Original Research

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Overview of the Level of Knowledge Regarding Documentation of Mental Health Nursing Care in the Punai, Gelatik and Cendrawasih Inpatient Wards of The Atma Husada Mahakam Regional Mental Hospital Samarinda

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ABSTRACT

The quality of nursing services is one of the benchmarks Sof the quality of health services. The quality of services provided by nurses is reflected in the nursing care they deliver to clients. Nurses' knowledge plays a crucial role in the documentation of the nursing process, where different levels of knowledge will result in diverse process documentation. This study aims to describe the level of knowledge in implementing psychiatric nursing care documentation in Gelatik ward, Punai ward, and Cendrawasih ward at RSJD Atma Husada Mahakam Samarinda. This research used a quantitative method with a descriptive survey approach and involved 36 nurse respondents selected using a total sampling technique. Data were collected through a knowledge questionnaire.The research results showed that the majority of nurses (69.4%) had a good level of knowledge, 27.8% had a sufficient level, and 2.8% had a poor level. Factors including length of service, educational attainment, and professional experience affect the knowledge of implementing nursing care documentation.

Keywords : Knowledge, Nurse, Nursing Care Documentation.

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1. INTRODUCTION

Nursing care documentation is a record created to understand how the client responds to the nursing care activities carried out in a comprehensive, systematic, and organized manner. This nursing care documentation serves as an accountability for the actions taken on the client during the nursing care process and is prepared using the nursing process approach (Wardhani1 et al., 2020; Elvipson & Batubara, 2024).

One of the indicators of healthcare service quality is the quality of nursing care. The quality of care provided by nurses can be observed from the nursing care they deliver to their clients. Nurses' knowledge is crucial in documenting the nursing process. Different levels of nurses' knowledge will result in varying documentation of the process (Sinlaeloe, 2021).

Nursing documentation is very important as evidence of the nurse's accountability and responsibility for the tasks that have been carried out. Professional nurses must face greater demands related to responsibility and accountability for every action taken toward patients. Therefore, the nursing interventions provided to clients must be guaranteed to be free from errors (negligence), and the application of a proper nursing process approach and accurate documentation is essential to avoid mistakes (Bustan & P, 2023)

If the documentation of nursing care is not carried out comprehensively, it can lead to a decline in the quality of nursing services because the effectiveness of the nursing care provided to patients cannot be measured. Additionally, from a legal perspective, nurses do not have written evidence if patients file complaints regarding dissatisfaction. The documentation of the nursing care process utilizes a nursing approach that includes several aspects: assessment, diagnosis, intervention, implementation, and evaluation—serving as an scientific method to address issues in client care and improve patient outcomes (Yunartha, 2016;Zendrato, 2019)

Previous research conducted by (Sinlaeloe, 2021) showed that the level of knowledge about nursing care documentation was categorized as good in 36.6%, sufficient in 51.2%, and lacking in 12.2%. In the study by (Yuswandi, 2022), the results indicated that the majority of respondents had a sufficient level of knowledge at 50%, followed by 30% in the good category, and 20% in the lacking category.

2. METHOD

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This study is a descriptive research with a quantitative design. Quantitative research is a type of study that utilizes numerical data to collect and analyze information (Ardiansyah et al., 2023; Rachman & Purnomo, 2024). The research sample consisted of 36 respondents selected by total sampling technique. Data collection was conducted using a knowledge questionnaire.

3. RESULT AND DISCUSSION

This study's results concern the nurses' knowledge of documenting mental health nursing care at the inpatient wards of Punai, Gelatik, and Cendrawasih at RSJD Atma Husada Mahakam Samarinda. Data collection was conducted using total sampling techniques by filling out the provided knowledge questionnaire, which was then given to 36 respondents selected according to the inclusion criteria. The data collected in this study were organized into tables and analyzed. The research findings are presented in tabular form.

Table 1. Frequency distribution of work duration regarding documentation of nursing care at RSJD Atma Husada Mahakam Samarinda.

Length of Service	Level of Knowledge				Total	
	Good		Enough			
	N	F	N	F	N	F
1-5 years	7	87,5%	1	12.5%	8	100%
6- 10 years	5	55,6%	4	44.4%	9	100%
11-15 years	6	54,6%	5	45,5%	11	100%
16-20 years	3	75,0%	1	25,0%	4	100%
>20 years	4	100%	0	0,0%	4	100%
	25	69,4%	11	30,6%	36	100%

Based on the table above, it is evident that the duration of work exceeding 20 years has the highest percentage of good knowledge at 100%. The 1-5 years work duration shows a good knowledge level at 87.5%, followed by the 6-10 years range with a percentage of 55.6%, the 11-15 years range with 54.5%, and the 16-20 years range with 75.0%.

Work duration is an important variable in gaining work experience. It refers to the length of time a person dedicates their energy to a particular company. The extent to which a worker can achieve satisfactory results depends on their abilities, competencies, and specific skills. Based on research, the longer the duration of work, the more experienced the individual becomes in performing nursing documentation and the more skilled they are, resulting in greater accuracy in carrying out nursing documentatio (Widyanti et al., 2021). This is in line with the theory that as a person's work duration increases, there is a

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significant improvement in their level of maturity in thinking. Extensive professional experience provides individuals with opportunities to face a wide range of situations, from routine challenges to complex and unexpected problems (Mannasiah et al., 2023).

This is also in line with previous research conducted by (Nellisa et al., 2022). The longer a person works, the better their ability to document nursing care. Continuous experience will facilitate their understanding of the necessary processes and procedures, enabling them to record every important detail more accurately and systematically. This indicates that a person's level of experience greatly influences the quality of the documentation produced, thereby supporting more effective and high-quality nursing care.

After conducting interviews with several nurses in the Punai Room, it was found that they often face difficulties in completing comprehensive nursing care documentation. This is caused by patients' limited ability to provide the necessary information. Some patients admitted to the inpatient ward are individuals brought in by the social services, who often cannot give clear details regarding their condition or medical history. This situation makes it challenging for nurses to obtain the data needed to complete the documentation thoroughly, which ultimately affects the completeness and accuracy of the records, and consequently impacts the effectiveness of nursing care.

The conclusion of this study indicates that RJSD Atma Husada Mahakam Samarinda has nurses with a good category in knowledge about nursing documentation. This shows that the nurses' understanding at the facility is adequate and capable of carrying out the documentation process accurately and appropriately. With this good knowledge, it is hoped that the quality of nursing services can continue to improve and ensure that every step of nursing care is documented accurately and comprehensively.

4. CONCLUSION

Research on the level of knowledge regarding documentation of mental health nursing care at RSJD Atma Husada Mahakam Samarinda involved 36 respondents selected through inclusion criteria who completed the Knowledge questionnaire. The results showed that respondents with more than 20 years of work experience had the highest percentage of good knowledge at 100%. Those with 1-5 years of work experience also demonstrated a high level of good knowledge at 87.5%. For the 6-10 years range, the percentage was 55.6%, for 11-15 years it was 54.5%, and for 16-20 years it was 75.0%.

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