

CASE REPORT

Nurses' Roles as an Effort to Improve the Quality of Treatment for Covid-19 Patients

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ABSTRACT

Corona Virus 19 (Covid-19) is a new disease that has become a pandemic and must be watched out for because of its relatively fast transmission. More than 1000 Covid-19 patients are being treated at the Wisma Atlet Covid-19 Emergency Hospital in Jakarta. A possible treatment is isolation to prevent further spread. Interviews with nurses on duty in the isolation room were conducted to find out the role of nurses in providing care that can improve the quality of care. Caring as the basis of the unity of universal human values such as kindness, care, love, and empathy. Nurses have the responsibility to apply caring both before and during the Covid-19 pandemic. The attention provided by the nurses properly involves the client's family so that they can maintain their emotional and mental health because they are in an isolation room, which is something that can be maintained. The quality of caring nursing care can increase the positive response of Covid-19 patients, and the evaluation results show the optimization of nursing care services by teleconferencing with their families.

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INTRODUCTION

When a patient is isolated in a hospital, caring is needed, which is a nursing action based on the desire to understand, help and reduce suffering. Caring is the basis for the unity of universal human values such as kindness, concern, love and empathy. Nurses have the responsibility to apply care both before and during the Covid-19 pandemic. Nurses also feel worried that in carrying out their duties of providing nursing care, they could be infected by Covid-19. However, caring is considered to be the moral ideal of nursing, namely the desire and sincerity to carry out nursing care professionally (1). The results of an interview with one of the nurses at the Covid-19 emergency hospital (Athletes' Village) stated that the symptoms of Covid-19 patients varied, such as fever, cough, runny nose, bone pain, shortness of breath, inability to smell, and diarrhea. Since being treated in the isolation room, the patient's health condition has declined, and his appetite

has disappeared. More than 1000 Covid-19 patients are being treated at the Wisma Atlet Covid-19 Emergency Hospital in Jakarta. Including the high level of client anxiety due to being in a special Covid hospital, which is feared to cause a severe infection to death. The purpose of this case study is to evaluate nursing care for Covid-19 patients quarantined in hospital using a caring approach that involves the patient's family for a conference.

CASE REPORT

Case report for preparing this article uses case studies in hospitals. The phenomenon of signs and symptoms of Covid-19 patients was taken by interviewing one of the nursing officers who handled Covid-19 patients at the Wisma Atlet Emergency Hospital. Nurses work in the Covid-19 isolation room and emergency intensive care unit. The case raised was on the topic of quality improvement in caring for patient. It was stated from the interview results that "giving Covid-19 patients the opportunity to communicate by telephone with their family members makes the patient's heart happy, calm, and feel stronger in dealing with the symptoms of Covid-19. "Discussions were carried out with various journal references to obtain solutions to problems from

a nursing management perspective. The journal used as a reference source is a maximum of the last three years.

DISCUSSION

The role of nurses is very important in efforts to cure Covid-19 patients in hospital isolation rooms by providing safe and quality health care and educational support. The key role of nurses is explained from gathering initial data information, carrying out triage, taking examination samples, collaboration in administering medication for symptoms that appear such as fever, anticipating discomfort, providing oxygenation, carrying out personal hygiene, reducing fluid buildup, providing nutritious food such as protein and vitamins, taking action infection prevention and control. Actions for Covid 19 patients who are in the intensive care room (ICU) include airway management, installation of mechanical ventilation, administration of intravenous fluids, vasopressors, administration of nasogastric nutrition, carrying out effective monitoring and quality interventions (2). Nurses' caring behaviour can be applied in the ICU by providing social support and early intervention to help patients achieve a better clinical prognosis. Nurses can also carry out psychological interventions during the treatment of Covid 19 patients to get better results (3). Nurses who carry out the task of handling Covid-19, apart from providing care, also need to pay attention to the legal and ethical aspects of nursing. Nursing professional ethics must be upheld and can be implemented. Some moral challenges can result in job burnout and mental illness. However, nurses can respond positively to the ethical challenges they face. Nurses continue to provide professional services even if they encounter obstacles in treating patients. Nurses feel afraid and at a disadvantage. Nurses need support in managing the provision of nursing care for Covid-19 patients. Nursing managers can make policies by considering the patients they manage as high-risk. Nursing managers can develop nursing care planning in advance and provide the necessary training for nurses to adapt to the Covid-19 emergency (4). Hospital management can improve patient safety culture and can also inform strategies for managing potential threats and opportunities for implementing patient safety in hospitals (5). The nurse in charge of handling Covid-19 in the isolation room of a hospital had never experienced this before. A nurse's experience in dealing with Covid-19 patients in hospitals is that clear and comprehensive communication is needed. There is protection for nurses on duty, including social and emotional support. Efforts made are to optimise the structure and process of providing nursing care to Covid-19 patients with the ultimate goal of nursing practice contributing to

improving satisfactory outcomes.

Caring can be implemented by involving family members in the nursing care process. Hampered by the distance between patient and family requires a rapid adaptation of standard practice. Involvement of family members has been proven to be effective in long-term progress and not setbacks. Patients can use smartphones with several applications for communication with family.

CONCLUSION

Improving the quality of nursing care with caring can be controlled and evaluated to obtain an optimal model. Nurses in providing caring fulfillment can facilitate Covid-19 patients to conduct teleconferences with their families.

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