

# Audit of Nursing Care Quality at Dr. Slamet Hospital

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**Keywords:** In house training, audit, quality, care, nursing.

**Abstract:** Audit of nursing is the assessment of clinical nursing quality evaluation which is a professional effort for the quality of nursing service records held by the nursing and the nursing profession. Based on PMK No. 49 of 2013, that the quality audit of Nursing Care and Midwifery Care is carried out by the Nursing Committee through the Professional Quality Sub Committee. This study aims to determine the effectiveness of In-House Training audit of nursing care quality at RSUD Dr. Slamet Garut. The study is a cross sectional study with descriptive design, the variable in this study was nurses' knowledge of the audit of nursing care quality, a sample of 35 nurses using a purposive sampling technique. The instrument used a questionnaire to determine the level of nurses' knowledge about auditing the quality of nursing care. Assessment of pretest and posttest performed before and after the implementation of In-House Training. Technique data analysis using t-test to determine the effect tiffitas before and after activities. The results showed an increase in knowledge about the audit of nursing care nurse from a mean value of 38.71 to 74 .33 statistical test p value = 0.00 ( $p < \alpha$ ), the conclusion of an increase in knowledge of nurses about the quality of nursing care after an audit carried out In House Training. This was also shown by the mean post test scores which were higher than the mean pretest scores.

## 1 INTRODUCTION

Health development in the field of hospital services, aims to improve the quality and efficiency of the implementation of integrated health referrals and to improve and strengthen the management of health services which includes planning, implementing, monitoring, controlling and evaluating activities. The development of socio-cultural changes in society and the development of science and technology, as well as increasing public knowledge about health followed by community demands for better health services requires health care facilities to improve continuously in line with developments in the community. Development is carried out in stages in order to improve the quality of health services in hospitals. If the hospital does not prepare itself in an effort to improve the quality of services, the facility will be shunned by the community and the community will seek better health facilities. Hospitals must improve their appearance in a planned manner in accordance with the needs and

demands of the community in order to continue to grow.

One effort to improve the order of each service facility in hospitals is to improve the quality of service in all service units, both in medical service units, medical support services, nursing services or in administrative and management service units through a quality assurance program. These quality improvement activities can be carried out with various approaches or quality activities, including by developing Quality Control Groups, Integrated Quality Control, Compilation/ Application of service standards or service provision in hospitals.

Hospital Service Quality is the degree of perfection of Hospital services to meet the needs of the community/ consumers for health services in accordance with professional standards and professional service standards by using the potential resources available in hospitals in a reasonable, efficient and effective manner and provided safely and satisfactorily according to norms, ethics, law and socio-culture, taking into account the limitations and the ability of the government and society as consumers.

In order to improve the quality of hospital services, it is arranged in the form of comprehensive and integrative activities concerning the systematic and continuous structure, process and output / outcome, monitoring and assessing the quality and fairness of services to patients, using opportunities to improve patient services and solve problems that occur so that the services provided at the hospital are efficient and effective. Efforts to improve quality in hospitals aim to provide care or the best service to patients.

One effort to guarantee the quality of health services is the concept of clinical governance. Activities to implement the basic concept of clinical governance consist of clinical audit activities, providing clinical data of good quality, outcome measurement, evidence based clinical risk management, poor clinical performance management, and mechanisms for monitoring service outcomes. Clinical audits include medical audits and nursing audits, the implementation of medical and nursing audits is now increasingly important not only in terms of benefits but also medical and nursing audits as one of the hospital's accreditation instruments. A clinical audit is carried out to maintain and improve the quality of clinical services continuously to patients.

According to Elison, the nursing audit specifically refers to the assessment of the quality of clinical nursing which is a professional evaluation of the quality of nursing services provided to patients, using nursing records and carried out by the nursing profession. Internal nursing audits are carried out by professional organizations within institutions where nursing practice is conducted, external nursing audits are carried out by professional organizations outside the institution.

Based on PMK No. 49 of 2013 concerning the Hospital Nursing Committee, that the quality audit of Nursing and Midwifery Care is carried out by the Nursing Committee through the Professional Quality Sub Committee, which includes case audits (nursing incidents; based on events that occur during the nursing care service process), and clinical audits nursing (carried out periodically and planned).

Based on preliminary studies through interviews with the nursing committee team, that the audit of nursing care has not been carried out optimally at Dr. Slamet Hospital, this is related to human resource constraints. Interest in this research is to know P: What Knowledge Q nurses on Audit Quality Nursing Care in Dr. Slamet Hospital.

According to the National Academic Institute of Medicine (IOM) the quality of health services is the degree to which health services for individuals and

populations increase the probability of desired health outcomes and are consistent with current professional knowledge. This definition highlights several aspects of quality. First, high-quality health services must achieve the desired health outcomes for individuals who are in accordance with diverse choices. Second, health services must achieve the desired health outcomes for the population in accordance with applicable regulations on the efficiency of policy makers and third-party payers. Finally, health services must conform to professional standards and scientific evidence, consistent with the effectiveness of clinical focus and health care providers.

According to The Centre of Clinical Governance Research in Health (2009) audit instruments can be in the form of checklists, reviews of nursing care, and computer software programs that have been developed to improve quality, accuracy, and make time effective.

The scope of the nursing audit includes audit structures that focus on facilities, equipment, officers, organization, procedures and reporting records. The audit process is an assessment of the implementation of nursing care whether carried out according to standards. The audit process uses a retrospective approach by measuring the quality of nursing care after the patient returns or after several patients are treated (Swansbrug, 1990). Audit results done Concurrent or Retrospective which is based on the concept of Henderson so that nursing care will be given to produce data patient's needs are met, patient have the knowledge to meet their needs, patient have the skills and abilities, motivated. Ability that must be possessed to conduct audits, among others: Selecting and establishing audits, as well as establishing criteria and standards, selecting populations, samples, and collecting data, Conducting descriptive analysis of nursing audit results, Planning changes and improvements in nursing audits, Planning reaudits nursing, a simple statistical test.

## 2 METHODS

This research is a quantitative research with a descriptive design where the variables in this study are nurses' knowledge about nursing care audits. The population in this study were nurses in charge of conducting audits of the quality of nursing care in each treatment room of Dr. Slamet Hospital as many as 50 people, the sample in this study were 35 nurses with purposive sampling technique. The instrument

used a questionnaire of 30 questions to determine the level of nurses' knowledge about nursing care audits related to: selecting and establishing audits, as well as determining criteria and standards, selecting populations, samples, and data collection, carrying out descriptive analyses of nursing audit results, planning changes and improvements in nursing audits, planning nursing re-audits. Observation sheet to see the ability of nurses in data processing applications in Microsoft Excel. Assessment of pre-test and post-test performed before and after the implementation of the In-House Training held for 3 days, with lectures, discussions, direct practice of nursing care quality audit on the status of patients who have already gone home. Data analysis techniques used t-test to determine the effect before and after holding In House Training.

### 3 RESULTS AND DISCUSSION

Characteristics of respondents by Education level and Gender can be found in table 1 below.

Table 1: Demographic characteristic of nurse.

No	Characteristic	N (%)
1	Level of education	
	- Diploma	20 (57)
	- Bachelor	15 (43)
2	Gender	
	- Male	11 (31)
	- Female	24 (69)



Figure 1: Nurses' knowledges about auditing the quality of nursing care.

The results showed that most of nurse gained diploma for their education and most of nurse are female nurse. Also, nursing ability in a data processing application using Microsoft Excel accounted 10 people from 35 nurses. The average pre-test value of 35 nurses is 38.71 with a mean of 12,650, while the post-test mean value is 74.33 with a mean of 11,800. In addition, the statistical test results obtained p value = 0.00 ( $p < \alpha$ ), so it can be

concluded that there is an increase in nurses' knowledge about the audit of nursing care quality after stabilization in the form of In-House Training. It is also shown by the average post-test value which is higher than the average pre-test value.

This shows that In House Training activities are effective in increasing nurses' knowledge and abilities in conducting audits of nursing care quality, so that these activities are expected to continue and be followed up in order to increase nurses knowledge and abilities, so as to produce accurate audit data in order to make improvements improvement of nursing care services which in turn can improve the quality of nursing services at Dr. Slamet hospital.

### 4 CONCLUSIONS

Based on the research it can be concluded that there is an increase in nurses' knowledge in conducting audits of the quality of nursing care, which is indicated by the average post-test scores higher than the average pre-test scores. The suggestion for the hospital is to make a routine agenda of In-House Training activities in increasing the knowledge and abilities of nurses, especially about auditing nursing care, because there are many other nursing audit topics.

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