al., 2020; Yi and Park, 2015). Another study showed that in nursing documentation in various hospitals abroad, including in one Iranian emergency room, good documentation quality was 42.2%. In the Intensive Cardiology Care Unit, 98% of the documentation is declared complete in the filling when viewed from the structural aspect. However, only 49% is categorized as good when viewed from the content aspect. Meanwhile, in one of the elderly health service units in the Netherlands, out of 197 medical records assessed, 52.8% were categorized as complete in terms of nursing planning structure, the quality of documentation in the initial nursing assessment 61.4% was complete, the category and quality of diagnostic documentation 41.8% were in a complete category (Norouzi et al., 2018).

Other research related to documentation in Indonesia includes the influence of behavior on the completeness of documentation in the inpatient room of one of the hospitals in Indonesia. Of the 89 medical records obtained, only 77.5% are categorized as complete. Nursing documentation is stated to be complete, but the nurse's knowledge in the category needs to be improved. In addition, it was found in the inpatient room area of one of the hospitals in Mataram that 71.6% had been declared incomplete (Siswanto et al., 2013). Based on the literature review that has been conducted, many studies have looked at the relationship between the implementation of nursing care documentation and both supervision and motivation in nurses. This study aimed to determine how the implementation of nursing care documentation related to nurses within the scope of mental hospitals.

**2. IMPLEMENTATION METHOD**

This cross-sectional study was conducted in March 2023 among 99 nurses working in the inpatient, outpatient, and emergency rooms of the Aceh Mental Hospital. Data collection used supervision and socio demographic information. Supervision was measured using a questionnaire that previously developed (Saumalina et al., 2023). Meanwhile, the auditor section fills out the observation sheet documenting nursing care in each inpatient room at the Mental Hospital. Descriptive analysis was conducted unveil the supervision of nursing care documentation.

**3. RESULTS AND DISCUSSION**

Of the 99 female nurses involved in this study, the average age was 37.7 years old, of which more than half were educated in the nursing profession (61.6) with nursing education, 87 people (60.4%) were civil servants, with an average working period of 11.22 years (mean; ± elementary = 38.17 ± 6.397). Regarding supervision techniques, more than half are still lacking (66.7%), while the principle of supervision is mostly in the good category (75%), as well as supervision models (68%) and supervision activities (71.7%). In general, the implementation of supervision is quite good (85.8%). Details on demographic data and nursing documentation supervision can be seen in Table 1.

**Table 1 Nurse Demographics and Supervision Overview of nursing documentation**

| No | Variable |  Frequency (Mean ± SD) | Percentage  |
| --- | --- | --- | --- |
| Age (*mean*; ± SD) |  (37.7 ± 7) |  |
| Recent Education |  |  |
| 1 | Nursing profession | 61 | 61,6 |
| 2 | Diploma of Nursing | 38 | 38,4 |
| Officer Status |
| 1 | Civil servant  | 73 | 73,7 |
| 2 | Non-permanent | 26 | 26,3 |
| Working Time (*mean* ± SD) |  (10.1 ± 6.5) |  |
| Technical supervision |
| 1 | Good | 33 | 33,3 |
| 2 | Less | 66 | 66,7 |
| The principle of supervision |
| 1 | Good | 75 | 75,8 |
| 2 | Less | 24 | 24,2 |
| Supervision activities |  |  |
| 1 | Good | 71 | 71,7 |
| 2 | Less | 28 | 28,3 |
| Supervision model |  |  |
| 1 | Good | 67 | 67,7 |
| 2 | Less | 32 | 32,3 |
| Supervisi |  |  |
| 1 | Good | 85 | 85,8 |
| 2 | Less | 14 | 14,2 |

**3.1 Documenting Nursing Care**

The results showed that the nurses carried out good nursing care documentation. This shows that most nurses already have high knowledge, good attitudes, good skills, good supervision, and high motivation in documenting nursing practices carried out on patients with mental disorders. Other studies have suggested that nurses have an important role in patient care, and what nurses write will determine the standard and quality of care provided to patients. Documentation is the tip of the iceberg of patient care issues that can expose caregivers to medical lawsuits and other disciplinary actions. So, poor documentation practices create major preventable problems and potentially affect patient care outcomes (Tamir et al., 2021).

**3.2 Technical Supervision**

The results showed that about 67% of nurses stated that supervision techniques still needed to be improved. The results of this study show that nurses who become supervisors at the hospital have implemented appropriate supervision measures to improve nurses' performance, especially in nursing documentation. In another study, it was suggested that supervisors who applied empowerment techniques and created a harmonious relationship with nurses were able to improve the nurse's performance. In this case, the performance in question is also included in documenting nursing care (López-Ibort et al., 2021). However, supervision techniques still need to be improved by hospital management.

On the other hand, nurse satisfaction with the techniques applied by supervisors will also impact nurse performance in documentation. Other researchers also say that satisfaction with internal communication provides a direct, significant, and positive relationship with satisfaction with supervisors. Furthermore, satisfaction with supervision policies and guidelines provides a direct, significant, and positive relationship with satisfaction with supervisors. In particular, internal communication is most significantly related to satisfaction with supervisors (Chang and Wang, 2023).

1011

**4. CONCLUSION**

Based on the findings, it can be concluded that while the overall implementation of supervision in the context being studied is considered quite good, specific areas need attention. Notably, more than half of the supervision techniques still need to be improved. However, the principle of supervision, supervision models, and supervision activities generally fall into the good category, with percentages ranging from 68% to 75%. To enhance the effectiveness of supervision, it is recommended to focus on improving the techniques employed and addressing the identified deficiencies in this aspect. This holistic approach will further strengthen the overall supervision system and ensure a well-rounded and comprehensive approach to overseeing relevant activities.

# REFERENCES

Abdallah, K.F., Ebraheim, M.N., Aziz Elbakry, M.R.A., 2020. Nurses’ Performance toward Quality Documentation for Patients in ICU: Suggested Guidelines. Egypt. J. Health Care 11, 15–31. https://doi.org/10.21608/ejhc.2020.124845

Arango, P., 2018. Motivation: Introduction to the Theory, Concepts, and Research, in: Orellana García, P., Baldwin Lind, P. (Eds.), Reading Achievement and Motivation in Boys and Girls: Field Studies and Methodological Approaches, Literacy Studies. Springer International Publishing, Cham, pp. 1–28. https://doi.org/10.1007/978-3-319-75948-7\_1

Asmirajanti, M., Hamid, A.Y.S., Hariyati, Rr.T.S., 2019. Nursing care activities based on documentation. BMC Nurs. 18, 32. https://doi.org/10.1186/s12912-019-0352-0

Burnham, D.C.M., David H., 2003. Power Is the Great Motivator, in: Leadership Perspectives. Routledge.

Chang, W.-P., Wang, C.-H., 2023. Factors Related to Nurse Satisfaction with Supervisor Leadership. Int. J. Environ. Res. Public. Health 20, 3933. https://doi.org/10.3390/ijerph20053933

Kamil, H., Rachmah, R., Wardani, E., 2018. What is the problem with nursing documentation? Perspective of Indonesian nurses. Int. J. Afr. Nurs. Sci. 9, 111–114. https://doi.org/10.1016/j.ijans.2018.09.002

López-Ibort, N., Cañete-Lairla, M.A., Gil-Lacruz, A.I., Gil-Lacruz, M., Antoñanzas-Lombarte, T., 2021. The Quality of the Supervisor-Nurse Relationship and Its Influence on Nurses’ Job Satisfaction. Healthc. Basel Switz. 9, 1388. https://doi.org/10.3390/healthcare9101388

Norouzi, Z., Ashktorab, T., Pazokian, M., Nasiri, M., 2018. Quality of Nursing Documentation Based on Standard Criteria in Coronary Care Unit. Issue S 8.

Saumalina, S., Marlina, M., Usman, 2023. The Related Factors to Nursing Documentation at General Hospital Dr. Zainoel Abidin Banda Aceh. Int. J. Nurs. Educ. 15. https://doi.org/10.37506/ijone.v15i1.18998

Sihotang, H., Santosa, H., Salbiag, S., 2016. Relationship Between the Function of Supervision of Nursing Chief and Work Productivity of Nurse Practitioners at dr. pirngadi Regional General Hospital Medan. IDEA Nurs. J.

1012

Siswanto, L.M.H., Hariyati, R.T.S., Sukihananto, S., 2013. Faktor-Faktor Yang Berhubungan Dengan Kelengkapan Pendokumentasian Asuhan Keperawatan (Factors Associated with Completeness of Nursing Care Documentation). J. Keperawatan Indones. 16, 77–84. https://doi.org/10.7454/jki.v16i2.5

Tamir, T., Geda, B., Mengistie, B., 2021. Documentation Practice and Associated Factors Among Nurses in Harari Regional State and Dire Dawa Administration Governmental Hospitals, Eastern Ethiopia. Adv. Med. Educ. Pract. 12, 453–462. https://doi.org/10.2147/AMEP.S298675

Yi, Y.J., Park, K.H., 2015. Motivational needs on team performance of Korean nursing students. Int. Nurs. Rev. 62, 47–53. https://doi.org/10.1111/inr.12164

1013