

## The Influence of the Head of the Room Management Function on the Completeness of Nurse Documentation

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### ABSTRACT

Nursing services have an important role in improving the quality of health services. The research design used in this study is a descriptive design with a cross sectional approach. The sample provisions were carried out by total sampling technique with a sample of 45 respondents. The data analysis used in this study was the statistical analysis of the T-test. The results showed that there was an influence between the management function of the head of the room on the completeness of the documentation of nurses in the inpatient room (p-value 0,001) <0,05. The conclusion of this study is that there is an influence between the management function of the head of the room on the completeness of the documentation of nurses. It is expected to improve the management function of the head of the room by attending training or seminars on work productivity and evaluating the completeness of nursing documentation on a regular basis.

### BACKGROUND

In health services, written or electronic records that display a patient's health status are called documentation (1). Thorough documentation is the most important part of health services (2). Nursing documentation have an important role in improving the quality of health services (2,3) . Increasing public awareness of the quality of quality nursing services is an important factor in hospital development (5). Improving the quality of nursing care services is closely related to the implementation of the management function of the head of the room which is reflected in the documentation of nursing care (4).

Documentation that is not carried out completely can reduce the quality of nursing services because it cannot identify the extent of the success of the nursing care provided (6). Nursing documentation is a written communication tool carried out by nurses and includes aspects of assessment, diagnosis, intervention, implementation and evaluation. Nursing documentation provides evidence and legal defense for nurses regarding problems related to the nursing profession, so it must be accurate, complete and in accordance with standards (7).

Based on the results of the researcher's initial survey on March 15 2022 of 20 randomly selected patient medical records, it was found that completeness of documentation consisted of only 65% of nursing assessments, 70% of nursing diagnoses, 60% of nursing interventions, 60% of nursing actions, and 50% of nursing evaluations. . For the management function variable, it was discovered that there was no accurate data, after interviews were conducted with the nursing services department at the Hospital.

### METHODS

This research uses a descriptive design with a cross-sectional approach. This research was conducted from June to July 2022. The research population was all nurses in the Treatment Room, totaling 45 respondents. The research sample used total sampling. Data collection uses a questionnaire sheet to determine demographic data, implementation of the management function of the head of the room and uses an observation sheet to see the completeness of the documentation. After the data was obtained, data processing was carried out using the T test to determine the influence of the management function of the head of the room on the completeness of nurse documentation.

**RESULT AND DISCUSSION**

**Result**

**Demographic Respondent**

**Table 1. Respondent Characteristics**

Variable	Characteristic	Total	
		n	%
Age	26-35 Years	11	22.4
	36-45 Years	30	66.7
	46-55 Years	4	8.9
Sex	Man	5	11.1
	Woman	40	88.9
Length of Work	≤5-10	22	48.9
	11-20	18	40.0
	>20	5	11.1
Education	Diploma	11	24.4
	Bachelor	3	6.7
	Registered Nurse	30	66.7
	Postgraduate	1	2.2
Total		45	100.0

Table 1. Shows that the number of respondents was 45 respondents. Based on age characteristics, the majority of respondents were 36-45 years old, 30 people (66.7%). Based on gender characteristics, the majority of respondents were 40 women (88.9%). Based on the characteristics of length of work, the majority of respondents worked ≤5-10 years as many as 22 people (48.9%). Based on education, the majority of respondents were educated as nurses, 30 people (66.7%).

**Analisis Univariate**

**Table 2. Frequency Distribution of Head of Room Management Functions in the Inpatient Room**

Management function	n	%
Good	33	73.3
Not good	12	26.7
Total	45	100.0

Table 2 shows that of the 45 respondents studied, the majority of respondents stated that the management function of the head of the room was good, as many as 33 people (73.3%) and poor as many as 12 people (26.7%).

**Table 3. Frequency Distribution of Completeness of Nurse Documentation in the Treatment Room**

Completeness Nurse Documentation	n	%
Complete	33	73.3
Not Complete	12	26.7
Total	45	100.0

Table 3. Shows that of the 45 medical record books observed, the majority of nurses carried out complete documentation in 31 medical record books (68.9%) and incomplete in 14 medical record books (31.1%).

**Analysis Bivariate**

**Tabel 4. The Influence of the Management Function of the Head of the Room on the Completeness of Documentation in the Inpatient Room**

Variabel	t	Sig.	Inf
Management function Head room	3.427	.001	significant

Table 4. Shows the results of the T test, the calculated t value of 3.427 is greater than the t table value of 1.681 with a significance level of  $0.001 < 0.05$ , so simultaneously the head of the room management function variable has a significant effect on the completeness of nurse documentation variable.

**DISCUSSION**

The results of research in the Inpatient Room show that there is an influence between the management function of the head of the room on the completeness of nurse documentation. Through the results of the statistical analysis of the T test, the calculated t value was  $3.427 > t$  table of 1.681 with a significance level of  $0.001 < 0.05$ .

Based on the results of research on 45 nurses, it was found that the management function of the head of the room tended to carry out complete documentation, but there were still nurses who carried out incomplete documentation. This is influenced by several factors, such as nurses being busy in providing actions to patients, such as giving injections. This was triggered by the large number of patients being hospitalized, so some nurses were too focused on the actions in the room. In line with research by Tornvall (2004) which states that nurses are busier with work in providing actions to nurses due to the large number of patients being hospitalized, so that on average the nurses in the room are too focused on actions in the room only, so they forget their role and nurses' responsibilities in writing nursing care (8). Other factors are influenced by length of service, the majority of nurses have worked for  $\leq 5-10$  years so they are less productive in carrying out their duties and responsible roles in carrying out complete documentation.

Looking at the results of the analysis of the instrument items shows that from the observation sheet it was found that on the assessment sheet the majority of nurses completely filled out the physical examination assessment by inspection, palpation, percussion, auscultation and supporting examinations (93.3%), recording the data studied in accordance with the format and guidelines. standard (91.1%), the formulation of a nursing diagnosis is carried out based on a predetermined nursing problem (88.9%), the action plan made refers to the goal with command sentences, detailed and clear (73.3%), Implementation of nursing actions described independent, collaborative and dependent actions in accordance with the nursing plan (77.8%) and evaluation was carried out using the SOAP approach (71.1%). However, it was found that on the assessment sheet most of the nurses did not include their names but only initials and did not include the date, only the time the action was carried out (62.2%). In line with research conducted by Martin (2022) at Hospital (9).

The poor management function tends to carry out incomplete documentation, but there are nurses who carry out complete documentation. This is influenced by education, where the majority of nurses have professional education, so that nurses understand and realize that complete documentation is important to be able to assess and monitor the patient's health status. In line with research conducted by Aiken (2014) that education is one of the factors that contributes to the completeness of quality nursing documentation (10). This is also supported by good documentation of nursing care can be interpreted as documentation that is complete, real, accurate and relevant .

Based on the results of the instrument item analysis, it shows that from the questionnaire sheet, the majority of nurses said that the head of the room often plans training needs for nurses regarding documentation of nursing care, the head of the room often assesses the documentation of nursing care carried out by nurses. However, several nurses said that the head of the room rarely motivated nurses to improve their knowledge and skills in documenting nursing care (53%) and rarely gave minimal rewards in the form of praise to nurses who carried out their duties well (46.6%). This is influenced by the many responsibilities carried out by the head of the room, especially in motivating nurses to improve their knowledge and skills in documenting nursing care and giving minimum awards in the form of praise or congratulations to nurses who have carried out their duties well in terms of carrying out documentation immediately. In line with research which states that the head of the room is lacking in providing support and direction to nurses (11-15).

## CONCLUSION

Based on the results of the research that has been carried out, it can be concluded that there is an influence of the management function of the head of the room on the completeness of nurse documentation at Labuang Baji Regional Hospital, South Sulawesi Province.

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