IMPLEMENTATION OF COMMUNITY NURSE CARE BEHAVIOR TOWARDS COVID-19 REACTIVE SELF-Isolation PATIENTS AT LAWIR PUSKESMAS IN 2021

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Abstract

Community service program for nursing study program lecturers with the theme "Implementation of caring behavior for community nurses for COVID-19 reactive self-isolation patients at Lawir Health Center in 2021" Caring behavior is an attitude, caring, respect, and respect for others, which means giving more attention to someone and how that person acts. Nurses need to carry out caring behavior for COVID-19 reactive self-isolation patients. Nurses understand the needs and problems of COVID-19 isolation patients through good and correct therapeutic communication so that the impact of caring for patients will get the satisfaction that their health needs are met. The purpose of this community service is to train nurses at the Lawir Public Health Center on how to care for community nurses towards COVID-19 self-isolation patients so that isolation patients' satisfaction with nursing care services is fulfilled. This caring behavior implementation training activity was attended by all nurses on duty at the Lawir Health Center so that the quality of nursing care services was at the forefront in health services for the recovery of COVID-19 reactive patients in the region. This community service activity will be carried out from October to January with simulation and demonstration methods. It is hoped that all nurses should improve their caring behavior towards COVID-19 patients so that the impact of satisfaction with nursing services on COVID-19 patients at the Lawir Health Center will be seen.

Keywords: Caring Nurses, Independent Isolation of Covid 19

INTRODUCTION

Puskesmas is one of the health service facilities that is often used by the wider community in seeking medical assistance. The quality of public health services as a first-level health facility that produces health service products, in particular, is very dependent on the quality of nursing services provided to the community. By approaching service quality and customer satisfaction, it is one of the important strategies that cannot be ignored (Suryani, 2008).

In Indonesia, health services provided by puskesmas continue to grow and always provide rapid changes due to the current era of globalization that we are facing in the health

sector. It also has an important impact and influence on the health sector. Health workers, especially nurses, are the main key to the success of achieving health development goals. The most important thing for patients to continue to use the services of the puskesmas is that it depends on how the patient feels satisfied and happy to get the service (Purwoastuti, 2015).

Based on data from COVID-19 patients in the NTT province 36,015 people died 693 people, in the East Manggarai Regency in January 2021 as many as 38 people, 7 of whom came from the Lawir Health Center area.

One of the actions that are expected is that nurses can build good relationships with patients, namely through communication techniques and attitudes and caring behavior while providing nursing care to patients so that patient needs can be met. One way to overcome this problem is with a caring attitude. Caring behavior is one of the standards of nursing care that must be carried out by a nurse (Paramastri, 2008).

Caring behavior in nursing is studied from various philosophies, meaning that it is not only nurses who behave caring but as humans, we can also pay attention to others. The caring behavior of community nurses and services comprehensively and holistically helps provide comfort and peace for patients (Kotler, 2008).

A nurse must have caring behavior in their services to patients because the relationship between health care providers and patients is a factor that affects the process of patient satisfaction and recovery (Nursalam, 2011).

Covid-19 reactive patients whose physical and mental conditions are decreasing from various aspects, of course, really need caring behavior from health workers. All patients served at the Pustu, one of which is the elderly, not only need services but also need attention and care from health workers or require care in every service so that patients are satisfied with the services provided. Based on a preliminary study conducted by a team of lecturers at the Lawir Pustu Arus Health Center, the Lecturer Team found that out of 7 people who were reactive to COVID-19, they were dissatisfied with the caring behavior of community nurses. That reason is what drives the lecturer team to carry out community service activities.

IMPLEMENTATION METHOD

Nursing is a form of professional service that has a paradigm or nursing model that includes four components, namely: human, health, environment, and the nurse herself. A nurse must be able to serve patients wholeheartedly. Understand the problems faced by the patient. In addition, a nurse requires the ability to pay attention to others, and intellectual, technical and interpersonal skills which are reflected in caring or affectionate behavior (Dwidiyanti, 2007).

Caring is very important for nursing. Caring is the unifying focus of nursing practice. Caring behavior is also very important for growth and development, improving and improving human conditions or ways of life (Dwidiyanti, 2007).

Understanding caring in general is: a moral act based on humanity, as a reflection of concern, feelings of empathy, and compassion for others, carried out by providing real acts of caring, intending to improve the quality and conditions of the person's life and caring is the essence of caring. nursing.

The caring theory was developed by Watson. Watson (1985) in Kosier (2010)

describes caring as the basis for the unity of universal human values (kindness, caring, and love for oneself and others). Caring actions include communication, positive response, support, or physical intervention by nurses (Kozier, 2011, p. 127). According to Watson, 7 assumptions underlie the concept of caring, namely:

1) Caring will only be effective if it is shown and practiced interpersonally.
2) Caring consists of carative factors that come from satisfaction in helping to meet human or client needs.
3) Effective care can improve individual and family health.
4) Caring is a response that is received by someone not only at that time but also affects what a person will be like later. A caring environment has the potential to support one's development and influence a person in choosing the best course of action for himself.
5) Caring is more complex than curing.
6) Caring is the essence of nursing (Asmadi, 2008, p. 129).

a. Values Underlying the Concept of Caring

According to Jean Watson (Dwidiyanti, 2007), the values that underlie the concept of caring include:

1) Human concept.
   Humans are a complete function of the integrated self (want to be cared for, respected, cared for, understood, and assisted). Humans want to feel owned by the surrounding environment and feel part of a group or community.
2) The concept of health.
   Health is the wholeness and harmony of mind, physical function, and social function. Emphasis on maintenance and adaptation functions to improve functions in meeting daily needs. Health is a state of being free from disease, and Jean Watson emphasizes the efforts made to achieve this.
3) Environmental concept.
   Caring behavior is not passed down from generation to generation, but it is inherited with cultural influences as a strategy to carry out coping mechanisms for certain environments.
4) Nursing concept.
   Focusing on health promotion, disease prevention, and caring for clients both sick and healthy.

b. Caring of Benefits

The benefits of caring include: (Burnard, 2009, p. 93)

1) Can help meet human and client needs?
2) As a unifying focus for nursing practice.
3) Help build trust and make relationships in nursing provide information.
4) Give a human touch.
5) Increase and accept the expression of positive and negative feelings or good and bad.
6) Can guide satisfying the human needs of patients and clients.
7) Generating sensitivity to self and others.
8) Caring provides the benefits of good physical care and increases the client's sense of

security and safety.

c. Caring Behavior

Caring behavior is an attitude, caring, respect, and respect for others, which means giving more attention to someone and how that person acts (Wedho, 2005). Caring behavior is very important to develop, improve and improve the condition or way of human life. Caring behavior is very important in nursing services because it will give satisfaction to patients and nurses will better understand the concept of caring, especially caring behavior, and its application in nursing services (Handi, 2016, p. 2).

Quality nursing care provided by nurses can be achieved if nurses can show caring behavior to clients. In providing care, nurses use expertise, gentle words, touch, giving hope, always being by the client's side, and being caring as a medium for providing care.

Wedho (2000) says that nurses' caring behavior is divided into two types, namely verbal behavior, and non-verbal behavior.

1) Verbal behavior of nurses in carrying out nursing care for COVID-19 patients

Verbal behavior is the nurse's words when interacting with patients. The most common type of communication used in nursing services both in hospitals and in health centers is the verbal exchange of information, especially face-to-face conversations. Verbal communication is usually more accurate and timely. The advantage of face-to-face verbal communication is that it allows each individual to respond directly (Burnard, 2009, p. 185).

Verbal behavior includes: responding in words to patient complaints, providing explanations to clients before taking action, asking the client about his physical condition to be better, giving verbal confidence to clients during treatment, and discussing/discussing the problems experienced by clients rather than a new health problem.

2) Non-verbal behavior of nurses in carrying out nursing care for COVID-19 patients

Non-verbal behavior is the behavior of nurses when interacting with patients who use action signs and use objects/objects to express emotions and interpersonal attitudes in supporting verbal communication. Therapeutic attitudes can be identified through non-verbal behaviors such as (1) Vocal cues such as voice pressure, voice quality, laughter, rhythm, and speed of speech, (2) Action cues such as all body movements, including facial expressions and gestures, (3) Gesture objects such as clothes and other personal objects

Non-verbal behaviors in caring include: standing at the patient's bedside, touching the patient, maintaining eye contact during interactions with the patient, entering the room without being asked first, and providing actions for physical comfort.

d. Caring Characteristics

Caring is not something that can be taught but is the result of culture, values, experiences, and relationships with other people. Caring has characteristics that distinguish it from curing, namely: (Burnard, 2009, pp. 8-9).

1) Listen with attention.

Nurses focus on hearing all complaints and problems from patients.

2) Gives a sense of comfort.

Nurses always smile and show sympathy for the patient so that the patient feels

comfortable.

3) Tell the truth.

   Every word and action of the nurse must be honest from the heart.

4) Have patience.

   In providing services, always be patient in dealing with patients regardless of their character.

5) Be responsible.

   All actions and work are carried out with a full sense of responsibility.

6) Provide information.

   Always provide information to patients and families on the actions taken.

7) Give a touch.

   Nurses approach the patient, one of which is by touching the patient so that the patient feels comfortable.

8) Show sensitivity in serving clients by always being responsive to client needs.

9) Show respect for clients.

   Nurses always show respect for clients.

10) Call the client by name.

   In carrying out nursing actions, nurses are expected to always call the client's name so that the client feels the nurse is paying attention to him.

According to Jean Watson in Kusmiran (2015, p. 10), there are ten (10) factors as "human caring" that are needed in the relationship between nurses and patients, namely:

a. Procedure or working method

Procedures or ways of working can make it easier for nurses to carry out nursing care given to clients. Communicating procedures can be arranged for nurses to convey information / explain the situation/treatment room situation/treatment process to clients.

b. Relationship or service component

Components of the service include:

❖ Moments of caring: when changing work services, the nurse can examine the patient's needs by sitting for three or five minutes to talk with the patient, asking about the patient's coping with the disease or nursing process and if possible the nurse can give a touch on the hand/arm. This process is part of being with and knowing to dig up information from patients about their basic needs.

❖ No patient calls are not heard by the nurse.

   A communication process to explain to all nurses about the patient's condition in the room. Calling the patient to the nurse's room is an indicator of the needs of patients who need nurse assistance. (doing for).

❖ Partnership with service support.

   Is a process in ensuring the quality of services such as the suitability of the menu/food temperature for the patient, the room cleaning schedule, and so on. This process is included in being with.

❖ Blameless apology (apologies for the mismatch between expectations and reality)

   In an unexpected situation, the nurse apologizes for the discrepancy between the patient's expectations and the reality of the nursing/treatment service process. An

apology is part of the communication process by providing an explanation that does not affect the achievement of treatment or treatment goals.

Example:

Client	I've been waiting a long time, and none of the nurses care about me!
Nurse	"I'm sorry you became uncomfortable and waited a long time "I will help you, what do you need?

RESULTS AND DISCUSSION

The caring behavior of nurses toward patients with covid 19 is very important because by carrying out nursing caring behavior in carrying out nursing care can accelerate the recovery of the covid 19 patients they experience, the patient will follow all the nurse's recommendations for recovery.

Picture 1 nurse's verbal caring behavior towards covid 19 patients

The verbal caring behavior of nurses in nursing care services for COVID-19 patients is to respond with words to patient complaints, we respond with soft and polite words, and there will be a good relationship between nurses and covid 19 patients, giving clear explanations to patients. before we take action so that the patient accepts and feels comfortable with our presence, ask the patient about his physical condition so that it is valid and the patient feels cared for and discusses the problems experienced by the covid 19 patient, especially the covid 19 problem he is experiencing, so that the patient does not worry about the problems that will arise. experienced.

Figure 2 non-verbal behavior of nurses towards covid 19 patients

In carrying out nursing care with non-verbal caring behavior the nurse listens with attention, the nurse focuses on hearing all the complaints and problems of the covid 19 patient to intervene according to the patient's expectations, the nurse always smiles and shows sympathy for the covid 19 patient so that the patient feels comfortable when we In carrying out nursing care actions, every word and action of nurses must be honest from the heart so that patients are sure of the nursing care that we do. In providing services, nurses are patient in dealing with patients, regardless of their character. All actions and work are carried out

with a full sense of responsibility, Always provide information to covid patients and their families for the actions taken, show sensitivity in serving clients by always being responsive to client needs, and Show respect for covid 19 patients. Nurses always show respect to covid patients and Call the patient by the name he likes in carrying out nursing actions so that the patient feels the nurse is paying attention to him.

CONCLUSION

Caring behavior of nurses towards covid 19 patients is very much needed during the current covid 19 pandemic condition, caring behavior carried out by nurses in nursing care services will have an impact on the quality of life of patients with covid 19 will increase, with caring behavior of nurses, patients are motivated to follow all the recommendations conveyed by health workers so that the recovery process will be faster, the caring behavior of nurses must be implemented properly by nurses at the Lawir Health Center so that Covid patients feel cared for by nurses. The caring behavior of nurses, both verbal and non-verbal, is the basis in nursing care services that must be applied by nurses in nursing care services for COVID-19 patients at the Lawir Health Center.

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