

(Research/Review) Article

Factors Affecting Filling of the Initial Assessment in Inpatient At Putri Hijau Hospital Medan

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Abstract. The issue of improving the quality of health services is a major focus for hospitals in their efforts to provide effective, efficient, and patient-safety-oriented services. One important indicator in improving the quality of nursing services is the process of completing the initial patient assessment, as this stage forms the basis for planning and implementing further nursing actions. This study aims to identify and analyze the factors that influence the initial assessment process at Putri Hijau Hospital in Medan in 2022. The research method used was quantitative with an analytical survey approach and a cross-sectional design. The research population included 135 nurses working in the inpatient ward, while the research sample consisted of 57 nurses selected using incidental sampling techniques. Data collection was carried out using a structured questionnaire that measured the variables of nurses' abilities, skills, attitudes, and motivation. The data were analyzed using univariate and bivariate analyses with the Chi-Square statistical test to determine the relationship between variables. The results showed that the factors of competence and skills ($p = 0.002$), attitude ($p = 0.000$), and motivation ($p = 0.013$) had a significant effect on the completeness and accuracy of the initial assessment of inpatients. These findings illustrate that nurses with high technical competence, positive attitudes, and strong motivation are better able to carry out initial assessments quickly and accurately. Based on these results, it is recommended that hospital management improve continuing education programs, conduct regular supervision, and provide performance-based rewards to strengthen nurses' motivation and professionalism in carrying out optimal initial assessments of patients.

Keywords: Hospital; Initial Assessment; Inpatient Care; Nurse Competence; Nursing Services Quality

1. Introduction

The quality of healthcare services is one of the main indicators in efforts to improve the quality of a hospital. In this context, nurses play a very important role because they are at the forefront of providing holistic nursing services to patients. One of the fundamental aspects of nursing care is the implementation of assessment, or initial inpatient assessment, which serves as the basis for developing a nursing care plan according to the patient's condition and needs. A systematic, comprehensive, and accurate assessment process not only facilitates the determination of a nursing diagnosis but also reflects the quality standards of service and the level of patient safety in the hospital.

Even if it is crucial, there are still many problems with the thoroughness and accuracy of nurses' initial assessments, especially in Indonesian government and private hospitals. Preliminary observations at Putri Hijau Hospital in Medan indicate that certain nurses have not yet achieved full compliance in completing initial assessment forms in alignment with established standard operating procedures (SOPs). People think that this state is caused by many internal elements, such as the person's level of competence and competency, their attitude toward work, and their drive to work. These characteristics can affect how well nurses follow administrative and technical procedures, which in turn affects the quality of nursing services.

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Previous studies have shown that nurses' personal characteristics are closely related to the quality of nursing documentation. According to, technical competence and professional attitude are positively related to the accuracy of patient assessment. Meanwhile, findings from confirm that intrinsic motivation also plays an important role in improving nurses' compliance in medical record keeping. However, studies that simultaneously examine the influence of ability, attitude, and motivation on the implementation of initial inpatient assessments are still relatively limited, especially in military hospitals such as Putri Hijau Hospital in Medan, which has its own leadership characteristics and disciplinary system.

This study seeks to ascertain the elements that affect the execution of initial inpatient evaluations by nurses at Putri Hijau Hospital in Medan in 2022, in light of these difficulties. This study aims to yield practical advantages for hospital management in formulating ways to enhance nursing performance by bolstering technical capabilities, cultivating a professional demeanor, and elevating work motivation. This study is anticipated to enhance the academic discourse regarding the quality of nursing services in Indonesia.

2. METHOD

This research utilized a quantitative methodology, employing an analytical survey design with a cross-sectional framework. The research sample comprised 57 nurses, chosen through accidental sampling from a total of 135 nurses employed in the inpatient ward of Putri Hijau Hospital in Medan. The examined variables encompassed the nurses' competencies, attitudes, and job motivation, which were considered to impact the execution of the initial inpatient assessment. A questionnaire with a 5-point Likert scale was used to obtain data on how people felt about these variables. We used univariate methods to look at the frequency distribution of the data we obtained and bivariate analysis with the chi-square test to look at the link between independent and dependent variables. We used SPSS to analyze the data. This study adhered to research ethics guidelines by securing permission and informed consent from all participants while preserving data confidentiality. We anticipate that the findings of this study will help us better understand what affects the quality of nurses' first assessments of patients at Putri Hijau Hospital in Medan.

3. RESULTS

Table 1. Frequency Distribution of Respondent Characteristics at Putri Hijau Hospital, Medan.

Characteristics	f	%
Gender		
Female	30	52,6
Male	27	47,4
Number	57	100
Age		
24-35 years old	19	33,3
36-45 years old	27	47,4
46-55 years old	11	19,3
Number	57	100
Education		

Diploma in Nursing	33	57,9
Bachelor's Degree in Nursing	24	42,1
Number	57	100
Work Experience		
< 6 years	21	36,8
≥ 6 years	36	63,2
Number	57	100

Table 1 shows that of the 57 respondents, 30 were female (52.6%) and 27 were male (47.4%). In terms of age, 19 respondents (33.3%) were between 26 and 35 years old, 27 respondents (47.4%) were between 36 and 45 years old, and 11 respondents (19.3%) were between 46 and 55 years old. Based on educational characteristics, 33 respondents (57.9%) had a D3 Nursing degree, while 24 respondents (42.1%) had a Bachelor of Nursing degree. As for work experience, 21 respondents (36.8%) had less than 6 years of work experience, while 36 respondents (63.2%) had 6 years or more of work experience.

Table 2. Cross-tabulation between abilities and skills, attitudes, and motivation towards completing the initial assessment for inpatient care at Putri Hijau Hospital in Medan.

Abilities and Skills	Initial Assessment Completion				Total		Sig-p
	Complete		Complete				
	Incomplete		Incomplete				
	f	%	f	%			
Total	19	33,3	9	15,8	28	49,1	0,002
Attitude	7	12,3	22	38,6	29	50,9	
Positive	26	45,6	31	54,4	57	100,0	
Negative	19	33,3	2	3,5	21	36,8	0,000
Total	7	12,3	29	50,9	36	63,2	
Motivation	26	45,6	31	54,4	57	100,0	
High	17	29,8	9	15,8	26	45,6	0,013
Low	9	15,8	22	38,6	31	54,4	
Total	26	45,6	31	54,4	57	100,0	

Table 2 shows a cross-tabulation of abilities and skills compared to the initial assessment. Of the 57 respondents, 28 (49.1%) had outstanding abilities and skills, 19 (33.3%) completed the assessment completely, and 9 (15.8%) completed the assessment incompletely. Meanwhile, of the 29 (50.9%) respondents with poor abilities and skills, 7 (12.3%) completed the assessment completely, and 22 (38.6%) completed the assessment incompletely. Based on the chi-square test results, the sig-p value was $0.002 < \alpha 0.05$, indicating that abilities and skills influenced the completion of the initial inpatient assessment at Putri Hijau Hospital, Medan, in 2022. A cross-tabulation of attitudes and initial assessment completion showed that of the 57 respondents, 21 (36.8%) had a positive attitude, with 19 (33.3%) completing the assessment completely and 2 (3.5%) incompletely. Meanwhile, of the 36 (63.2%) respondents with a negative attitude, 7 (12.3%) completed the assessment completely and 29 (50.9%)

incompletely. Based on the chi-square test results, the sig-p value was $0.000 < \alpha 0.05$, indicating an influence of attitude on completing the initial inpatient assessment at Putri Hijau Hospital, Medan, in 2022. A cross-tabulation between motivation and initial assessment completion showed that of the 57 respondents, 26 (45.6%) had high motivation, of which 17 (29.8%) completed the assessment completely, and 9 (15.8%) completed the assessment incompletely. Meanwhile, of the 31 respondents (54.4%) with low motivation, 9 (15.8%) completed the assessment completely, and 22 (38.6%) completed the assessment incompletely. Based on the chi-square test results, the sig-p value was $0.013 < \alpha 0.05$, indicating an influence of motivation on completing the initial inpatient assessment at Putri Hijau Hospital, Medan, in 2022.

4. DISCUSSION

The Influence of Ability and Skills on Completing the Initial Inpatient Assessment

The chi-square test findings indicated a significance p-value of 0.002, which is less than $\alpha = 0.05$. Thus, it can be inferred that there is a significant correlation between the competencies and skills of nurses in conducting the initial inpatient evaluation at Putri Hijau Hospital Medan in 2022. This finding aligns with Islami's (2021) research on the Evaluation of Compliance with Initial Medical and Nursing evaluations, which indicated a poor compliance rate of 58.09% for filling out medical evaluations by DPJP across all wards. The level of compliance in filling out nurse assessments was a little better, at 63.72%. Human resources (HR), materials, rules, and leadership are some of the things that affect how compliant people are. This study offers a significant review of the necessity to enhance the quality of nurses' competencies and capabilities, alongside other supportive aspects that can elevate adherence to evaluation methods.

Dinda's 2022 study on the completeness of initial assessment forms for outpatient clinics utilizing the IAR approach found that 70 of the 91 medical records (77%) were complete, while 21 (23%) were not. These incomplete medical records were related to several aspects, including patient identification, where 88% of files were complete and 12% were incomplete; reports or important notes, with 59% of files complete and 41% incomplete; author authentication, which reached 80% complete and 20% incomplete; and proper record keeping, with 79% of files complete and 21% incomplete. These results show that while most medical records are full, there are still areas that need to be improved to make sure that medical record documentation in outpatient clinics is of high quality and complete.

Abilities and skills play a very important role in determining individual performance. Ability refers to "a person's inherent qualities, whether natural or learned, that enable them to perform tasks, both mentally and physically." This ability is the basic ability a person possesses to complete a particular task. Meanwhile, skills are "competencies related to task execution." These skills include various practical abilities, such as negotiating, operating computer equipment, or effectively communicating goals and missions. Individuals with good abilities and skills will find it easier to complete tasks effectively and efficiently, which ultimately can achieve optimal performance. In a work context, someone with adequate abilities and skills will be better able to face challenges and achieve organizational goals.

Ability is a factor that differentiates high-performing employees from low-performing ones. Individual abilities influence job characteristics, behavior, responsibilities, and education, and have a significant relationship with job performance. Managers need to strive to match each individual's abilities and skills to the needs of the job. This adjustment process is crucial because some abilities can be improved through socialization, internal training, practice, or formal training.

From the researcher's standpoint, nurses' competencies and skills affect their execution of initial inpatient assessments. Research findings indicate that certain nurses exhibit inadequate proficiency in conducting initial assessments, characterized by unfamiliarity with procedural protocols aligned with hospital standard operating procedures (SOPs), failure to complete the assessment within the first 24 hours, and deficiencies in skill and accuracy in documenting patient care, including medical assessments and diagnoses. These events show that nurses' skills and talents are still not good enough. People that are good at something usually want to do their finest work. In general, a person's abilities are made up of two basic things: their mental and physical abilities. So, to help nurses get better at their jobs, the hospital needs to give them a lot of training and counseling to help them do their jobs better and follow the rules when doing inpatient assessments.

The Influence of Attitudes on Completing the Initial Inpatient Assessment

The results of the chi-square test show that the sig-p value = 0.000 which is smaller than $\alpha = 0.05$, which indicates a significant relationship between nurses' attitudes and filling out the initial inpatient assessment at Putri Hijau Hospital Medan in 2022. This finding is supported by research which discusses the relationship between the completeness of the initial patient assessment and the theme of patient complaints, which found a relationship with a p-value = 0.016. In addition, regarding the evaluation of compliance with initial medical and nursing assessments also shows that the level of compliance in filling out medical assessments by DPJP in all rooms is still low, namely 58.09%, while compliance in nursing assessments is relatively better, reaching 63.72%. Factors that influence this compliance include human resources (HR), materials, regulations, and leadership, which play an important role in improving the quality of filling out assessments.

Attitude is a person's view or assessment of an object, which can also be understood as an invisible response to a particular stimulus. Manifestations of attitudes cannot be observed directly, but must be interpreted through hidden behavior. Attitudes reflect appropriate reactions to stimuli, which often take the form of emotional responses to social stimuli in everyday life. Attitudes are divided into two main categories, namely positive and negative attitudes. Individuals with a positive attitude towards an object usually tend to help, pay attention to, and do things that benefit the object. Conversely, individuals with negative attitudes tend to criticize, criticize, attack, or even try to damage the object. Attitudes play an important role in determining how a person interacts with their social environment and influences the actions and decisions taken in everyday life.

Attitude can be defined as a readiness to respond to an object in a certain way, which includes an evaluative response to cognitive experiences, affective reactions, intentions, and behaviors that have occurred in the past. This attitude influences thought processes, emotional reactions, desires, and subsequent behaviors. In other words, attitude is an evaluative response formed from a person's self-evaluation process, which ultimately forms a positive or negative

assessment of the object encountered. This assessment influences how an individual interacts with the object, whether in the form of thoughts, feelings, or actions to be taken. Attitudes can also change along with an individual's experience and reflection on the object, and often play a role in determining a person's attitude in various social or professional situations. As an important part of the decision-making process, attitudes also contribute to actions taken in everyday life.

Based on the researcher's assumptions, attitude is a factor influencing how the initial inpatient assessment is completed. Negative attitudes emerged from respondents' reactions to completing the initial inpatient assessment completely. Many respondents stated that completing the initial assessment completely actually increased their workload. This was due to nurses' difficulty managing work conditions, resulting in longer work hours and reduced time for completing other tasks. These reasons led to a majority of nurses' negative attitudes, which in turn affected the accuracy of completing the initial inpatient assessment in accordance with established standards and regulations.

The Influence of Motivation on Completing the Initial Inpatient Assessment

The chi-square test findings yielded a p-value of 0.013, which is less than $\alpha = 0.05$, signifying a significant impact of motivation on the completion of the initial inpatient examination at Putri Hijau Hospital Medan in 2022. Dinda's (2022) research on the Review of Completeness of Completion of Initial Assessment Forms for Outpatient Clinics Using the IAR Method corroborates this outcome. Of the 91 medical records examined, 70 files (77%) were comprehensive, whereas 21 files (23%) were deficient. For patient identification, 88% of files were complete and 12% were not; for reports or important notes, 59% were complete and 41% were not; for author authentication, 80% were complete and 20% were not; and for effective record keeping, 79% were complete and 21% were not. These results show how important motivation is for making sure that medical records are filled out completely and correctly.

Research shows a relationship between the completeness of the initial patient assessment and the theme of patient complaints. Motivation functions as a driving factor that can increase a person's work enthusiasm, encourage them to work together, work effectively, and combine efforts to achieve satisfaction. Differences in the level of individual motivation in an organization have a significant impact on their work results and performance. Gibson in his book quoted by Silaen states that: "motivation and ability to work interact to determine performance," which means that motivation and ability to work together to influence performance. Therefore, motivation plays an important role in supporting the improvement of individual performance and work effectiveness in organizations, including in the context of health services and completing inpatient assessments.

Motivation theory seeks to elucidate and forecast the initiation, maintenance, and cessation of individual behavior. To boost individual performance, managers need to learn more about motivation and pay greater attention to it. Motivation is founded on a dynamic holistic paradigm that emphasizes the hierarchy of human needs. People will be happier when their physical requirements are addressed, and when these needs are met, they no longer need to be motivated. The urge for self-actualization is the one that has the largest effect on motivation. Self-actualization is an individual's endeavor to attain their optimal self.

Based on the researcher's assumptions, motivation is also a factor influencing the completion of the initial inpatient assessment. This is evident in the persistence of nurses who have low motivation in completing the initial assessment completely, such as nurses who are less diligent and enthusiastic due to the lack of recognition given when they complete the initial assessment properly. Furthermore, nurses feel burdened by completing the initial assessment because they feel it does not match their abilities, so they do not complete the assessment properly and correctly according to existing regulations. These findings indicate that there are still nurses with low motivation who do not complete the assessment according to standards and only do so when instructed by their superiors. Meanwhile, nurses who have high motivation tend to complete tasks on time and in accordance with hospital regulations, so they have the drive or enthusiasm to complete the initial assessment optimally according to hospital expectations.

5. CONCLUSION

This study's findings show that talents and skills, attitudes, and motivation affect the completion of initial inpatient examinations at Putri Hijau Hospital, Medan, in 2022. Nurses' competencies, attitudes toward their responsibilities, and motivation substantially impact the thoroughness of initial evaluations in accordance with set criteria. The managerial implications of this study underscore the necessity for hospital management to deliver effective training, enhance nurse motivation, and cultivate a work environment that promotes positive attitudes in the execution of administrative activities. Additionally, hospitals must establish an incentive structure that motivates nurses to be more meticulous and proactive in doing first assessments. A weakness of this study is the omission of external factors that may affect assessment completion, such as a high patient load and inadequate facilities, which warrant additional investigation in subsequent research.

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