Research Article

Factors Influencing Writing Completeness of Nursing Documentation a Literature Review

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Abstract: The quality of service at the hospital can be seen from the implementation of nursing care documentation. Documentation is useful for hospitals in improving accreditation standards/JCI (Joint Commission International) as a communication tool between professions, quality service indicators, evidence of nurse responsibility and accountability, data sources and as a research tool. Nursing care documentation is carried out as evidence of nursing actions taken professionally and legally so as to provide protection to nurses and patients. The method used in writing this article is a Literature Review through several stages, namely making questions, identification, eligibility, selection of article inclusion and screening. The selection process is stated in the literature review framework and the results of 8 articles from national and international journals are obtained. From the results of a review of journals conducted, it shows that almost all studies conducted have the same results related to the factors that affect the completeness of nursing documentation. The influencing factors include age, knowledge level, education level, motivation, workload, tenure and supervision of the head of the room. It can be concluded that there is a significant relationship between the factors that influence the completeness of nursing documentation including age, level of knowledge, level of education, motivation, workload, tenure and supervision of the head of the room. Therefore, the completeness of nursing documentation is very important to improve quality of service in hospitals.

Keywords: Nursing Documentation, Influencing Factors, Completeness of Nursing Documentation.

A. INTRODUCTION

Quality of service in a hospital can be seen from the implementation of the nursing care documentation (Wang, Hailey & Yu 2011). Documentation is useful for hospitals in improving accreditation standards/JCI (Joint Commission International) as a communication tool between professions, quality service indicators, evidence of nurse responsibility and accountability, data sources and as research facilities (Donohoe, 2015; Teytelmen, 2002). Documentation of care Nursing is carried out as evidence of nursing actions carried out professionally and legally so that they can provide protection to nurses and patients (Lyer & Camp, 2005). Completeness of nursing documentation is crucial in hospitals and in improving nurses’ careers. It can also be used as an indicator of quality measurement assessment from both the hospital and the nurse. Although this completeness is important, it does not rule out the possibility of incomplete nursing documentation. According to Teytelman (2002), if incomplete nursing documentation occurs, it will have an impact on several losses for the client because important health information related to his health condition is neglected.

Documentation is an activity of recording, reporting, or recording an event and activity carried out in the form of providing services that are considered important and valuable. Documentation of nursing care is incomplete due to several things. According to Siswanto, Hariyati & Sukihananto (2013) nurses are sometimes inconsistent in documenting the time of action. The signatures of each nurse activity, symbols and abbreviations in the documentation...
are still not done consistently (Rkyyje, 2009). Nurses are sometimes unclear and the sentences used are not in accordance with the interventions carried out (Karslen, 2007). Nurses also document writing documentation of actions in the wrong place in a predetermined format (Hayrien & Saranto, 2009). Incomplete documentation can reduce the quality of service. Nursing, so it cannot identify the extent to which the level of success of nursing care carried out in legal aspects. Nurses do not have written evidence of clients saying they are dissatisfied with health services (Nursalam, 2008; Iger, 2001). Documentation of nursing care uses a nursing process approach consisting of assessment, formulation of diagnoses, planning, implementation and evaluation as a scientific method of solving nursing problems in patients to improve patient outcomes.

The factors that influence the completeness of nursing documentation include nurse performance, psychological factors (motivation), organizational factors (supervision), education level, workload, age, environment, rewards and nurse characteristics. The characteristics of nurses according to Kane, Shamliyan, Mueller, Duval & Wilt (2007) include age, experience or years of work and education. According to Hurst 2005, the higher the level of patient dependence, the more actions that will be given and will increase the burden on nurses. According to Myny et al. (2002), a number of factors that affect the workload are related to the number of jobs that nurses do.

Based on the results of research conducted by Wahyuni, Asmoro & Susiana (2019) entitled Factors related to the quality of nursing care documentation at Dr. Soetomo Hospital Surabaya there is a close relationship between motivation and nursing documentation, strong motivation followed by documentation good nursing. The higher the workload, the lower the quality of documentation. Good supervision is followed by the quality of documentation of good nursing care.

Based on the results of research conducted by Anggeria & Maria (2017) entitled The Relationship of Supervision with the implementation of nursing care in the Inpatient Room on the 10th floor of RSU Royal Prima Medan, there is no relationship between the implementation of supervision and the implementation of nursing care, but the data obtained from the documentation that does not complete due to lack of supervision. It was also found that nurses who worked did not have sufficient skills and experience so that they did not perform optimal nursing care.

Based on the results of research conducted by Fatmawati, Ismawati, & Suriawanto (2018) entitled Factors That Influence the Documentation of the Completeness of Nursing care by the Implementing Nurse in the Emergency Room at Anutapura General Hospital, Palu, it was found that good knowledge means complete nursing documentation because nurses who have high knowledge have a high level of understanding and critical thinking. A high workload means a lot of work that nurses do so there is not enough time to do complete nursing documentation. So there is a close relationship between the burden work, knowledge with the completeness of nursing documentation.

Based on research conducted by Amalia, Herawati, & Nofriadi (2018) entitled Factors of Completeness of Documentation of Nursing Care at the Inpatient Installation of Lubuk Attitude Hospital, a person who has a young age will always do documentation of nursing care completely because a young age will easily remember what should be written in the documentation carried out on patients who are in the room. Nurses with a long working period tend to experience boredom and assume that documentation is a monotonous job so they don't write completely. High workload causes fatigue factors, causing inconsistent documentation nursing care and only the team leader completes it because it is his responsibility. A high level of education will make a nurse have the ability to think rationally so that a good quality of work will be seen compared to other nurses with a low level of education. Nurses who work
on average are new nurses with voluntary nurse status who have hopes and opportunities to become honorary and contract nurses so that they do good documentation while nurses who have high motivation but cannot do complete documentation due to busy work and lack of time in 1 shift to complete nursing documentation.

Based on research conducted by Noorkasiani, Gustina, & Maryam (2015) entitled Factors related to the Completeness of Nursing Documentation said that the relationship between age and performance is an important issue because there is a belief that performance will decline with age. Nurses with education D3 nursing documents nursing care more completely than those with SPK education. Long working factors affect the performance of nurses in documenting the nursing process. Nurses who have attended training will complete nursing documentation and high knowledge will affect the completeness of documentation to be complete.

Based on the results of these studies, the researchers are interested in conducting a literature review study with the title Factors Affecting the Writing of Nursing Documentation Completeness. This research is important because from the results of several studies it was found that there were incomplete nursing documentation while nursing documentation was a crucial thing that was used as a nurse’s responsibility in carrying out nursing care. The purpose of this study was to determine the factors that influence the writing of nursing documentation completeness.

B. METHOD

The method used by the author is a literature review using 4 databases in searching for literature sources, namely Pubmed, Springer, Research gate and Google Scholar. The preparation of this review uses several stages including making questions using the PICO method (patient, intervention, comparison and outcome). The author uses a key glass to search for factors that influence nursing documentation, nursing care and the completeness of nursing documentation and then conduct a literature review using a diagram consisting of identification, eligibility, screening, selection of eligibility and determination of articles that match the inclusion criteria. And at the last stage the review is carried out systematically using tables.

Journal identification is done by searching journal articles through 4 databases. The databases used by the author are Pubmed, Springer, Research gate and Google Scholar. The search results are limited from 2015 to 2020 using English and Indonesian, full text, primary articles and research results in several studies conducted in several hospitals. Based on the search above, 22 articles were found based on keywords and 8 articles will be analyzed using a descriptive narrative approach in this paper. The results of the search are depicted in a chart:
Figure 1. Search Algorithm

Table 1 Assessing the Quality of Articles Based on the Findings of the Literature Study

<table>
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<tr>
<th>No</th>
<th>Author</th>
<th>Journal</th>
<th>Title</th>
<th>Method</th>
<th>Results</th>
<th>Differences with Research Now</th>
<th>Data Base</th>
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<tr>
<td>1</td>
<td>Fithriyani, Fatma Sri Wahyun, Vetty Priscilla</td>
<td>Journal Baiturrahim Academic Vol 6 No 1 2017</td>
<td>Analysis of Managerial Functions head room with the quality of documentation care nursing in Inpatient space Hospital Pariaman</td>
<td>The research using descriptive quantitative research methods Analytical Cross Sectional. The dependent variable is the quality of nursing care. The independent variable is the managerial function of the head of the room. Using</td>
<td>The quality of good nursing care documentation depends on the support of the hospital management and the managerial function of the head of the room who has more contact with the nurse implementing in the room in patient for checking and supervision. Pariaman</td>
<td>The factors that influenced the writing of completeness documentation nursing</td>
<td>Google Scholar</td>
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<td>No.</td>
<td>Author(s)</td>
<td>Journal</td>
<td>Year</td>
<td>Methodology</td>
<td>Inclusion Criteria</td>
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<td>2.</td>
<td>Noorkasiani, Gustina R, Siti Maryam</td>
<td>Journal Keperawatan Indonesia Vol 18 no March 1, 2015</td>
<td>The factors related to the completeness of the documentation of nursing</td>
<td>This study used cross sectional survey. Bivariate analysis with the inclusion criteria of all nurses in 14 service rooms that have the documentation format same (Surgery and Internal Medicine Room) Exclusion criteria for head of room and deputy head of room</td>
<td>There is a relationship between age and performance is an important issue because there is a belief that performance will decline with increasing age. Education level: nurses with D3 nursing education document nursing care complete than nurses with SPK education. Length of work: The factor of length of work affects the performance of nurses in documenting the nursing process. Training: Nurses who have attended training will complete nursing documentation. Knowledge: Nurses who have high knowledge of nursing documentation will be able to complete the documentation.</td>
<td>The inclusion of</td>
<td>The factors that influence the writing completeness of documentation nursing</td>
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<td>3.</td>
<td>Dwi Fatmawati, Ismawati, Nelky Suriawanto</td>
<td>Science Midwifery Journal Vol 7 No 1 October 2018</td>
<td>Factor That Influences the Documentation of the Completeness of Nursing Care by the Implementing Nurse in the Emergency Room Anutapura General Hospital Palu</td>
<td>This research uses the quantitative with observational research method Analytical Cross Sectional. The sample is 31 nurses. Data analysis using Chi Square with Fishers exact test alternative is less than 0.05. The inclusion of</td>
<td>There is a relationship between workload, knowledge and completeness documentation. Of care Workload nursing is influenced by external and internal factors. External factors are physical tasks, space arrangement,</td>
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nurses is not on leave and friend is not sick. The instruments used were questionnaires knowledge, workload observation sheets and care sheets nursing. The instruments used were questionnaires knowledge, workload observation sheets and care sheets nursing. work tools, sanitation, attitudes work, psychological tasks such as complexity work, level of difficulty, responsibility, work, length of time, slack shift work, reward system and work environment. The internal factors are gender, size body, condition health, motivation, perception, belief, desire, and satisfaction. For the ER, the number of patients, patients who come together/stack up and unpredictable patient conditions, including factors inhibiting the completeness of care documentation nursing. The factors that influence the writing of the completeness of documentation nursing. 4

| Endra Amalia, Lili Herawati, Nofriadi | Proceedings Seminar of Health the Pioneer Vol 1 No 1 2018 | Factors for the completeness of care documentation nursing at the Inpatient Installation of Hospital Lubuk Attitude. | This study uses a design research method analytic descriptive retrospective. Sampling method Stratified random sampling. Measuring tools used Questionnaires | 1. The higher a person's motivation to work, the better the results of his work. 2. Age greatly determines a person's maturity, because the higher a person's age, the experience of a person will also increase. A ability person's to make decisions, think rationally, control emotions and tolerate the... | Google Scholar |
3. Nurses with long tenure on average have boredom when writing reports and nursing care so that according to them this is a monotonous job.

4. The more job descriptions an employee has, the more tasks that must be done, both main tasks and additional.

5. The high workload is caused by fatigue, not concentrating on documenting nursing care and only the team leader is able to complete it because it is his responsibility. So there is a relationship between motivation, tenure, age, education and workload.

<p>| 5. Sholihin, Tintin Sukartine, Aria Aulia Naslih | Journal of Research Health Suara Forikes Vol 11 No 3 July 2020 | Factors that affect the Quality of Documentation The Nursing | The study uses a systematic review based on studies literature from various journal databases in the last 5 years including Scopus, Science Direct, Proquest and Google scholar | Factors that influence the completeness of nursing documentation is the level of knowledge, ability, facilities, ratio of the number of patient-nurse, workplace climate, model leadership, organization, standard nursing process training, standard nursing language | The factors that influence the writing of completeness of documentation nursing | Google Scholar |</p>
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<th>Author(s)</th>
<th>Journal/Journal Entry</th>
<th>Title</th>
<th>Methodology</th>
<th>Results</th>
<th>Factors That Influence Writing Completeness of Documentation Nursing</th>
<th>Google Scholar</th>
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<tbody>
<tr>
<td>6.</td>
<td>Elis Anggeria, Maria Jumantik</td>
<td>Journal Jurnal Jumantik Vol 3 No 2 November 2018</td>
<td>The relationship between supervision and the implementation of care nursing in the 10th Floor Inpatient Room at RSU Royal Prima Media</td>
<td>This research uses a descriptive correlative method. The sampling method is full with a population of 40 nurses. Supervision is carried out by the head of the room in the form of direction and guidance carried out focusing on the nursing notes. The Observations are patient's results are not optimal because of the inhibiting factor of the unbalanced number of nurses with existing jobs. Nurses do not have sufficient skills and experience so they do not perform nursing care optimal.</td>
<td>Factors That Influence Writing Completeness of Documentation Nursing</td>
<td>Google Scholar</td>
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<td>7.</td>
<td>Ftrianola Rezkiki, Annisa Lifa</td>
<td>Real in Nursing Journal (RNJ) Vol 1 No 2 August 2018</td>
<td>Effect of Supervision on Completeness of Documentation Care Nursing in Non-surgical Rooms</td>
<td>This study uses a pre-experimental design research method with design (One Group Pretest Posttest Design). Sampling technique with purposive sampling 15 nurses. Analysis of Paired T - T-Test data p value = 0.00. Independent variable: Supervision Bound variable: Completeness of Nursing Care Documentation. The instruments used were supervision observation sheets and observation sheets for the completeness of care documentation nursing. There is an effect of completeness of nursing care documentation before and after supervision. The average result of completeness of care documentation nursing before supervision is 70.27% and after supervision is 82.27%. It is recommended that the head of the room streamline the implementation of supervision in the room by making a schedule for routine the supervision of the head of the room that is known by nursing managers.</td>
<td>Factors That Influence Writing Completeness of Documentation Nursing</td>
<td>Google Scholar</td>
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<td>8.</td>
<td>Erna Dwi Wahyuni, Candra Flag Asmoro</td>
<td>Original Research fundamental and</td>
<td>The factors associated with Quality an document or</td>
<td>This study uses descriptive research method cross sectional, There is a relationship between motivation,</td>
<td>Factors That Influence Writing Completeness</td>
<td>Google Scholar</td>
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C. RESULT AND DISCUSSION

On the quality of service in a hospital, one of which can be seen from the implementation of nursing care documentation (Wang, Hailey & Yu, 2011). Documentation of nursing care is carried out as evidence that nursing actions have been carried out professionally and legally so that they can provide protection to nurses and patients. Documentation is useful for hospitals in improving accreditation standards, communication tools between professions, quality service indicators, evidence of nurses' responsibility and accountability, data sources and research facilities (Teytelmas, 2002; Jefferies, Nicholls & Lad, 2012). Therefore, the completeness of nursing documentation really needs to be considered by every nurse while providing nursing care to patients.

Based on several studies that have been conducted in several hospitals in Indonesia, it was found that there are still incomplete nursing documentation. The incompleteness of nursing documentation is a critical problem that must be resolved because complete documentation shows that the quality of nursing care is going well and the quality of hospital services is increasing as well. From the results of the research that has been done, it was found several things that affect the completeness of the documentation of nursing care. The research was carried out in the inpatient room and the emergency room, which from these two rooms have different unit characteristics.

The factors that influence the writing of nursing documentation include age, level of education, level of knowledge, motivation, workload and years of service. The research article is Noorkasiani, Gustina, & Maryam (2015); Fatmawati, Ismawati, & Suriawanto (2018); Amalia, Herawati, & Nofriadi (2018), Wahyuni, Asmoro, & Susiana (2019). The article submitted by the six articles stated that the younger age factor affects the completeness of documentation because young age is the age of one's productivity to work well, while with increasing age there is a belief that performance will decrease. The level of nurse education also affects the writing of nursing documentation completeness at least DIII so nurses have critical thinking, broad insight, high expectations and good achievements. High level of knowledge automatically they have a good understanding of filling out nursing documentation but this must also be accompanied by training training on nursing documentation. High workloads cause nurses to be tired, not concentrating on nursing care documentation. The more tasks that must be done by nurses, both main tasks and additional tasks, it increases the workload of nurses Good work motivation can improve the completeness of writing nursing documentation because they have a high enthusiasm to complete the documentation well. The long working period of nurses tends to start not doing writing completeness of nursing documentation properly because they are bored and this is a monotonous job related to the number of sheets paper to be filled in.

One of the factors that influence nursing documentation is supervision by the manager, in this case the head of the room. The research articles are Rezkiki & Lifa (2018), Anggeria & Maria (2017), Fithriyani, Wahyuni, & Priscilla (2017), Wahyuni, Asmoro, Susiana (2019). The article submitted by the four articles is that the quality of nursing documentation is also influenced by managerial functions in this case the head of the room where the head of the room has more contact with the implementing nurse in the treatment room stay for monitoring.
and checking. Supervision is carried out by the head of the room in the form of direction and bombing. Observation focuses on nursing notes.

In experimental research, it was found that there was an increase in the completeness of writing nursing documentation before and after supervision was carried out. It is recommended to the hospital that the head of the room streamline the implementation of supervision by making a routine schedule for the implementation of the supervision. In the field of nursing supervision has a very broad understanding which includes all assistance from the leadership/person in charge to nurses aimed at the development of nurses and other staff in achieving the goals of care nursing Supervision that is carried out regularly and continuously will bring good things in nursing documentation.

D. CONCLUSION

The results of the literature review show that there is a significant relationship between age, level of education, level of knowledge, motivation, workload, tenure and supervision by the head of the room. These are several factors that influence the writing of complete documentation nursing. The managerial role is also very necessary in its function as a direction and supervision of the implementation of nursing documentation. There needs to be support and motivation for nurses about the importance of completeness of nursing documentation.

Research can be carried out by other hospitals so that hospitals can also find out what factors affect the completeness of nursing documentation because this is a problem that almost occurs in all hospitals in Indonesia. The role of the hospital leadership is very important to support the implementation of this documentation.

REFERENCES

