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Research Article

ADMINISTRATION HEALTHCARE SYSTEM: Advancing the Knowledge and Skills of Nurses' Professional Working with Family Caregiver of Mental Illness

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ABSTRACT

Background: Nurses have a responsibility in providing nursing care/services. Responsibility in providing nursing care to clients includes aspects of bio-psycho-social-cultural and spiritual, in an effort to meet basic needs by using a nursing process approach that includes efforts to help improve mental and psychological health of patients with mental disorders.

Objective: This study seeks to analyze the role of nurses as care givers in handling mental patients.

Method: This study uses an observational research design with data analysis using a qualitative method with a descriptive analytical approach to underline the specific role of nurses in handling mental patients.

Results: The results of this study are expected to have value or benefit, both theoretically and practically as a reference in providing understanding to all levels of society about the role of nurses as care giver in the treatment of schizophrenic patients.

Conclusion: These findings practically encourage nurses to improve their skills and responsibilities for all patient needs in the healing process. The role of nurses as health servants must be able and ready to serve patients who need care such as nursing care providers, as providers of guidance/counseling clients, as a source of information that can solve client problems.

Keywords: role of nurses, caregiver, nursing management, patients with mental disorder.

INTRODUCTION

With the development of health services, understanding health ethics is an important part of community welfare (Bayer & Fairchild, 2004). Health is a state of physical, mental, spiritual, and social well-being that is complete and not just free from disease or disability. Health Act No. 36/2009 article 1 states that the physical, mental, spiritual, and social health is a condition that enables everyone to live productively socially and economically.

Nursing services are social servants provided by nurses to individuals, families and communities who have health problems (Jackson, 2008; Baly & Baly, 1995; Sturm, 2009). The services provided are efforts to achieve optimal health degrees in accordance with the potential possessed in carrying out real health services. A nurse should have good knowledge and mentality in order to quickly recognize the needs of patients who need immediate help (Zhao & Yang, 2003) [5]. Our observations reveal that the role of nurses as care givers, especially in the treatment of schizophrenia patients with auditory hallucinations in West Nusa Tenggara Province Mental Hospital, the most cases of mental

disorders occurred in the past month with a total of 99 patients including schizophrenia totaling 74 person. In particular, a nurse who serves and handles patients must be prepared with good physical and mental knowledge about the symptoms that exist in patients because the better the nurse understands or responds quickly to the patient's condition, the faster the treatment process will be given. Here, this study seeks to analyze the role of nurses as care givers in handling mental patients. The results of this study are expected to have value or benefit, both theoretically and practically as a reference in providing understanding to all levels of society about the role of nurses as care giver in the treatment of schizophrenic patients.

LITERATURE REVIEW

In treating patients the duties of nurses vary, so it is the nurse who will treat the patients the most and often relates to and is closest to the patient (Salmon, 1993; Abedi et al, 2005; Watt-Watson et al, 2001; Berg & Danielson, 2007). As they have high workload, nurses should consider that the patient must be fully serviced for the health of the patient, it should be the duty of the nurse to

see the first signs of a deviation, any changes or deviations that occur in the healing process or the patient's adjustment process will be a priority in the healing period (Shihundla et al, 2016).

Care giver is care given by nurses in dealing with patients with a variety of circumstances and situations and provides interventions to improve comfort in accordance with nurses' duties as care givers, nurses who provide a sense of comfort and action to seek security, nurses provide strength, hope, entertainment, support and assistance (Yaffe et al, 2002; Mittelman et al, 2006; Taylor, 2003). Community mental health has become a part of the public health problem facing all countries in the world. One of the triggers for various mental health problems is the impact of modernization and rapid environmental changes where not everyone is ready to face the rapid changes and increasingly difficult lives in accordance with the increasingly advanced development. Mental disorders do not cause death but will cause sufferers to be unproductive and create a burden for the patient's family and the surrounding community. Sometimes, a schizophrenic person gets acts of discrimination and stigma from the community (Koschorke et al, 2014; Li et al, 2017; González-Torres, 2007).

Nursing is a practice that applies the theory of human behavior as its knowledge. With the development of treatment for mental health disorders, nurses are needed who can handle and understand the physical and mental problems of an individual with mental disorders. Mental health is a condition that facilitates optimally and is in harmony with others, so that the ability to adapt to yourself, others, society and the environment is achieved. Therefore the nurse's role as a care giver is very important in helping patients suffering mental disorder, such as schizophrenia.

One of the schizophrenia is that with auditory hallucinations as a symptom of an acute mental disorder that symptoms that occur in this patient one of them on hearing, so that the behavior of patients with schizophrenia directs the ear to the sound source (Waters et al, 2006; Lawrie et al, 2002). It is enough to make the family and community in particular can be disturbed by patients whose symptoms such as talking or laughing to themselves, getting angry without cause, committing our mouths and having hand movements so that it can harm and disturb people around him. Hence, it is very important the role of nurses as care givers who can help treat patients in the healing process. Novita & Franciska (2011) shows that the majority of nurses have experienced an increase in social skills and have a better role in performing mental

nursing care in a mental hospital that includes the role of nurses in providing comfort.

METHOD

This study was conducted to explore the special role of nurses as care givers in the context of the handling and work relationship of nurses with patients with mental disorders. This study uses an observational research design by examining the work environment of nurses in the mental hospital owned by the West Nusa Tenggara provincial government. The theoretical foundation used is about process theory and the role of nursing. According to Ali (1997) the nursing process is a method of nursing care that is scientific, systematic, dynamic and continuous in order to solve patient health problems starting from the assessment (data collection, data analysis and problem determination) nursing diagnosis, implementation and evaluation of nursing actions (evaluation). Data analysis was performed with a qualitative method with a descriptive analytical approach to underline the specific role of nurses in handling mental patients.

NURSES AS CARE GIVER IN THE TREATMENT OF PATIENTS WITH MENTAL DISORDERS

Nurses in providing nursing services respect human dignity, are unique to the client, and are not influenced by ethnicity, color, age, sex, political and religious affiliation and social standing. In term of caregiver providers of nursing care, nurses can provide nursing services directly and indirectly to clients, using a nursing process approach that includes conducting studies in an effort to collect data and correct information (Simamora, 2019). It enforces nursing to diagnose based on the results of data analysis, plan nursing interventions as efforts to overcome problems that arise and make steps/ways of solving problems, carry out nursing actions in accordance with existing plans and conduct evaluations based on client responses to nursing actions that have been taken (Kusnanto, 2004).

Nurses are a form of service that is an integral part of health care, based on nursing knowledge and tips, in the form of comprehensive bio-psycho-social-spiritual services, shown to individuals, families, and communities both sick and healthy that encompass the entire process of human life. The role of the nurse is one of them as a care giver covering several important aspects. First, providing nursing services to individuals, families, groups or communities in accordance with the diagnosis of problems that occur ranging from simple problems to complex problems. Second, paying attention to the individual in the context according to the client's

life, the nurse must pay attention to the client based on the significant needs of the client. Third, nurses use the nursing process to identify nursing diagnoses ranging from physical problems to psychological problems (Kusnanto, 2004).

In relation to the context of the work environment, nurses are always in a work environment that includes serving and caring. Because a nurse who is educated to be ready in the process of caring. In accordance with the Decree of the Minister of Health regarding the practice of nurses that is someone who has graduated from nurses' education, both inside and outside the country in accordance with the provisions of the legislation in force (Nasirin & Asrina, 2020; Nasirin, 2020). Given the practice of nursing, the large role of a nurse in the care relationship and care process, nurses are also required to perform the role and function as expected by the profession and the community as users of nursing services (Gunarsa & Gunarsa, 2008; Nasirin, 2020).

Nurses must have the ability to provide services to patients in the form of real services directly to patients, especially in patients with schizophrenia, because nurses are trained and educated to provide nursing care in accordance with the needs of the patient. Nursing practice must be based on scientific and humanitarian principles and be knowledgeable and skilled in carrying out nursing services. These are the traits that address nurse professionalism as a care giver. Nurses have a responsibility in providing nursing care/services. Responsibility in providing nursing care to clients includes aspects of bio-psycho-social-cultural and spiritual, in an effort to meet basic needs by using a nursing process approach that includes efforts to help patients regain health, helping clients who cannot be cured to receive his condition, treats patients humanely according to his dignity until he dies peacefully (Ismaini, 2001). As a provider of nursing care, nurses can provide direct and indirect care services to clients, one of which is conducting in-depth studies, establishing diagnoses, planning interventions, performing nursing actions, and evaluating based on client responses to nursing actions that have been performed in providing care services. This is in accordance with Doheny (1982) who identified several elements of the role of professional nurses, one of which is the most important function of nurses as care givers is the work that must be carried out in accordance with their roles and functions.

CONCLUSION

Nurses have a responsibility in providing nursing care/services. Responsibility in providing nursing care to clients includes aspects of bio-psycho-

social-cultural and spiritual, in an effort to meet basic needs by using a nursing process approach that includes efforts to help improve mental and psychological health of patients. Therefore, nurses must be more skilled and mastered nursing according to the profession in providing nursing care that has been obtained both in the study of nursing theory and nursing practice directly or indirectly. In addition, trained nurses must be prepared to treat and serve patients, especially mental patients. These findings practically encourage nurses to improve their skills and responsibilities for all patient needs in the healing process. Because the role of nurses as health servants must be able and ready to serve patients who need care such as nursing care providers, as providers of guidance/counseling clients, as a source of information that can solve client problems.

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