Study Qualitative Motivate the Nurse in Centralization Management Medicinize at Space Take Care of to Lodge Sedap Malam RSUD Gambiran Kediri Town

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ABSTRACT

Hospital accreditation standards for centralized drug systems are one of the priorities that must be met by hospitals. This system functions to use drugs appropriately and avoid waste in their use, so that patient nursing care needs can be met. The purpose of this study was to explore nurses' motivation in centralizing drug management in the treatment room. The design used is descriptive qualitative, the research sample was taken from nurses on duty in the inpatient room of Sedap Malam RSUD Gambiran Kediri City who were willing to be interviewed, with a sample size of 6 informants. Data collection with a tape recorder through in-depth interviews with 6 nurses (6 informants). The results of the study of achievement factors, increasing the status of the job itself, responsibility, work environment conditions, regulations of the treatment room and hospital, relationships within the group, and subordinate superior relationships that showed the highest influence on implementing centralized drug management in the room were factors of regulations of the treatment room and hospital. All informants had the same overall reason, namely that the implementation of centralized drug management in the room was carried out based on regulations that had been mutually agreed upon so that the implementation of centralized drug management could be arranged in accordance with service procedures in the hospital. Factors that influence nurses at Gambiran Regional Hospital, Kediri City in implementing centralized drug management in the room are factors of treatment room and hospital regulations because the regulations that have been set must be implemented so that the implementation of drug centralization continues to run according to procedures and to meet hospital accreditation standards. The procedures in implementing centralized drug management are not only joint provisions, but also become provisions in accordance with the procedures that have been set by the hospital accreditation commission.

I. Introduction

Various problems will arise in fulfilling hospital accreditation standards, both in fulfilling KARS (Hospital Accreditation Commission) accreditation standards and JCI accreditation. The problem is mainly in terms of priority in fulfilling standards in hospitals. There are many obstacles faced by hospitals in meeting these standards, one of which is the centralization system of drugs in the room. Centralization of drugs aims to use drugs wisely and avoid waste, so that the patient's nursing care needs can be met (Nursalam, 2011).

Medication management encompasses the systems and processes used by a hospital to provide pharmacotherapy to patients. It is a multidisciplinary effort, in coordination with hospital staff applying effective process design principles, implementation and improvement to the selection, procurement, storage, ordering/prescribing, recording (transcribing), distribution, preparation (preparing), dispensing, administration, documentation and monitoring of drug therapy. If this is not

implemented properly it can cause or result in inappropriate drug services or harm to patients while the drugs are under the supervision of health workers or patients (Hospital Accreditation Forum, 2014)

WHO data (2004) stated that 38% of drug administration errors were related to poor performance and collected hospital research figures in various countries such as America, England, Denmark, and Australia found KTD with a range of 3.2-16.6%. In Indonesia, the report on Patient Safety Incidents (2007) stated that drug administration errors were 24.80%. Based on the National Map of Patient Safety Incidents in the PERSI congress in 2007, it was stated that drug administration errors were ranked first (24.8%) of the top 10 reported incidents (Mulyana, 2013).

Based on the results of a preliminary study conducted by researchers on November 7, 2014 at 10:00 WIB in the Sedap Malam inpatient room of Gambiran Hospital, Kediri City, initial data was obtained from the Head of the Room and nurses on duty in the Sedap Malam inpatient room who had been interviewed regarding nurse motivation in drug centralization. In the interview, it was found that drug centralization in the Sedap Malam inpatient room had been implemented, but its implementation had not been carried out properly, this was because the implementation of drug centralization had not been carried out according to procedure, for example, there were still drugs placed in the patient care room, the administration of drugs was not on time, this was due to the receipt of drugs from the pharmacy department which had not been distributed on time. Incidents of errors in administering drugs to patients had also occurred, but this was immediately coordinated with the nursing team in the room (*Gambiran Regional Hospital, 2014*).

Interviews were also conducted with nurses on duty in the Sedap Malam room of Gambiran Hospital, Kediri City, the interview obtained data that in the implementation of drug centralization, nurses have carried out with motivation so that the implementation of drug centralization is carried out according to procedure, however, in its implementation it has not been implemented properly, this is due to individual factors of the nurses themselves and the facilities and infrastructure in the implementation of drug centralization, sometimes nurses feel bored with monotonous activities because they face routine tasks. In the implementation of centralized management in the Sedap Malam room, many things are faced, including the lack of adequate room facilities and infrastructure for drug centralization, the absence of pharmacists in the room, the One Day Dose drug administration system that has not been implemented, the drug handover form that does not exist, and the drug administration form that is still in the form of a ledger (*Gambiran Regional Hospital, 2014*).

Drug centralization is a drug management where all drugs prescribed or received by patients are fully managed by nurses. Where controlling drug use and drug consumption is one of the roles of nurses, therefore drug control for patients needs to be implemented so that the risks of drug deviation by patients can be minimized.[17]Determining medication for a patient is the authority of a doctor who treats the patient, but nurses are also required to be responsible for drug management. Errors in administering medication such as wrong medication, wrong patient, or untimely administration of medication also often occur due to the absence of proper drug centralization (Peace be upon you, 2008).

Nurses are health workers who have the longest time interacting with patients in providing care during treatment in the hospital. This nursing profession is required to provide quality nursing services, have a strong foundation of knowledge and skills, accompanied by professional attitudes and behaviors and are guided by nursing ethics. In carrying out the nursing process, a nurse is required by the community to provide the best quality nursing services because this is felt as a phenomenon that must be responded to by nurses. The existing response must have conducive characteristics by having to learn many concrete steps in its implementation, one of which is drug centralization (Nursalam, 2011).

Nurse motivation is very necessary in carrying out the drug centralization process in hospitals, because with the motivation of nurses, it is hoped that each individual employee or nurse will be willing to work hard and enthusiastically to achieve high work productivity and minimize unexpected incidents to patients undergoing treatment in hospitals regarding drug management (Radiani, 2009).

Based on the description above, the researcher is interested in conducting research on "Nurses' Motivation in Centralizing Drug Management in the Sedap Malam Inpatient Ward, Gambiran Hospital, Kediri City".

II. Methods

The research design used in this study is descriptive qualitative. This research design and study were used because the purpose of this study was to explore the motivation of nurses in the centralization of drug management in the inpatient room of Sedap Malam RSUD Gambiran, Kediri City.The sampling technique in this study was purposive sampling. The subjects in this study were all nurses at Gambiran Hospital, Kediri City. In the implementation of this study, the number of samples obtained was 6 informants with sample inclusion criteria being nurses on duty in the Sedap Malam room of Gambiran Hospital, Kediri City who were willing to become informants and nurses on duty in the Sedap Malam room ≥ 6 months. The sample exclusion criteria were nurses on duty in the Sedap Malam room of Gambiran Hospital, Kediri City who were not willing to become informants and had a work period of ≤ 6 months.

In this study, the data collection method used by the researcher is through in-depth interviews. The data collection process is done by giving informants several questions related to the research, then the informant's answers are recorded into a voice recorder (tape recorder) and taking pictures of informants using a digital camera (with the informant's knowledge and consent).

The data obtained was processed and analyzed by researchers who then drew conclusions for the research results.

III. Results and Discussion

1. Characteristics of Informants

The informants in the study on Nurses' motivation in centralizing drug management in the Sedap Malam inpatient room of Gambiran Hospital, Kediri City consisted of 6 informants. The characteristics of the informants in this study were nurses on duty in the Sedap Malam room who were willing to be interviewed for the study, and the informants in this study had served in the Sedap Malam inpatient room for ≥ 6 months, where there was 1 male informant and 5 female informants.

2. Interview Results

In this study, the factors that influence nurse motivation in centralizing drug management are internal and external factors, where internal factors include: Achievement, increasing the status of the job itself, responsibility and external factors include: Work Environment Conditions, regulations of the treatment room and hospital, relationships within the group, subordinate-superior relationships.

From the results of interviews conducted with 6 informants regarding nurses' motivation in centralizing drug management, factors that influence nurses in implementing drug centralization include internal factors, including: Achievement, increasing the status of the job itself, responsibility and external factors, including: Work Environment Conditions, regulations of the treatment room and hospital, relationships within the group, subordinate-superior relationships. These factors have an influence on nurses' motivation in implementing drug centralization in the Sedap Malam room.

Of the several factors that influence nurses' motivation in implementing centralized drug management in the Sedap Malam room of Gambiran Hospital, Kediri, the factor that greatly influences nurses' motivation in implementing centralized drug management is the regulation factor of the treatment room and hospital, the factor regarding the regulation of the treatment room and hospital according to all informants (6 people) all informants said that the regulation regarding the implementation of centralized drug management in the room has become a regulation that has been agreed upon together so that in the implementation of centralized drug management it can be arranged according to the service procedures in the hospital. In the implementation of centralized drug management in the room, the regulations that have been set motivate nurses to always carry out drug centralization actions according to the procedure, this was conveyed by all informants. So that in its implementation, for nurses who do not carry out these actions, they will definitely get a warning or reprimand to continue to always carry out drug centralization in the room as well as possible.

In this study, the regulations of the treatment room and hospital greatly influenced the motivation of nurses in implementing centralized drug management in the room. Motivation is also supported by reprimands or warnings from superiors or the nursing team. Reprimands are a way to remind nurses if they do not carry out centralized drug management in the room so that its

implementation can be in accordance with the procedures set by the hospital. For this reason, regulations are not only in verbal form, but definite regulations or written regulations are also applied. Written regulations are very important for nurses so that the implementation of drug centralization can run according to the provisions that have been imposed by the hospital, so that in its implementation there is a definite demand and must be implemented by nurses in implementing centralized drug management in the room.

IV.   Conclusion

Based on the research results of achievement factors, increasing the status of the job itself, responsibility, work environment conditions, treatment room and hospital regulations, relationships within groups, and subordinate superior relationships that show the highest influence on implementing centralized drug management in the room are factors of treatment room and hospital regulations. All informants have the same overall reason, namely that the implementation of centralized drug management in the room is carried out based on regulations that have been mutually agreed upon so that the implementation of centralized drug management can be arranged in accordance with service procedures in the hospital.

It is expected that the hospital will provide motivation to nurses to implement centralized drug management in the room. The motivation is in the form of support and appreciation (Reward) and procedures regarding the implementation of centralization in the room to be implemented immediately in accordance with the applicable SOP and to prepare procedures or SOPs in implementing drug centralization in the treatment room. This is closely related to the progress of Gambiran Hospital, Kediri City in the field of patient services, especially in drug management in the treatment room to be more controlled.

V.   References

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