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Literature Review: Factor Analysis of Completeness and Quality of Nursing Care Documentation



Arum Dwi Ningsih

Faculty of Health Sciences, Universitas Bina Sehat PPNI Mojokerto, Indonesia

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Abstract

A problem that often arises in Indonesia is that there are still many nurses who do not carry out maximum documentation. Nurses assume that service to patients is more important than documenting nursing care. The purpose of the literature review was to analyze factors that influence the completeness and quality of nursing care documentation. The protocol in this study used The Center for Review and Dissemination and the Joanna Briggs Institute Guideline as a guide in assessing the quality of the studies that will be summarized. Evaluation of the Literature Review used the PRISMA Checklist to determine the selection of studies that had been determined and adjusted to the objectives of the Systematic Review. The results of the literature review showed that there were 11 journals that discuss factors that influence the quality of nursing care documentation. The results of literature analysis showed that the completeness and quality of nursing care documentation was influenced by internal and external factors. The research results show that attitudes, rewards, workload, motivation and training have been attended.

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✉ Correspondence Address:

Universitas Bina Sehat PPNI Mojokerto – East Java, Indonesia

Email : arumdn87@gmail.com

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INTRODUCTION

Documentation is legal proof of the implementation of services in the hospital. The quality of service in a hospital can be seen from the implementation of documenting nursing care. Documenting nursing care is carried out as evidence that nursing actions have been carried out professionally and legally so as to provide protection to nurses and patients. Documentation is useful for hospitals in improving accreditation standards, as a means of communication between professions, indicators of quality services, evidence of responsibilities, and responsibilities of nurses, data sources and as a means of research (Siswanto et al., 2013).

Nursing documentation not only reflects the quality of care but proves the accountability of each nursing team. therefore, if nursing activities are not well documented, accurate, objective, and complete and in accordance with nursing care standards then it is difficult to prove that nursing actions have been carried out correctly (Noorkasiani et al., 2015). The results of the study conducted on nurses at Kendal Islamic Hospital had good knowledge of 24 people (80%) and the implementation of nursing documentation from the number of medical records of 90 patients was good on average (84.9). Incomplete nursing documentation at 20% assessment, 12.6% diagnosis, 28% nursing planning, 3% nursing action, 8% evaluation, and 16.4% nursing records (Sugiyati, 2014). Nursing care documentation has an important meaning seen from various aspects such as legal aspects where all information records about clients are official documentation and legal value that can be used as evidence in court, aspects of service quality will improve the quality of nurse services, communication aspects seen from nursing documentation which is used as a guideline in providing nursing care, therefore nursing documentation must be filled in Completely, the financial aspects of nursing documentation can be used as a reference or consideration in nursing costs for clients. Documentation and reporting are said to be of quality if the data written is in accordance with the facts, the data is accurate, complete, the data is directly recorded at that time, confidential and organized. If nursing care documentation is not filled in completely, this will have an impact on the importance of nursing care documentation seen from various aspects, namely legal aspects, service quality, communication, finance, education, research and accreditation (Noviari & Susanti, 2015).

Nursing documentation is very important for nurses in providing nursing care because clients

need records and reports that can be used as responsibility and responsibility for various possible problems experienced by clients both satisfaction and dissatisfaction with the services provided, and is a key element in accountability for the performance of the nursing profession. Documentation is a means of communication between health home workers, especially in management in the health sector. In order to improve health services in hospitals, it needs to be supported by a good and correct nursing document processing system. Nursing documentation is evidence of recording and reporting that care has that is useful for the benefit of patients, nurses and health teams in providing health services on the basis of complete communication in writing and complete with nurse responsibilities. Nursing documentation is not only valid documentation and is a complete information including the patient's health status, patient needs and the response he receives (Salim, 2020).

The problem that often arises in Indonesia is that there are still many nurses who do not do maximum documentation. Nurses think that service to patients is more important than documenting nursing care. This is because the lack of nurse knowledge will affect nurses' attitudes in documenting nursing care, nurses will tend to be negative or bad in documenting nursing care so that it will have an impact on not maximizing the writing of nursing documentation. The lack of maximum writing of nursing documentation will have an impact on the use value of nursing documentation such as administration, law, finance, research and education (Togubu et al., 2019). Based on the description of the background mentioned above, the main problem studied in this study is that the researcher wants to review the results of the study with an analysis of factors that affect the completeness and quality of nursing care documentation.

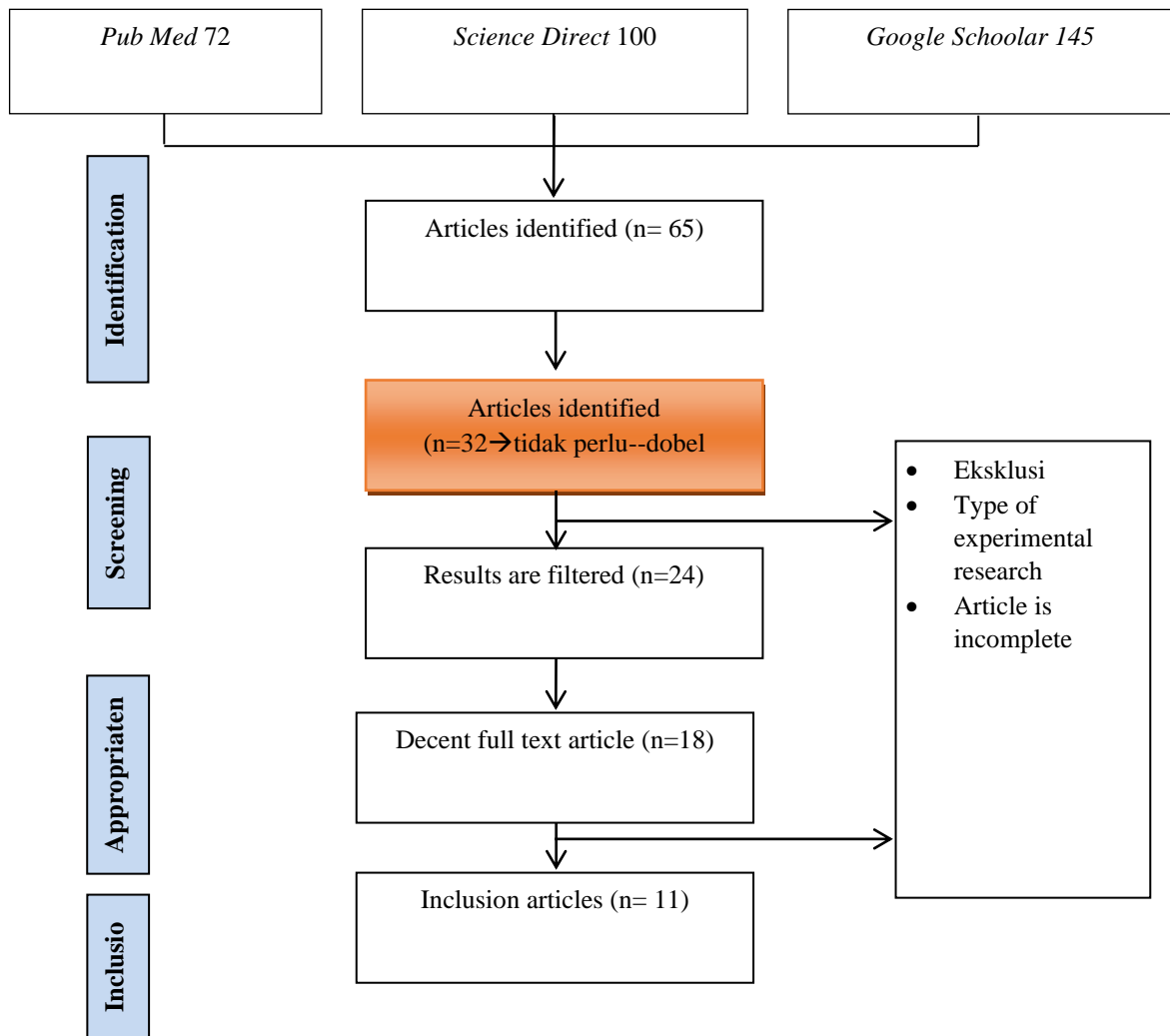
METHODS

1. Protocol

A comprehensive summary in the form of a Literature Review on Analysis of Factors Affecting the Completeness and Quality of Nursing Care Documentation. The protocol in this study uses The Center For Review and Dissemination and the Joanna Briggs Institute Guideline as a guide in assessing the quality of the studies to be summarized. The evaluation of the Literature Review used the PRISMA Checklist to determine the selection of studies that had been determined and adjusted to the objectives of the Literature Review.

2. Search Database

Intervention: Does not focus on the analysis of factors that affect the completeness and quality of nursing documentation.



3. Inclusion and Exclusion Criteria**Table 1: Research problems based on PICOS**

Criteria	Inclusion	Exclusion
<i>Population</i>	Studies that focus on implementing nurses who carry out documentation of nursing care.	Studies that focus on the effect of suatau treatment on the quality of nursing care documentation.
<i>Intervention</i>	Studies that examine the analysis of the completeness and quality of nursing care documentation.	Studies that do not discuss the factors that affect the completeness and quality of nursing care.
<i>Comparison</i>	The study conducted focused on analyzing research results on factors that affect the completeness and quality of nursing care documentation.	Experimental studies
<i>Outcomes</i>	Find several factors that affect the completeness and quality of nursing care documentation.	Does not discuss the analysis of factors that affect the completeness and quality of nursing care documentation.
<i>Study Design and Publication Type</i>	Cross sectional, descriptive analysis	literature review, systematic review, and experimental study
<i>Publication Years</i>	Year 2012 and beyond	Before 2012
<i>Language</i>	English and Indonesian	Languages other than English and Indonesian

RESULTS

No	Author	Title	Desain	Research design	Conclusion
1.	(Andri et al., 2015)	Analysis of factors that influence nurses in fulfilling the completeness of nursing documentation in the emergency room of Pontianak Regional Hospital, West Kalimantan.	Cross sectional The sample number was 53 respondents, with measuring instruments in the form of questionnaires and observation sheets. Bivariate analysis uses the Mann Whitney, Pearson and Sprearmen tests and uses linear regression multivariate analysis.	The results of the bivariate analysis obtained the influence of attitude factors, rewards, and workload on the completeness of nursing documentation. Factors that do not affect the completeness of nursing documentation are age, gender, level of education, length of work, training, knowledge, leadership, and format facilities. The results of multivariate analysis using linear regression obtained the workload factor that most influenced the completeness of nursing documentation.	Factors that affect the completeness of nursing documentation are attitudes, rewards and workload. The most influential factor is workload.
2.	(Siswanto et al., 2013)	Factors related to the completeness of documenting nursing care	Type of quantitative research with analytical observation design. The number of samples was 46 nurses who were observed for 24 hours using the continuous observation technique. The variable of documenting nursing care is measured by checklist sheets. The standard instrument for evaluating the standard documentation of the Ministry of Health is measured retrospectively. Data were analyzed univariately with central tendency or proportion, bivariate with Chi Square test and independent and multivariate T Test with multiple logistic regression for analysis of the most dominant factor	The results showed that the average documentation was incomplete (71.6%), and the workload of nurses was mostly high (52.2%). The most dominant factors affecting the completeness of documentation are training and workload	The workload of nurses in this study was mostly high and most of the documentation done by nurses was incomplete. Based on the characteristics of nurses, it shows that age has no relationship with the completeness of documentation of nursing care, in contrast to the length of work and training, there is a meaningful relationship with the completeness of documentation
3.	(Gustina et al., 2020)	Factors related to the	The study design was a cross	The results showed that the	The final results of the multivariate

No	Author	Title	Desain	Research design	Conclusion
		completeness of nursing documentation	sectional study. The sample in this study was 173 nurses. Bivariate analysis uses squared and multivariate kai tests with logistic regression.	implementation of nursing documentation in the criteria was good at 47.4% and nurses who completed nursing documentation at 57.2%. While the factor that most significantly contributed to the completeness of nursing documentation was the Office Room ($p = 0.002$; $\alpha = 0.05$) after being controlled by age, gender, education level, and room class type.	analysis showed that extrinsic motivation could affect nurse performance twenty-six times higher after controlling for variables of age, staffing status, and length of service. However, for organizational commitment factors there is no relationship between organizational commitment and nurse performance in the implementation of nursing care documentation. The results showed that extrinsic motivation contributed greatly to improving nurse performance in the implementation of nursing care documentation at a hospital in Bekasi.
4.	(Masriadi, S.Kom, 2018)	Analysis of factors related to the quality of nursing care documentation at RSUD Rasidin Padang	Type of quantitative research with a cross sectional approach. The sample size in the study was 38 people with proportional random sampling technique.	The results of the analysis of the relationship between attitude and the quality of nursing care documentation were statistically meaningful with a value of $p = 0.038$ (95% CI 1.16-187.09) with an OR value of 14.72 meaning that nurses with a positive attitude had a 14.72 chance of carrying out the quality of nursing care documentation compared to nurses who had a negative attitude, as well as the results of the analysis of the relationship between motivation and the quality of documenting nursing care statistically meaningful with a value of $p = 0.028$ (95% CI 1.29-103.25) with an OR value of 11.57 means that nurses with high motivation are 11.57 times more likely to carry out quality documentation of nursing care compared to nurses who have low motivation	The quality of documentation of nursing care at RSUD dr Rasidin Padang found that most of the reporters did poor documentation. Most nurses do incomplete documentation of nursing care, while most nurses do accurate documentation of nursing care

No	Author	Title	Desain	Research design	Conclusion
5.	(Noviari & Susanti, 2015).	Factors affecting the completeness of nursing care documentation in the Surgical Room of RSUD dr. Soekardjo Tasikmalaya City	qualitative phenomenology. The informants in this study were 6 (six) people. Instruments are human instruments assisted by recorders and stationery. Analysis using the Miels model consists of data reduction, data presentation and drawing conclusions.	The results of this study show that nursing care documentation is carried out from the time the patient arrives and then an examination is carried out and then nursing care documentation is carried out. Obstacles faced in the nursing care documentation process include lack of human resources, high workload, nurses' knowledge of documentation that is said to be complete and motivation in the nursing care documentation process.	The obstacles faced in filling out nursing care documentation include the lack of human resources and the high workload of nurses' knowledge about the completeness of nursing care documentation is considered not fully known and the motivation of nurses will affect the delivery of health services to patients, especially how to deliver health information to patients.
6.	(Salim, 2020)	Factors related to the completeness of outpatient assessment documentation at Awal Bros Hospital Batam	metode deskriptif analitik dengan cross sectional. Besar sampel sebanyak 51 orang perawat. Data diambil dengan mengisi kuisioner serta melalui observasi.	The results showed that there was a significant relationship between motivation and completeness of documentation with value (p=0.002). There is a significant relationship workload with full documentation with value (p=0.039). There is a significant relationship between supervision and completeness of documentation with value (p = 0.003).	completeness of documentation related to motivation, workload and Supervision.
7.	(Fadilah, 2020).	Analysis of nurse compliance factors in documenting nursing care at PKU Muhammadiyah Hospital Yogyakarta.	Descriptive analytic using cross sectional design, Samples were taken with a sampling quota technique of 60 nurses	The results of the research analysis showed the level of nurse compliance Regarding nursing documentation, it reached 87.4% (quite good category). Result Research shows that nurse compliance comes from knowledge (58.3%), motivation (63.3%).	Based on the results of the study shows that in general .The application of nursing care has been carried out well. Nevertheless It must still be considered in the element of increasing its human resources through Increasing the level of formal nursing education, improving skills and Good task/workload division
8.	(Togubu et al., 2019).	Factors related to the documentation of nursing care in the Tidore Islands	This study is an analytical survey research with a cross sectional approach and was conducted in VIP	The results showed that there was a relationship between knowledge p value 0.030 (p < 0.05; OR 3.238), attitude p	Supervision is the most dominant variable related to documenting nursing care so that the suggestion for hospitals to include the

No	Author	Title	Desain	Research design	Conclusion
		municipal hospital	inpatient rooms, Surgical care, Women's ward, Men's ward and Class III together in Tidore Islands City area hospital. The sample in this study was 75 respondents who were included in the inclusion criteria. Data were obtained from questionnaires and observation sheets evaluating the documentation of nursing care	value 0.022 ($p < 0.05$; OR 3.393) and supervision p value 0.004 ($p < 0.05$; OR 4,726) with documentation of nursing care in Tidore Islands City area hospital	head of the room as supervision and implementing nurses in seminars or training on documenting nursing care to improve the quality of nursing services in accordance with standards and also the nursing management makes an audit of nursing care documentation to evaluate the completeness of nursing care documentation in accordance with the standard.
9.	(Amalia et al., 2018).	Factors for the completeness of documenting nursing care at the Inpatient Installation of Lubuk Sikaping Hospital.	Analytical descriptive design and retrospective method of a population of 97 nurses. The sample in this study was 48 respondents. The technique used in sampling for this study was stratified random sampling. The tools used in this study used: questionnaires and questionnaires	In statistical tests, motivation value = 0.002 p , working period value = 0.033 p , nurse value = 0.037 p , education value = 0.000 p , nurse workload value = 0.001 p , can be inferred the relationship of motivation, length of service, age, education and documenting workloads with nursing care in its inpatient installation in 2017.	More than half of nurses have high motivation, long tenure, low education, old age, and most nurses have a heavy workload, as well as a complete category of documenting nursing care. Statistical test results: the relationship between motivation, length of service, age, education, workload with the completeness of documenting nursing care at the Inpatient Installation of Lubuk Sikaping Hospital in 2017.
10.	(Jumali & Usman, 2017).	Factors related to the implementation of nursing documentation	This research method uses Survey Analytic. The population of all implementing nurses in the Class III Inpatient Room of the Meraxa Regional General Hospital Banda Aceh and Data collection was conducted on June 12-19, 2017. The sampling techniques in this study are Total sampling, as many as 40 respondents. Data collection tools in the form of questionnaires and	The results of this study show that there is a relationship between education (p -value 0.021), Employment Period (p -value 0.002), Knowledge (p -value 0.05), Rewards (p -value 0.033), and Supervision (p -value 0.014) with Nursing Documentation	The results of this study are recommended to Meuraxa Hospital Banda Aceh in order to increase knowledge about how to document properly and correctly, and identify aspects that can increase the interest of implementing nurses in carrying out documentation.

No	Author	Title	Desain	Research design	Conclusion
			research results obtained from 40 respondents		
11.	(Fatmawati et al., 2018).	Factors That Influence the Documentation of the Completeness of Nursing Care by the Implementing Nurse in the Emergency Room at Anutapura General Hospital, Palu	The study was quantitative, with a cross-sectional analytical observational approach. The sample size is a total population of 31 nursing staff.	Data analyzed by using the chi-squer test with the alternative Fisher's Exact Test at a significant level ($\alpha < 0.05$). Research results at the level of knowledge are good thoroughly Documentation category 91.3%, knowledge level is not good category 75,0%. and high workload with full documentation category of about 40.0%, The workload is low with a full documentation category of about 9.5%. Knowledge with completeness of nursing care alternative test results Fisher's Exact Test obtained a P-value of 0.015 ($p < 0.05$), and the workload was completed documentation of the results of the alternative test Fisher's Exact Test obtained P-value 0.002 ($p < 0.05$).	Conclusion There is a relationship between workload, knowledge with the completeness of nursing care. Suggestions for hospitals to evaluate The workload effort experienced by nurses in the emergency room so that Documenting nursing care can qualify for patient care

DISCUSSION

Internal factors in the quality and completeness of nursing care documentation

The results of research conducted by (Andri et al., 2015) show that some internal factors contained in nurses do not have a significant influence on the quality and completeness of nursing care documentation. The results of the bivariate analysis test showed that there was no effect of age ($p = 0.067$), length of service ($p = 0.102$), knowledge ($p = 0.381$) on the quality of nursing documents. From the results of the bivariate test using the Spearman test between attitudes and completeness of nursing care documentation obtained a value of $p = 0.023$ ($p < 0.05$) meaning that there is a significant influence between attitudes towards the completeness of nursing documentation (Andri et al., 2015). The better the nurse's attitude, the better the completeness of nursing documentation. According to Nursalam (2011) behavior is the result of changes after the learning process, namely the process of changing attitudes that were not confident to become more confident because they have increasing skills so that they will be followed by changes in attitude. Attitudes clearly show the connotation of the appropriateness of reactions to certain stimuli. In everyday life it is the readiness or willingness to act and is not the executor of certain motives. This means that with a good attitude in nursing documentation will provide a stimulus that produces a reaction to take action in an effort to complete nursing documentation. The results of research conducted by (Salim, 2020) are known to have several internal factors that affect the quality of nursing care documentation, namely motivation and workload. The results showed that there was a significant relationship between motivation and completeness of documentation with value ($p = 0.002$). The results of statistical analysis are known There is a significant relationship between workload with complete documentation with value ($p = 0.039$). The results of the study represent the presence of internal factors that have a strong influence on the quality of nursing care documentation.

The lower the motivation of nurses, the level of completeness of nursing documentation is also low, on the contrary, the high motivation of nurses, the level of completeness of nursing documentation is also high. Low motivation influences nurses in documenting compliance with nursing care

performed. So that it can reduce the quality of nursing and the quality of hospitals. This can happen because of the nurse's lack of understanding of the importance of nursing care documentation that has been done by nurses. One indicator of nurse performance in carrying out nursing care can be seen from the implementation of documentation. Without nursing documentation, all nursing implementations that have been carried out by nurses have no meaning in terms of responsibility and responsibility (Artanti et al., 2020). The quality of nursing care documentation relates to the nurse's workload. High nurse workload can reduce the opportunity and accuracy in documenting nursing care completely. In essence, documenting nursing care is an important action and must be carried out by nurses in hospitals and must. This is because, by doing proper documentation, nurses can try to solve problems needed by patients appropriately. Every nursing activity must be proven by nursing care documentation. The high workload is due to a shortage of nurses, especially in developing countries, so the opportunity to document nursing care completely is hampered (Tandi et al., 2020).

External Factors in the completeness of nursing care documentation

Based on the results of research conducted by (Andri et al., 2015) some external factors that can affect the completeness of nursing care documentation are rewards or rewards. Test results the results of the Pearson test showed the reward ($p = 0.032$). This showed that there was a relationship between reward and the lack of nursing care documentation. Reward is very important in motivating employee performance, because through reward nurses will become more qualified and responsible with the tasks given. Reward is closely related to the quality of data in the hospital (Febriani & Dharmawan, 2016). Another external factor that affects the quality of nursing care documentation is supervision. The results of the analysis of the relationship between the head of the room supervision variable and the quality of nursing care documentation showed a significant relationship with a p-value of 0.042 with an OR value of 4.14, meaning that respondents who had high room head supervision had a 4.14 times chance of being good in quality (Masriadi, S.Kom, 2018). Supervision is an effort made by someone appointed in an organization to coach, guide, or supervise by

program managers to implementers at lower administrative levels in order to determine activities in accordance with the aims and objectives that have been set (Ginting & Harahap, 2019).

The quality of the supervision structure of the head of the room is illustrated by the ability of the head of the room to provide easy-to-understand explanations about documentation to nurses, conduct nursing care assessments, make plans for the implementation of supervision activities, and the presentation of the assessment of supervision results that have been carried out. For implementing nurses in providing nursing care, there needs to be a support, including from superiors, namely the head of the room. This form of support is a form of evaluation of the implementing nurse herself in carrying out her duties and responsibilities, including documenting nursing care so that it can achieve maximum quality of nursing care (Fitriana Rezkiki & Annisa Ilfa, 2018).

CONCLUSION

Literature Review with the topic of factor analysis that affects the completeness and quality of Documentation reviewed 11 journals with results showed that the quality of nursing documentation were influenced by internal factors including age, gender, education, attitudes and motivation of nurses in documenting nursing care. In addition, there were external factors that affect the quality of nursing care documentation, namely leadership, workload, supervision, and rewards.

SUGGESTION

The results of this Literature Review are expected to be used as a source of information and reference for future researchers as well as reference material in nursing documentation courses. For Health Services as a consideration in planning the right strategy in an effort to improve the quality of nursing care documentation.

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develop this research in order to improve the quality of protection maintenance documentation.

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CONFLICTS OF INTEREST

The author declares there is no conflict of interest in conducting this literature. The preparation literature review is aimed at analyzing factors that influence the completeness and quality of conservation maintenance. So that the research results are purely for the development of science.

AUTHOR CONTRIBUTIONS

Research in the form of a literature review is carried out by a single researcher so that analysis of research problems, searching for research articles, and analysis of article quality and preparation of the final report are carried out by the researcher.

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