



Implementing the Nursing Process in Improving Nurse Performance Literature Review

Amin Suci^{1*}, Regidor III Dioso²

^{*1} Ph.D. Health Science, Faculty Medicine Lincoln University, Malaysia

^{*1} Al-Insyirah Institute of Health and Technology, Indonesia

² PhD Health Services/Allied Health/Health Sciences, Lincoln University, Malaysia

Abstract

Introduction: The nursing process is a scientific method used in providing professional nursing care. Nurses in dealing with clients with all kinds of cases, and serving clients at all ages must also use the nursing process. This study aims to understand the application of the nursing process in improving nurse performance because the nursing process includes five stages that are consistent with the development of the nursing profession. **Material and Methods:** This study uses literature review based on textbooks, reference books, ebook journals (last 5 years) by analyzing, exploring, and free study. **Results:** The application of the nursing process in providing nursing care to clients is to solve problems. The nursing process can also be used to develop an intervention that aims to change a situation that is more conducive in helping to accelerate the resolution of very complex client problems. Improvement of nursing process will be followed by improvement of nurse performance. In this case, nurses not only implement nursing care but nurses can also develop their abilities so that patients are satisfied with the services provided through the nursing process. **Conclusion:** The implementation of optimal nursing processes in hospitals will support the improvement of nurse performance as a health service. The quality of health services must start from patient needs and end with patient satisfaction and positive perceptions of service quality.

Keywords: *Nursing Process, Nurse Performance, Nursing Care*

*Corresponding Author: Amin Suci

*Email: suci.amin@ikta.ac.id





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1. Introduction

The nursing process is a scientific method used in providing professional nursing care. Nurses are expected to understand the concept of nursing and be able to apply and compile it into a client's health status document (Jabraeelzadeh Kamblash et al., 2024). The nursing process is an approach to problem solving that enables nurses to organize and provide nursing care (Mutshatshi & Mothiba, 2020). The nursing process is referred to as a scientific method used in providing professional nursing care. Nurses, wherever they work, face clients with all kinds of cases, and serve clients at all ages must also use the nursing process. Nurses are expected to understand the concept of the nursing process and be able to apply and compile it into a client's health status document (Jabraeelzadeh Kamblash et al., 2024).

During the nursing process, nurses use basic knowledge comprehensive to assess the client's health status. The general purpose of the nursing process is to develop a conceptual framework based on the conditions of the individual (client), family, and community so that their needs can be met. Quality improvement in hospitals through patient service performance is generally initiated by nurses through various forms of activities, such as quality control groups, implementation of nursing care standards, problem solving approaches, and improvement of nursing performance. Nurses as a profession must be able to maintain and improve the quality of nursing care with standards. Standards are the desired and achievable level of performance to which actual work can be compared. It provides guidance on which performance is inappropriate or unacceptable (British Columbia College of Nurses and Midwives, 2020).

Nursing practice standards are statements of what is required by registered nurses to be carried out as a nursing profession. In general, these standards reflect the values of the nursing profession and clarify what the nursing profession expects from its members. Professional care is required to be able to carry out the nursing process optimally. The ability of nurses to apply the nursing process must develop. Nurses who work in service places with any strata, and care for clients with various types of cases, always use the same





standard, namely the nursing process. This standard shows that the client has received adequate service. Nurses are required to provide nursing care to patients in accordance with the nursing process that is guided by nursing practice standards. This study aims to understand the application of the nursing process in improving nurse performance because the nursing process includes five stages that are consistent with the development of the nursing profession (Fred, 2020).

2. Research Method

This study uses literature review based on textbooks, reference books, e-book journal (last 5 years) with analysis, exploration, and free study.

3. Results And Discussions

Based on analysis, exploration and study text book, reference books, ebook journals illustrate that the implementation of the nursing process affects the quality of nurse performance. This isq utoa liimtyprove care nursing and avoiding problems that conflict with the goals of health/nursing service agencies. Profession nurse as giver service is at the forefront and is a component that greatly determines the good or bad image of the hospital. The image of health services will be assessed by customers based on their impressions of the quality of nursing health services, while receiving services at the hospital. In other words, the quality of nursing care is one of the determining factors of the image of the hospital.

Well-structured nursing planning will enable nurses to provide nursing care. continuously, safely, and creating a therapeutic environment. This condition will help accelerate the client's recovery and allow the client to adapt to the existing environment. Health workers as human resources in running health services in hospitals are important resources and are very much needed to achieve optimal performance (Godsey et al., 2020). The success or failure of a company, including companies engaged in the field of health services such as hospitals, depends on the ability of human resources in carrying out their activities. Nurses are expected to be able to show their professional contributions in real terms in improving the quality of nursing, which has an impact on health services in general





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in the organization where they work, and the final impact leads to the quality of life and welfare of the community (Asnawi et al., 2019).

Process nursing Also can used to develop an intervention that aims to change a situation to be more conducive to help speed up solving very complex client problems. One of the important things in achieving service quality is the performance of nurses providing services in the process of interaction with customers (patients)(Kwame & Petrucka, 2021). The interaction between nurses as health workers and patients is a very deep thing that patients feel when receiving services. This process is greatly influenced by the behavior of nurses in carrying out services. Improvement of the nursing process will be followed by increased nurse performance(Vujanić et al., 2022). The quality of nursing services in hospitals will not run well if the nursing process implemented is not well structured. In this case, nurses not only implement nursing care but nurses can also develop their abilities so that patients are satisfied with the services provided through the nursing process (Karam et al., 2021).

One of the efforts to improve quality and professional nursing services is to implement service quality improvement and documentation model care professional nursing team method that allows professional nurses to organize in providing nursing care including the environment to support the provision of such care (Arifin et al., 2023). Development model Professional nursing methods were developed to address challenges regarding the quality of nursing services and care that were felt to be unsatisfactory (He et al., 2024). Health services in hospitals are a form of service provided to clients by a team providing services to multidisciplinary clients including the nursing team(Queensland Health, 2017).

The nursing team is a member of the health team on the front lines who deal with client health problems for 24 hours continuously. This is intended so that the nursing services provided are always safe services and can meet the needs and expectations of patients being treated (Kwame & Petrucka, 2021). Improving quality in hospitals through patient service performance is generally initiated by nurses through various forms





activities, such as quality control groups, implementation of nursing care standards, approaches breakdown problems, or improving nursing performance One factor that can improve the productivity or performance of nurses is by improving the implementation of the nursing process. Nursing process, assessment nursing, diagnosis nursing, nursing planning, nursing implementation and nursing evaluation(Harmini et al., 2024).

4. Conclusion

The implementation of optimal nursing processes in hospitals will support the improvement of nurse performance as a health service. The quality of health services must start from patient needs and end with patient satisfaction and positive perceptions of service quality. The maximum nursing process will be followed by the development of nurse performance.

5. Compliance with ethical standards

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Disclosure of conflict of interest

There is no potential for any stakeholder to have a conflict of interest in this research.

Statement of informed consent

In our capacity as writers, every action we perform constitutes a joint agreement or consent.

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