
DETERMINANT CARING WITH PREVENTION MISSED NURSING CARE IN HOSPITAL INDONESIA

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Abstracts

Introduction: Patient safety and health are at risk due to the worldwide issue of missing nursing care. A quality of nurses that can influence how well patients receive nursing care is their ability to care for others. This is the essence of nursing practice. Improving the quality of nursing care largely depends on the anticipated behavior shift in providing care to avoid missed care. **Methodology:** This cross-sectional study was conducted on 84 samples and Descriptive statistics for nominal variables were expressed as proportions and percentages, and bivariate test using a chi-square.

Research Findings: The results showed that the majority of respondents were female 76.2%, with 69% RN education, worked as permanent employees 72.6% and the majority were between 25-35 years old as much as 53.6%. the study showed that caring was related to the prevention of missed nursing care (*p*-value: 0.001). Caring is related to the management of pain (*p*-value 0.001), prevention of falls (*p*-value 0.001) personal hygiene (*p*-value 0.010), health education for patients and family (*p*-value 0.002), prevention of pressure ulcers (*p*-value 0.001), and prevention of missed nursing care in nursing documentation (*p*-value 0.001). **Conclusions:** To improve nurses' caring needs, supervision, caring training, rewards, and hospital support are essential, along with implementing caring measures to prevent missed nursing care.

Keywords: caring, missed nursing care

1. Introduction

Missed nursing care is a global challenge that poses a threat to patient safety and health (Kalisch & Tryggvadottir, 2016). Various impacts that have been reported relate to an increase in medication errors (Hessels et al., 2015), an increase in nosocomial infections, patient falls, pressure injuries (Recio-Saucedo et al., 2018), decreased patient satisfaction, and length of hospital stay (Papastavrou & Suhonen, 2021), (Hessels et al., 2015). Another impact of missed nursing care is the emergence of complications such as atelectasis, decompensation, pressure injuries, falls, ventilator-associated pneumonia, or other nosocomial infections; increased length

of hospitalization; and decreased patient satisfaction (Longhini et al., 2021). The results of a literature review conducted by Audet et al., (2018) stated that there were eighteen (18) undesirable events as a form of failure in The results of a literature review conducted by Audet et al. (2018) stated that there were eighteen (18) undesirable events as a form of failure in improving the quality of nursing care.

Various studies state that around 94% of nurses have reported at least one or more activities in nursing care that were missed (Smith et al., 2018), (Blatter et al., 2021). Meanwhile Cho et al., (2016) stated that around 82% of nurses reported that there were one or more activities that were necessary but

left undone due to lack of time. Hernández-Cruz et al., (2017) stated that activities in nursing care that are often missed are oral care, mobilization assistance according to indications, and meeting nutritional needs in patients. Park et al., (2018) stated that the nursing care that is most often done by nurses is to provide a sense of comfort and talk to patients (51.38%). Zeleníková et al., (2019), Labrague et al., (2021), stated that various activities related to nursing care were neglected, such as ambulation, emotional support, education for patients, and personal hygiene of patients. pain, skin care, and nursing care documentation.

The expected behavior change in performing nursing care to prevent missed nursing care is an important part of improving the quality of nursing care (Kalisch, 2017). Efforts to prevent missed nursing care in hospitals require care from nurses (Vujanić et al., 2020). The act of caring as the core of nursing practice is an attribute of nurses that can affect the outcome of nursing care for patients (Tan, 2015). theoretical framework of Caring Swanson, (1993) includes maintaining belief, knowing, being with, doing for, enabling, and client well-being. Swanson stated that caring is a way to maintain relationships. By respecting the values of others, someone will feel a sense of commitment and responsibility in their profession. Griffiths, et al., (2018) stated that the low quality of nursing staff has an impact on the occurrence of unexpected events in hospitals. This study aims to find the relationship between caring and various nursing intervention activities that have a risk for missed nursing care such as pain management, fall prevention, personal hygiene, health education for patients and family, prevention of pressure ulcers, and prevention of missed nursing care in nursing care documentation.

2. Methods

2.1 Study Design

This cross-sectional study was conducted the quantitative research approach was used and the anonymous survey was performed using a closed-ended questionnaire.

2.2 Respondents

This study included nurses with high school vocational education and training (VET) and bachelor of science (BSc) nurses. For nurses who had brief directions with patients, the sample size was calculated using the online software sample size calculator. The calculation was based on the total number of Harapan Kita Hospital (650) with an initially defined confidence interval value of 10%, Confidence level of 95%, and a level of 0,05. According to this study's calculations, the lowest sample size required was 84.

2.3 Instrument

Data were collected using the translated and standardized Caring Behavior Coding Scheme based on Swanson's Theory of Caring (Mårtensson et al., 2020). The second instrument is missed nursing care was adopted from Kalisch et al., (2012).

2.4 Data Analysis

Statistical analysis was conducted using SPSS Statistics for Windows, (Version 17.0. for Windows, SPSS Inc., Chicago, Illinois, USA). $p < 0.05$ was considered statistically significant. Descriptive statistics for nominal variables were expressed as proportions and percentages, and bivariate test using a chi-Square.

2.5 Ethical consideration

The study has obtained a research ethics permit from Harapan Kita Hospital (LB.02.01A/1I/049/KEP049/2022).

3. Results

Table 1: Demographics data respondents

No.	Variable	n	%
1.	Gender		
	Male	20	23,8
	Female	84	76,2
2.	Educational attainment		
	Diploma	26	31
	RN	58	69
3.	Status of employment		
	Temporary	23	27,4
	Permanent	61	72,6
4.	Age		
	25-35	45	53,6
	36-45	30	35,7
	46-55	9	10,7
	Total	84	100

Table 1 shows that the majority of respondents are 76.2% female, with 69% RN education, work as permanent employees 72.6% and the majority are between 25-35 years old as much as 53.6%.

Table 2 The Correlations between Caring and prevention of *missed nursing care*

Variable	Prevention of Missed nursing care			1	' value	OR	95% CI
Caring	'oor	%	iood	%			
Poor	18	0,3	14	1,7	2	0,001	1,143 ,255 16,731
Good	9	6,3	43	5,3	2		
<i>Management of pain</i>							
Caring	'oor	%	iood	%			
Poor	24	13	8	19	2	0,001	2,600 381 36235
Good	10	21	42	31	2		
<i>Prevention of falls</i>							
Caring	'oor	%	iood	%			
Poor	19	0,3	13	1,7	2	0,001	1,038 ,864 22,563
Good	8	6,7	44	5,3	2		
<i>Personal hygiene</i>							
Caring	'oor	%	iood	%			
Poor	23	6,8	9	5,2	2	0,010	1,772 460 9745
Good	21	7,2	31	4,8	2		
<i>Health education for patient & family</i>							
Caring	'oor	%	iood	%			
Poor	18	11	14	21	2	0,002	1,792 ,826 12,575
Good	11	18	41	34	2		
<i>Prevention of pressure ulcer</i>							
Caring	'oor	%	iood	%			
Poor	22	2,2	10	9,8	2	0,001	1,240 ,342 25,549
Good	10	9,8	42	2,2	2		
<i>Prevention missed nursing care in nursing documentation</i>							
Caring	'oor	%	iood	%			
Poor	16	3,4	16	3,6	2	0,001	1,667 ,559 22,968
Good	6	3,6	46	8,4	2		

Table 2 shows that caring variables are related to the prevention of missed nursing care (p-value: 0.001). Caring variables are associated with the management of pain (p-value 0.001), prevention of falls (p-value 0.001) personal hygiene (p-value 0.010), health education for patient and family (p-value 0.002), prevention of pressure ulcers (p-value 0.001), and prevention of missed nursing care in nursing documentation (p-value 0.001).

4. Discussion

The results showed that there is a relationship between caring and the

prevention of missed nursing care at the hospital. Caring for patients is important as it is related to nurse caring behaviors (Amalina et al., 2020). Swanson's caring theory states that nurses need to assess patients holistically, taking into account their biological, psychological, spiritual, and cultural status. Families would have a better understanding of patients' illnesses and conditions if nurses discussed changes in patients' health conditions more frequently. Negative patient experiences in this study were attributed to inadequate psychological care.

Caring is the fundamental structure of many nursing theories. This study was conducted to explore patient experiences of nurse caring behaviors according to Swanson's theory in Indonesian hospitals. According to Swanson, the fifth dimension of caring can be used to identify the caring behavior of nurses. These dimensions are: knowing (making a sincere effort to comprehend the significance of events in other people's lives), being with (demonstrating empathy for others), doing for (working or doing something for others as for themselves), and enabling (facilitating others on the transition state) (Swanson, 1993b).

Several studies have described barriers to providing effective pain management. Limited knowledge and negative attitudes of nurses toward pain management are reported as the main barriers to the implementation of effective pain management (Gkikas & Tsiknakis, 2023). Samarkandi, (2018) stated that 50.6% of nurses have a good understanding of pain management. Another study conducted by (Ganga et al., 2017) stated that the level of understanding of nurses in pain management was 57.5%. The various studies above show that there is still a low

understanding of nurse pain management, this condition can lead to missed nursing care for patients.

This study shows the relationship between caring and fall prevention. Fall prevention requires a nurse's awareness of the fall risk situation experienced by the patient. The ability of nurses to assess the risk of falling patients and the education provided by nurses in preventing falls in patients requires high awareness from nurses (Takase, 2023).

Nurses have the responsibility of ensuring patients' personal hygiene needs, especially in total care patients. The implementation of patient personal hygiene must always be considered by nurses because the maintenance of personal hygiene can increase the sense of comfort for patients (Anderson, 2018). In-depth and up-to-date knowledge among nurses is critical to preventive attitudes and behaviors (De Meyer et al., 2019). Nuru et al., (2015) stated that the knowledge and practice of nurses regarding the prevention of pressure injuries, and training to increase competence is an important step in efforts to prevent pressure injuries to patients.

Education to patients and families is one of the fundamental responsibilities of nurses. Nurses should be equipped with the ability to educate patients and their families about health care (Mesariri et al., 2022). Nurses are in the best situation to provide health education to patients and their families in clinical areas, given that nurses make up the largest proportion of health workers globally and work in all areas and specialties in hospitals. (Khazhymurat et al., 2023).

Nursing documentation is a key source of clinical information to fulfill legal and professional requirements and is an essential component of safe, ethical, and effective nursing practice,

whether done manually or electronically (Tasew et al., 2019). Nursing care documentation practices are still poor among nurses. Insufficient documentation sheets, lack of time, and lack of understanding of the operational standards of nursing documentation are factors associated with nursing care documentation practices (Bolado et al., 2023). Tasew et al, stated training programs to improve nurses' knowledge familiarize nurses with institutional policies regarding documentation and provide adequate documentation materials.

Increasing nurses' caring needs to be fostered in various ways, such as supervision of nursing care, caring training, giving rewards to caring nurses, and support from the hospital in implementing caring as an effort to prevent missed nursing care.

5. Conclusions

Nurses' caring behavior determines the success of nursing care. The results showed that the greater the caring behavior shown by nurses, the better the efforts to prevent missed nursing in nursing care.

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