

Nurse Caring Experience In Providing Nursing Services Among Covid-19 Patients In The Private Hospital Pekanbaru: A Phenomenological Study

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ABSTRACT

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The spread of COVID-19 is still continuing very fast. The COVID-19 outbreak is a global problem that has an impact on various life settings and is a challenge for nurses in providing professional nursing care with the risk of contracting and even becoming a victim of COVID-19. The study aims to explore in depth the caring experiences of nurses in providing nursing services to COVID-19 patients in hospital. The research design is used descriptive phenomenology. Participants were 12 nurse, who were selected by purposive sampling technique. The Data be in the form of in-depth interviews and field notes. Furthermore, it is analyzed verbatim and using Colaizzi's approach. The results of the study found six themes, which is nurse anxiety, support system, professional responsibility, workload, refusal of information by patient and patient's family, risk of infection. The themes that emerge from the results of the study can serve as a reference for health workers, especially in the managerial field in taking policies regarding health services, especially nursing services by COVID-19 nurses in order to produce good and safe nursing services for both patients and nurses as nursing service providers.

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1. Introduction

The nursing profession during the COVID-19 pandemic is being challenged to provide professional nursing care with the risk of being infected and even becoming a victim of COVID-19. The spread of COVID-19 is still continuing very fast. The COVID-19 outbreak is a global problem in many countries in the world, including Indonesia. Based on data from the Task Force for the Acceleration of Handling Covid-19 of the Republic of Indonesia, the number of confirmed positive cases until June 2020 was more than 30 thousand people and with a death toll of more than a thousand (Gugus Tugas Percepatan Penanganan, 2020). COVID-19 is spread from person to person through the mouth, nose and eyes. Transmission can affect all ages ranging from infants, children, adults, the elderly, pregnant and lactating women. The mental attitude when someone is first infected with COVID-19 can be in the form of fear, anxiety, and panic (Kementerian Kesehatan RI, 2020).

Anxiety and fear are actually common reactions to disease stress. Feelings of loss of control, guilt and frustration also play a role in the reaction of individuals affected by a disease. Adequate handling of COVID-19 patients is necessary for healing and reducing the spread of the disease. In this case, nurses in particular have an important role in being prepared to handle COVID-19 patients (Li T, 2020). Nurses in the COVID-19 special care room must have more concern for patients' conditions that are dangerous and life threatening. In this condition, caring nurses are needed when providing care to patients because patients need total care.

Caring is a human behavior in the form of physical, emotional, social, spiritual and moral care (Hunter, 2006). Nurses are expected to always apply caring behavior because it is the moral ideal of nurses and part of the nurse's performance in caring for patients. Nurses must continue to prioritize

the ethical values of nursing in every service provided. So that the skills, knowledge, sympathy and empathy, sense of responsibility, moral motivation and attitudes of nurses towards the environment are maintained in harmony (Lachman, 2012).

Based on the results of research on psychological aspects such as the stress of nurses according to (Yin X and Zeng L, 2020) and Sun (2020) that nurses working in the treatment room during the COVID-19 pandemic encountered various signs and symptoms such as anxiety, nervousness, frequent crying, disturbances indigestion, sleeplessness and loss of appetite. The phenomenon that appears that nurses also have their own worries because in addition to having to provide care to patients, nurses still pay attention to themselves so they don't get infected with disease and fight the worries that arise in nurses as the front line in service to patients, especially Covid-19 patients. Based on this description, the researchers dug deeper into the phenomenological study of the experience of Caring Nurses in Providing Nursing Services to Covid-19 Patients at the Hospital. Ibn Sina Pekanbaru. The purpose of the study was to explore in depth the caring experience of nurses in providing nursing services to COVID-19 patients in hospitals.

2. Method

The research design is used descriptive phenomenology. Participants were 12 participants who were selected by purposive sampling technique. Data were collected in the form of recordings of in-depth interviews conducted by the researchers themselves with a duration of 45-60 minutes. The in-depth interview method or also known as unstructured interview aims to obtain certain forms of information from all participants, but the wording and sequence are adjusted to the characteristics of each participant.

The in-depth interview method uses an interview guide that contains questions to be asked to participants. This can make it easier for researchers to conduct interviews, dig up information, information, and data while at the research location (Ghony & Almansyur, 2012). The researcher freed the participants to express their experiences with the questions asked during the interview process so that the data obtained was natural information in accordance with the participants' experiences.

Descriptive phenomenology is a conscious experience experienced by participants and things including hearing, seeing, believing, feeling, remembering, deciding, evaluating, and acting (Polit & Beck, 2012). Descriptive phenomenology is a research design that involves direct exploration, data analysis and description of certain phenomena, as free as possible from untested conjectures, which aims to get maximum results from individual experiences (Spiegelberg, 1975, in Streubert & Carpenter, 2011). This method is very appropriate to be used to explore the phenomenon / Experience of Caring Nurses in Providing Nursing Services because each nurse has their own experience in providing nursing services according to their views on themselves. With this method, it is hoped that various themes regarding the caring experience of nurses in providing nursing services to COVID-19 patients can be generated.

Data collection tools in this study were in the form of demographic data questionnaires, interview guides, field notes, and voice recorders. The main data collection tool in this research is the researcher himself, in other words, the researcher is the research instrument.

3. Result and Analysis

The researcher collected data by using in-depth interview and field notes methods. The results of the interviews in the form of written transcripts were carried out by content analysis. Based on the results of the analysis found six themes, namely: 1) nurse anxiety, 2) support system, 3) professional responsibility, 4) workload, 5) refusal of information by patients and their families, 6) risk of infection. The themes are discussed in detail to interpret the caring experience of nurses in providing nursing services.

a. Nurse Anxiety

COVID-19 special nurses experience anxiety in carrying out nursing care related to the covid-19 pandemic, where the disease is new and has never appeared before so that it provides the latest atmosphere or stressor for health workers, especially nurses who work in the Covid-19 room. This

is illustrated by the sub-themes, namely: Feelings of anxiety (difficulty resting, cleaning up before going home, following covid service procedures, limiting oneself or contact with others. Fear of family being infected (worries as a carrier agent, having family members who are still children) -Children, it's nice to have a special place to live for health workers. Feeling anxious.

The feelings of anxiety experienced by nurses in providing nursing services to patients with covid 19. Some participants expressed concern that they might become agents of disease carriers to others where this statement is in accordance with the expression "We're just keeping our distance. Yes, there may be people from the community who are afraid of what the stigma is for us as carriers. But it's still safe, ma'am until now" (participant 2)

b. Support System

The support system is felt as part of the motivation of nurses in performing nursing services so as to make nurses feel excited and challenged in dealing with these new cases, a support system from both family and colleagues as well as rewards. This statement corresponds to the expression: "Being a covid nurse is because it's a challenge ma'am.. I saw a colleague who had died and I was hospitalized in an ordinary room, at first I was afraid, then I felt why my friend could not, so from there I was motivated I should be able too " (participant 1). "Motivated by the support of friends, first of all by our deputy director, giving motivation, that spirit is okay as long as we do it according to the process" (participant 4). "Given the choice to become a nurse for COVID-19, initially I was worried and worried, only support from my husband, but if you have died, you will only have to be sure. Listening to Ustad's lectures that everything depends on death. What makes me even more sure is that husband and children are very supportive because if they don't support us, we are ostracized" (participant 6).

c. Professional Responsibilities

Almost all nurses have a sense of responsibility towards their profession so this is a separate appeal to perform or provide nursing services. This statement corresponds to the expression: "The professional oath also motivates me to always be ready to provide nursing services regardless of the conditions" (Participant 4). "According to the oath of profession, we must not discriminate against people or illnesses, we are all equally obliged to take care of them" (participant 10).

d. Workload

That the average nurse who works in the covid room told me that at a time when the patient was few, his energy was fulfilled, but suddenly there were many patients with this tightness starting to feel heavy. This statement corresponds to the expression: "One of the obstacles is wearing PPE. In installing sometimes it takes time, sometimes eating N95 masks and even then it's tight so we ourselves feel disturbed. Sometimes wearing complete PPE feels hot, sometimes we even sweat wearing PPE. Even the glasses are fogged up if you wear PPE, everything inside is definitely wet. We have to restrain ourselves, sometimes it's difficult to act with opaque glasses... yes, on average, we complain that it's hard to wear glasses." "Sometimes the condition of the patient deteriorates quickly, there is also one patient, now he is good, within a day or two, he immediately drops" (participant 10)

e. Denial of information by the patient and the patient's family

Almost all patients and their families refuse or do not believe in Covid-19 so that if a critical condition occurs or the patient dies, this is something that will trigger a commotion, this is in accordance with the expression: "Another challenge is that with the patient's family, sometimes the family doesn't want to accept that the family is Covid, sometimes it's difficult. It's hard to explain if something bad happens, for example, the death of his family, then surely a lot of the average family demands usually, because his family is all right, coming here in good health, how come it's like this. Sometimes the patient's condition deteriorates quickly, there is one patient, now he is good, within a day or two, he immediately drops. We have explained to the family that the patient's condition is like this, sir, his breath is short, only if someone understands, there is also the same if those who don't understand usually complain. It's as if we were holding Covid or COVID-19 patients, different perceptions" (participant 2)

f. Risk of Infecting

Everyone will be at risk of contracting the Covid-19 disease, especially health workers who are directly exposed to treating patients who are definitely diagnosed with the Covid-19 disease,

according to participants as follows: "There are challenges in dealing with these Covid patients because the risk of contracting the infection for health workers is high" (participant 9).

g. Discussion

This study focuses on the caring experience of nurses in providing nursing services to COVID-19 patients by generating 6 themes. These themes were identified to provide answers based on the research objectives.

a. Nurse Anxiety

Nurses' anxiety, the majority of respondents expressed anxiety in treating patients suspected of Covid-19. Nurses are still filled with anxiety if they are infected or infect their families and others. Anxiety is a feeling of fear of something happening caused by anticipation of danger and is a signal that helps individuals to get ready to take action to face the threat. The influence of demands, competition, and disasters that occur in an individual's life can have an impact on physical and psychological health. One of the psychological impacts is the occurrence of anxiety or anxiety (Sutejo, 2018).

The causes of health workers experiencing anxiety are high job demands, including long working hours due to the increasing number of patients, it is increasingly difficult to get social support due to the negative stigma of society towards front-line officers, personal protective equipment that can limit movement, lack of information about long-term exposure to infected people and fear of front-line workers who will be able to transmit Covid-19 to friends and family because of their field of work (IASC, 2020).

b. Support System

As social beings, we need a support system that becomes a supporting force in achieving or doing something. The support system consists of 4 parts, namely: individual coping, family support, materials and assets along with believe. The results of the research by Marwiati, Komsiyah and Dwi Indarti (2021) concluded that the peer group support system can function as adaptive coping for nurses while treating patients with COVID-19.

c. Professional Responsibilities

In professional responsibilities, it creates a deep feeling of empathy that arises because patients are treated alone without a family waiting for them, there are patients who die. Phenomenological Study of Nurses' Experiences in Caring for Patients Suspect respondents experienced extraordinary experiences while caring for patients, for example, they were happy when patients who had tested positive for Covid-19 could recover. Empathy is a behavior to be aware of and react mentally and emotionally to others, feelings of sympathy and concern for others, especially for others who suffer by placing themselves in the other person's position so that other people seem to be part of him. & Pratiwi, 2010).

The results found are in accordance with research conducted by Fajar (2017) which shows that there is a feeling of empathy for nurses in the inpatient room at Balung Hospital, Jember Regency in the category of quite empathetic. Nurse empathy has a significant relationship in the moderate category with the level of patient satisfaction in the inpatient room at Balung Hospital, Jember Regency. Empathy of nurses in the inpatient room is an important thing because it greatly affects the satisfaction of patients for the nursing services they have received. Nurses who have high feelings of empathy will have a positive impact on improving the quality of nursing services to patients.

There are nurses who feel stressed if they know the results of the Polymerase Chain Reaction (PCR) laboratory swabs of patients suspected of Covid-19 with positive results. Job stress is a condition of tension that can affect a person's thought processes, emotions and condition. Excessive stress can threaten a person's ability to deal with the environment and in the end will interfere with the implementation of his duties or work (Wibowo, 2014). Work stress can be seen from the symptoms, including: unstable emotions, feeling uneasy, likes to be alone, difficulty sleeping, excessive smoking, cannot relax, anxiety, tension, nervousness, increased blood pressure and digestive disorders (Mangkunegara A. P. , 2014). Stress on a nurse can be caused by various factors, including the workload. The workload of nurses in hospitals includes physical and mental workloads. It is necessary to maintain a moderate level of work stress on a nurse by increasing the ability of nurses to balance internal and external loads. Nurses must separate the workload on the family (home) with the workload when working on nursing services in hospitals (Prihatini L. D, 2007).

The results found are in accordance with the research conducted by Yuanyuan et al (2020) on 180 nurses who handled Covid-19 patients, showing that the work stress score was 39.91 ± 12.92 higher than the standard work stress score ($29, 78 + 0.46$). Some respondents had extraordinary experiences while treating patients suspected of Covid-19, such as when a patient who was tested positive for Covid-19 was declared cured. Nurses when responding to problems that occur in clients. Understanding the client means the nurse has avoided assumptions, is client focused and is involved in a Caring relationship with the client who has provided information and provided clinical judgment. Understanding the client is at the core of the process nurses use in making clinical decisions. Nurses who have made accurate and appropriate clinical decisions with a good understanding context, will be able to improve outcomes in the form of client health, clients will get personal, comfortable, support and recovery or healing services (Potter & Perry, 2009).

d. Workload

The workload of nurses in hospitals includes physical and mental workloads. It is necessary to maintain a moderate level of work stress on a nurse by increasing the ability of nurses to balance internal and external loads. Nurses must separate the workload on the family (home) with the workload when working on nursing services in hospitals (Prihatini L. D, 2007). The results found are in accordance with the research conducted by Yuanyuan et al (2020) on 180 nurses who handled Covid-19 patients, showing that the work stress score was 39.91 ± 12.92 higher than the standard work stress score ($29, 78 + 0.46$). Some respondents had extraordinary experiences while treating patients suspected of Covid-19, such as when a patient who was tested positive for Covid-19 was declared cured. Nurses when responding to problems that occur in clients. Understanding the client means the nurse has avoided assumptions, is client focused and is involved in a Caring relationship with the client who has provided information and provided clinical judgment.

e. Denial of Information by Patients and Patients' Families

Some of the field conditions that were found related to the covid 19 disease were that there were clients who did not believe that covid existed. If the patient refuses, all kinds of information that will be given will not arrive, resulting in a misperception.

f. Risk of Infection

The existence of the risk of contracting the disease made all respondents make several efforts to minimize the risk of contracting the disease. The majority of respondents wear personal protective equipment as completely as possible. Personal protective equipment that is always available at the hospital helps increase the confidence of nurses in treating patients suspected of Covid-19. Nurses feel safe and protected after wearing complete Personal Protective Equipment (PPE) clothing. Rational and consistent use of available Personal Protective Equipment (PPE) and proper hand hygiene can help reduce the spread of infection. The use of PPE is very important to use when working in a hospital. the use of PPE must be in accordance with Standard Operating Procedures (SOP). To prevent the occurrence of work accident problems or the risk of danger that can arise while doing work in the hospital (Banda I, 2015).

Personal Protective Equipment (PPE) is used to protect against transmission of viruses, especially Covid-19. For health workers who carry out a high-risk health service action such as surgery or other actions that have a high risk of transmission, they must use Personal Protective Equipment (PPE) that has met both quality and safety standards (Kemenkes RI, 2020). Nurses' compliance in applying safe work behavior in the use of Personal Protective Equipment (PPE) is one of the main components of personal precaution as standard precautions in carrying out a nursing action in an isolation room. Nurses who apply the use of PPE will certainly have a lower risk of exposure to disease compared to nurses who do not use PPE at all before providing an intervention. The results of research from Arifiyanto et al (2019) based on data from informants, it was found that nurses considered it very important and needed to wear PPE when carrying out nursing actions in order to maintain the safety of nurses and also patient safety. Nurses are also afraid that if they do not wear PPE, they will contract the disease and become sick.

The majority of respondents still think that patients are the source of infection so that they continue to apply precautions during contact with patients. Some minimize direct contact with patients. Standard precautions are a milestone that must always be applied in all health care facilities in providing safe health services for all patients and reducing the risk of further infection. Standard Precautions include: hand hygiene and the use of Personal Protective Equipment (PPE) to avoid

direct contact with blood, body fluids, secretions (including respiratory secretions) and skin of injured patients (Kemenkes RI, 2013).

The results found were in accordance with research conducted by Putri S. I & Anulus A (2020) showing that health care workers are trying to prevent transmission of Covid-19 by practicing social distancing, using proper Personal Protective Equipment (PPE), washing hands, screening in conducting visits and telemedicine. Health care workers have an additional responsibility to provide protection to patients and themselves.

4. Conclusions

Based on the results of this study, it can be concluded that the caring experience of nurses in providing nursing services to COVID-19 patients at the hospital. Ibnu Sina Pekanbaru got 6 themes, namely: 1) nurse anxiety, 2) support system, 3) professional responsibility, 4) workload, 5) refusal of information by patients and their families, 6) risk of infection. This emerging theme can serve as a reference for health workers, especially in the managerial field in taking policies regarding health services, especially nursing services by COVID-19 nurses in order to produce good and safe nursing services for both patients and nurses as nursing service providers.

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