Improving the Quality of Assessment and Diagnosis in Nursing Care: A Literature Review

Brajakson Siokal[1,*], Ridwan Amiruddin[2], Tahir Abdullah[2], Yahya Thamrin[2], Yuliana Syam[2], Sukri Palutturi[2], Hasnawati Amqam[2], Rian Adi Pamungkas[3], Wahyuningsih[4], Samsualam[1], Sudarman[1], Akbar Asfar[1], Andi Mappanganro[1]

Brajakson Siokal[1,*], Ridwan Amiruddin[2], Tahir Abdullah[2], Yahya Thamrin[2], Yuliana Syam[2], Sukri Palutturi[2], Hasnawati Amqam[2], Rian Adi Pamungkas[3], Wahyuningsih[4], Samsualam[1], Sudarman[1], Akbar Asfar[1], Andi Mappanganro[1]

[1]*Universitas Muslim Indonesia, INDONESIA.*

[2]*Universitas Hasanuddin, INDONESIA.*

[3]*Universitas Esa Unggul, INDONESIA.*

[4]*Universitas Patria Artha, INDONESIA.*

Correspondence

Brajakson Siokal

Universitas Muslim Indonesia, INDONESIA.

E-mail: brajakson.siokal@umi.ac.id

History

- Submission Date: 20-05-2023;
- Review completed: 21-06-2023.
- Accepted Date: 24-06-2023.

DOI : 10.5530/pj.2023.15.140

Article Available online

http://www.phcogj.com/v15/i4

ABSTRACT

Nursing care involves a series of interactions between nurses with clients and the environment to meet their needs and ensure independence in caring for themselves. Therefore, this research aimed to examine how to improve the quality of assessments and diagnoses in nursing care. Several articles were obtained from Google Scholar, Pubmed, and ProQuest databases, while the research questions were structured using the PICO method and search keywords. The inclusion criteria included articles focused on the quality of assessments and diagnoses in nursing care, applied to health institutions and services, and published in English from 2018-2022. A total of six articles were included after thorough identification, screening, eligibility, and inclusion. The results obtained can be used to improve the quality of assessments and diagnoses in nursing care.

INTRODUCTION

Nurses provide professional services that are an integral part of the health system and also play a role in improving the quality of services. This is achieved through the provision of nursing care which is a process or series of activities performed either directly or indirectly to clients by using a scientific approach based on a code of ethics and standards of nursing practice.[1] Furthermore, nursing care involves interactions between nurses with patients and the environment to meet their needs and ensure independence in caring for themselves. It is carried out properly by using the right basic concepts. In other words, the care being provided reflects the basic concepts of the nursing process which will indirectly affect the service quality of nurses. The better the quality of nursing care provided, the higher the patients' satisfaction.[2]

Improving the quality of health services, specifically in relation to nursing care, is a priority for the health care system.[3] Meanwhile, nursing diagnosis is a clinical assessment of the experience/response of individuals, families, or communities to the risks of health problems and life processes.[4] It is an important component of determining appropriate nursing care to help clients achieve optimal and quality health services.[5] Professional care is demonstrated in nursing assessment which reflects nurses' activities and effectively describes the patients' status as well as progress.[6] Nurses have a major influence on health services as well as an important role in improving the quality of public health.[7,8] Therefore, this review aims to summarize and evaluate how to improve the quality of assessment and diagnosis in nursing care.

METHOD

This research used the literature review method which began with a search for journals according to topics related to the title through online databases including Google Scholar, Pubmed, and ProQuest.

The PICO (Population, Intervention, Comparison, Outcomes) method was used to prepare the questions for this article.[9] In this research, the compositions were as follows P: Nurse; I: Nursing Care; C: -; O: Quality of assessment and nursing diagnosis. The inclusion criteria included articles focused on the quality of nursing assessments and diagnoses in nursing care, applied to health institutions and services, full-text in Indonesian/English, and published in the last five years from 2018-2022. In contrast, the inclusion criteria were articles that are not the result of research, not full text, and in
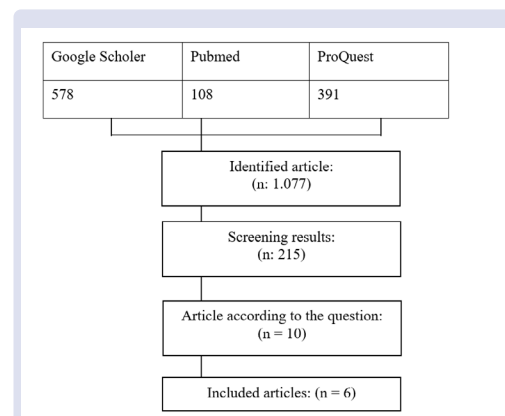

Google Scholer	Pubmed	ProQuest
578	108	391

Identified article: (n: 1.077)

Screening results: (n: 215)

Article according to the question: (n = 10)

Included articles: (n = 6)

Figure 1: Article selection flowchart

Table 1: PICO keywords.

P	: "Nurse"
I	: "Nursing care"
C	: -
O	: "Assessment Quality" AND "Quality of Nursing Diagnosis"

Table 2: Research articles on improving the quality of assessment and diagnosis in nursing care.

No	Researcher (Year)	Research design	Objective	Sample	Instrument	Results
1	Mendrofa & Hasibuan, (2021)[10]	The comparative design compares the professional and the primary nursing model to improve the quality of nursing care in hospitals	The purpose of the research is to identify the use of professional nursing care team model with a primary nursing model in improve the quality of nursing care	All patients in the Inpatient Hospital where the research was conducted	Using the multiscale method of patient assessment instruments – acute care version (PAQS ACV)	The results showed that there was a significant difference between the quality of nursing care in team groups and the quality of nursing care in the primary nursing group where the value of sig (2-tailed) is 0.008 and > 0.05.
2	Nelly Hermala Dewi, Eti Suryati, & Fertin Mulyanasa, (2021)[11]	Research and development	The research aims to determine the development of the quality of emergency nursing care based on the IDHS, SLKI, and SIKI, the quality of the format development, and the quality of the documentation for the development of these formats in the Emergency Room of Dradjat Prawiranegara Hospital Serang Banten	31 emergency room nurses and members of the nursing committee of the Prawiranegara Hospital Serang Bantel	Efficiency and Usability Questionnaires and observation sheets to assess the development of the nursing care quality format	The results showed that the established nursing diagnoses obtained by the primary assessment, the quality of the emergency nursing care documentation format in terms of functionality, efficiency, and usability was good.
3	Anita Karaca & Zehra Durna, (2019)[12]	A cross-sectional, descriptive survey research	To evaluate patient satisfaction with the quality of nursing care and examine related factors	The sample consists of 635 patients discharged from private hospitals capital	Data were collected using "Patient Satisfaction with Quality of Nursing Care" Questionnaire" with a total of 19 items and a designed questionnaire to record demographic characteristics and medical history between 1 January–31 May 2015	The results showed that patients are more satisfied with "Nurse Concerns and Concerns" and less satisfied with "Information Provided." Patients (63.9%) described nursing care offered during hospitalization as excellent. In this research, nurses must show greater interest in providing information.
4	Ying Liu & Yupin Aungsuroch, (2018)[3]	A cross-sectional survey	This research proposes a hypothesized theoretical model to examine the structural relationship between work environment, patient-nurse ratio, job satisfaction fraction, burnout, intention to leave, and quality of nursing care	510 nurses in china in 4 hospitals	Practice Enviroment Scale (C-PES)	The data supported the theoretical model. The work environment has a large total effect on the quality of nursing care. Fatigue mostly and directly affects the quality of nursing care, followed by the work environment and the patient-nurse ratio.
5	Khairir Rizani, Hammad, Agustine Ramie, (2021)[13]	This qualitative research aims to identify each stage in system application development until a computer-based nursing assessment documentation application design is formed	The objective is to develop a prototype (design) of computer-based community nursing assessment documentation applications	Seventy-five students of the Health Polytechnic of the Ministry of Health Banjarmasin Department of Nursing Diploma IV Research Program have received community nursing courses	Data collection was carried out in 2019 for eight months, starting with making a prototype (design) of a computer-based community nursing assessment documentation application, testing the system, and then asking respondents' opinions by providing questionnaire sheets on ease of access, completeness, suitability, and accuracy of information.	The prototype of the computer-based community nursing assessment documentation application was made and tested on respondents with very good responses to the application and the quality of the information. Prototypes can be developed in collaboration with community nursing experts, by designing the graphic designs and animations to the community's needs.

| 6 | Aprilia Nuryanti, (2020)[14] | Pre-experimental analytics (one shot case research) | The purpose of this research was to examine the quality of nursing assessment instruments and the quality of documentation used by students during medical nursing surgery in clinical practice | The subjects in this research were 96 students to assess the quality of nursing assessment instruments and 89 nursing care documents written by level III students to assess the quality of documentation | Likert scale questionnaire and observation list were used | The quality of nursing assessment documentation is mostly in the good category. Several components are in a good category, namely accuracy in previous medical history (58.43%), completeness in nutritional, metabolic research (75.28%), exercise activity patterns (75.28%), and physical examination in which three aspects are insufficient category (69.66%). The quality of the instrument was assessed in the good category on the three aspects of functionality, usability, and efficiency (>76%). The functional health pattern according to Gordon, is suitable to be applied and can be developed for good nursing assessment. |

abstracts. The research question is how can the quality of assessment and diagnosis in nursing care be improved?

RESULTS

Based on the inclusion criteria, a total of 6 articles conducted in Indonesia, Tukey, China, and published from 2018-2022 were obtained. Previous research by[10] stated that the primary nursing model shows assignments in the nursing service units where nurses are responsible 24 hours for the process of providing care to patients. This method improves the quality of nurses' independence in providing care and diagnosis for evaluation. Another research[11] reported that the quality of nursing care involves a series of processes aimed at solving problems/diagnoses, specifically in the emergency department, based on priorities that have been set independently and involving other health workers to achieve predetermined goals. Nurses are required to be systematic and effective, specifically in the assessment and diagnosis of patients. According to,[12] they must be able to inform the patient about each procedure and provide the necessary explanations regarding the disease, diagnosis, and treatment to ensure satisfaction. Furthermore, it was reported that the nursing theoretical model can improve the quality of care.[3] Previous research by,[13] demonstrated a prototype design of a computer-based community nursing assessment documentation application made to improve the quality of nursing care. Developing an assessment format is the main basis for nursing care in meeting clients' needs because diagnoses are formulated based on the results obtained.[14] The nursing assessment instrument is expected to be a tool for measuring, assessing, and collecting data to achieve optimum care.

Therefore, it can be concluded that a responsible nurse and good communication with patients are needed in the care process to improve the quality of nursing diagnoses. The research articles also showed the quality of the model and its application in conducting assessments to formulate nursing diagnoses.

DISCUSSION

This literature review aims to identify improvements in the quality of assessment and diagnosis in nursing care. Based on the analysis results, quality assessment and diagnosis in nursing care can improve the performance of nurses.

Nurses provide care to individuals, groups, or communities both in health and illness.[15] This case involves a series of interactions between nurses with clients and the environment to meet their needs and ensure independence in caring for themselves.[16] It is also a form of professional and an integral part of health services focused on individuals, families, groups or communities who are sick or healthy.[17]

Nursing care is an important factor in patient survival,[18] it was introduced officially in the 1950s as a process divided into three parts namely assessment, planning, and evaluation.[19] Moreover, nursing care is the duty and obligation of a nurse to patients throughout their treatment period.[20] It begins with an objective and subjective assessment, followed by making a diagnosis, action, implementation, and evaluation. Implementing good nursing care will improve the quality and quality of health services.[6]

According to Sumijatun (2010), the problem of nursing services is non-adherence to predetermined standards.[21] The quality of nursing care is reflected in a hospital's success in providing health services, and this is closely related to human resources.[22] Patients' needs must also be accompanied by nursing actions to avoid dissatisfaction. This is because patients' satisfaction is the main indicator of optimal nursing services. Therefore, nurses must be able to provide adequate services consistent with established standards. Nursing care is also part of health services that play an important role in determining the quality of a hospital.[23-27] As the main indicator, patients' satisfaction can be defined as the feeling they had, which arose as a result of the nursing service performance after comparing it to what was expected.[6]

CONCLUSION

Based on the results, it can be concluded that quality assessment and diagnosis will improve the performance of nurses in nursing care.

REFERENCES

1. Mendrofa HK, Hasibuan MTD, Adelia G. Aplikasi Model Penugasan Primary nursing dan Konsep Budaya Kerja Keperawatan dalam Peningkatan Kualitas Asuhan Keperawatan di Rumah Sakit. Jawa Barat: CV Jejak. 2021.

2. Damanik ETM. Konsep dasar proses keperawatan untuk meningkatkan kualitas pelayanan keperawatan. 2019;1-6.

3. Liu Y, Aungsuroch Y. Factors influencing nurse-assessed quality nursing care: A cross-sectional study in hospitals. J Adv Nurs. 2018;74(4):935-45.

4. de F. Barros SRA, dos S. Albuquerque AP. Nursing approaches for pain diagnosis and classification of outcomes. Rev Dor. 2014;15(1):107-11.

5. Taylor C, Lynn P, Bartlett J. Fundamentals of nursing: The art and science of person-centered care. Lippincott Williams & Wilkins. 2018.

6. Syah M. Pentingnya Pengetahuan Perawat Tentang Diagnosa Keperawatan. 2020;1(1):1-10.

7. Kelbiso L, Belay A, Woldie M. Determinants of quality of work life among nurses working in Hawassa town public health facilities, South Ethiopia: a cross-sectional study. Nurs Res Pract. 2017;2017:5181676.

8. Putra CS. Peranan Teknologi Informasi dalam Pelayanan Keperawatan di Rumah Sakit. J SIMTIKA. 2019;2(3):28-31.

9. Eriksen MB, Frandsen TF. The impact of patient, intervention, comparison, outcome (PICO) as a search strategy tool on literature search quality: a systematic review. J Med Libr Assoc. 2018;4(106):10-1.

10. Mendrofa HK, Hasibuan MTD. Perbandingan Model Asuhan Keperawatan Profesional Tim dengan Primary Nursing dalam Peningkatan Kualitas Asuhan Keperawatan di Rumah Sakit Kota Medan. J Ris Hesti Medan Akper Kesdam I/BB Medan. 2021;6(2):149.

11. Dewi NH, Suryati E, Mulyanasari F, Yupartini L. Pengembangan Format Dokumentasi Asuhan Keperawatan Gawat Darurat Berbasis SDKI, SLKI, dan SIKI. J Keperawatan Silampari. 2021;4(2):554-65.

12. Karaca, Durna Z. Patient satisfaction with the quality of nursing care. Nurs Open. 2019;6(2):535-45.

13. Rizani K, Hammad, Ramie A. Prototype (Rancang Bangun) Aplikasi Dokumentasi Pengkajian Keperawatan Komunitas Berbasis Komputer. J Ilmu Kesehat Insa Sehat. 2021;9(2):20.

14. Nuryanti. Uji Coba Instrumen Pengkajian Keperawatan Medikal Bedah Berbasis Pola Fungsional Kesehatan Gordon. J Keperawatan. 2020;9(2):1-10.

15. Thomas H, Ciliska D, Dobbins M, Micucci S. A process for systematically reviewing the literature: providing the research evidence for public health nursing interventions. Worldviews Evidence-Based Nurs. 2004;1(3):176-84.

16. Liu X. Hospital nursing organizational factors, nursing care left undone, and nurse burnout as predictors of patient safety: A structural equation modeling analysis. Int J Nurs Stud. 2018;86(1):82-9.

17. Tarigan R, Handiyani H. Manfaat Implementasi Dokumentasi Asuhan Keperawatan Berbasis Komputerisasi Dalam Meningkatkan Mutu Asuhan Keperawatan. 2019;8(2):110-6.

18. Lotfi M, Zamanzadeh V, Valizadeh L, Khajehgoodari M. Assessment of nurse–patient communication and patient satisfaction from nursing care. Nurs Open. 2019;6(3):1189-96.

19. Rakuom CP, Wagoro MC, Mirereh JO, Galo S. Returning nursing to Nightingale: The bigger picture of mainstreaming Kenya-Nursing Process. J Community Public Heal Nurs. 2016;2(4):1.

20. Larsson E, Sahlsten MJM, Segesten K, Plos KAE. Patients' perceptions of barriers for participation in nursing care. Scand J Caring Sci. 2011;25(3):575-82.

21. Sumijatun SM. Konsep Dasar Menuju Keperawatan Profesional. Jakarta Tim. 2010.

22. Cresswell, Sheikh A. Organizational issues in the implementation and adoption of health information technology innovations: an interpretative review. Int J Med Inform. 2013;82(5):e73-e86.

23. Mallongi A, Rauf AU, Astuti RDP, Palutturi S, Ishak H. Ecological and human health implications of mercury contamination in the coastal water. Global J Environ Sci Manage. 2023;9(2):1-14.

24. Astuti RDP, Mallongi A, Amiruddin R. Hexavalent chromium contamination in groundwater and its implication to human health: A Monte Carlo model approach in Indonesia. Sustain Water Resour Manag. 2023;9(1):22.

25. Rachman WONN, Syafar M, Nasir S, Amiruddin R, Ahmad AK, Abdullah MT, *et al*. Drugs Abuse Behavior Prevention Model through Family Approach in Adolescents in Kendari City. Biomed Pharmacol J. 2022;15(3):2487.

26. Ernyasih E, Mallongi A, Daud A, Palutturi S, Stang S, Thaha R, *et al*. Health risk assessment through probabilistic sensitivity analysis of carbon monoxide and fine particulate transportation exposure. Global J Env Sci Manage. 2023;9(4):933-50.

27. Al-Neyadi HS, Abdallah S, Malik M. Measuring patient's satisfaction of healthcare services in the UAE hospitals: Using SERVQUAL. Int J Healthc Manag. 2018;11(2):96-105.