



Implementation of nursing ethics at nort moyo health center

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ABSTRACT

The problem of ethical behavior in nursing services will have an impact on the emergence of a feeling of dissatisfaction with the nursing services provided. Patients will feel that their needs are not being met and feel that they are not getting attention from nurses. Ethical issues in nursing often cause conflict in relationships between patients and colleagues. Ethical behavior problems that occur in the nursing process are a sense of injustice in nursing services, a lack of attention and concern for patients, ignoring patient rights, a lack of respect for patients, and high demands for professional ethics in every nursing service. The aim of this research is to determine the implementation of nursing ethics for nurses at the North Moyo Health Center, as well as the obstacles to implementing nursing ethics at the North Moyo Health Center. This research is empirical juridical research. This research is a descriptive analysis. Field research was carried out through interviews with research subjects using open-ended interviews and deep questions. The study data were analyzed qualitatively and presented in descriptive form. Based on research results, the application of ethics in providing health services at the North Moyo Community Health Center is optimal in accordance with standard operating procedures, codes of ethics, and applicable laws and regulations.

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1. Introduction

Nursing as a professional health worker always puts the client's interests first, as a form of humanistic service, using a holistic approach implemented based on nursing science and using ethics in providing nursing care to clients. Nursing as a profession is bound by self-regulation in the form of a nursing code of ethics (Budhiartie, 2019). Ethical principles in nursing are an important element that plays a very important role in the ethical behavior of nurses in providing nursing care. As nurses, their behavior requires standards or guidelines in the form of a professional code of ethics so that they carry out their work in accordance with the standards of norms in society. (Aningrum, 2018). Nurses as professional health workers, when providing nursing care as ordinary people, have the potential to hurt feelings or carry out undesirable actions towards clients. This can be avoided if nurses, in carrying out their duties, uphold the values of truth and work based on nursing ethical principles (Zainuddin, 2019).

Nursing ethics are the values and principles believed by the nursing profession in carrying out its duties relating to patients, society, colleagues and professional organizations, and also in the setting of nursing practice itself. These nursing ethical principles are formally articulated in a code of ethics, which shows nurses' commitment to responsibility and public trust (Panggabean 2019). Nurses' perceptions of ethical principles include religion which teaches people to do good, not differentiate, get approval to take action, the patient or patient's family has the right to refuse action to prioritize action according to problem priorities, take action for good, avoid things that endanger the patient, appreciate patients and families who use traditional methods (Panggabean, 2019).

Ethics is considered an important element of all health professions, including nursing; thus, ethics has a central role in nurses' moral behavior towards patients, which greatly influences the improvement of patient health. Ethical principles in nursing are an important element. Ethical principles play a very important role in the ethical behavior of nurses in providing nursing care. As nurses, their behavior requires standards or guidelines in the form of a professional code of ethics, so that carrying out their work is in accordance with standards and norms in society. Based on the four descriptions above, researchers are interested in researching "the implementation of nursing ethics at North Moyo Health Center."

2. Methods

This research method uses qualitative research methods with a type of juridical research. The research location is North Moyo Health Center, Sumbawa Regency. The data used are primary and secondary data. Research data collection techniques were carried out by means of interviews and observations. The interview technique involved conducting interviews with seven nurses by asking questions that had been written and structured in an open-ended and deep questions to the respondents. The sampling technique used was simple random sampling, and data analysis was carried out descriptively. This research was carried out at the North Moyo Community Health Center. Taking into account that the puskesmas is the main health service center and is assisted by several pustu in Sumbawa district, West Nusa Tenggara. However, health service ethics still does not satisfy patients. Informants in this research were selected using purposive sampling techniques or in a deliberate manner, taking into account that the informants had capacities related to the substance of the research and were willing to be questioned. The informants for this research were 19 people consisting of 7 patients, 6 patients' families and 6 medical personnel. Meanwhile, the type of data in this research is qualitative descriptive which aims to provide an overview of nurses' ethics in health care practices for patients at the North Moyo Community Health Center. Apart from that, in this research a data source was also obtained which consisted of two parts, namely: (1). Primary data, namely data in the form of Nurse Ethics in the Practice of Health Services for Patients at the Lakansai Community Health Center, Sumbawa Regency, West Nusa Tenggara. (2). Secondary data, namely in the form of notes from documents, books, archives, research reports from related agencies and other data that can answer research problems.

3. Results and Discussion

3.1. Implementation of Nursing Ethics at North Moyo Health Center

Nursing ethics is the basis for nurses' behavior, especially in providing health services. Patients will judge whether the nurse's behavior is good or bad based on the actions taken and whether they have a good impact or not. If the action does not have a good impact, the patient will feel dissatisfied. Specifically, professional ethics provides practical demands for members of the profession in carrying out their professional practices in accordance with the standards and morals they believe in. Apart from that, developments in science and technology as well as increasing societal needs have resulted in the scope of nursing services becoming increasingly complex. It is important to apply ethical principles so as not to cause harm to patients which can cause injury or physical danger, emotional danger such as feelings of dissatisfaction, disability

and even death and ultimately the goal of service in the form of patient safety will never be realized. The ethical principles that a nurse must have include:(Haryati, 2019).

Autonomy: The principle of autonomy is a form of respect for someone or is seen as non-coercive consent and acting rationally. Professional practice reflects autonomy when nurses respect clients' rights in making decisions about their own care. **Beneficence:** Beneficence means just doing something good. Kindness requires the prevention of wrongdoing or evil, the elimination of wrongdoing or evil, and the promotion of goodness by oneself and others. **Justice:** This value is reflected in professional practice when nurses work for correct therapy according to the law, practice standards, and correct beliefs to obtain quality health services. **Non-maleficence:** This principle means that it does not cause physical or psychological harm or injury to the client. **Veracity,** This value is needed by health service providers to convey the truth to each client and to ensure that the client really understands. Information must be available that is accurate, comprehensive, and objective to facilitate understanding and acceptance of the material provided and to tell the client the truth about everything related to his condition while undergoing treatment. **Fidelity** The principle of fidelity requires individuals to honor their promises and commitments to other people. Nurses are loyal to their commitments, keep their promises, and keep client secrets. **Loyalty** describes nurses' compliance with the code of ethics, which states that the basic responsibility of nurses is to promote health, prevent disease, restore health, and minimize suffering. **Confidentiality:** The rule in the principle of confidentiality is that information about clients must be kept private. No one can obtain such information unless authorized by the client with proof of consent. Discussions about clients outside the service area and telling friends or family about clients with other health workers should be avoided. **Accountability:** Accountability is a definite standard by which a professional's actions can be judged in situations that are unclear or without exception.

Based on the results of interviews with nurses at the North Moyo Community Health Center, nurses provide complete and complete health services without discrimination against patients, without differentiating between patients who use BPJS and non-BPJS, provide patient health information honestly, and prioritize patient health, safety, and security. Patients also have the right to refuse treatment provided by nurses. Nurses also provide health services with informed consent and care about patients. Providing education to patients is a form of applying the ethical principle of beneficence to patients. The nurse installs a guard on the patient's bed so that the patient is protected, does not fall or get injured, and provides health services on time according to the schedule that has been set. The nurse will also be responsible if there is negligence in carrying out nursing service standards for the patient.

Compliance with a code of ethics impacts behavior and determines a nurse's professional responsibilities towards patients, the nursing profession, colleagues, practice, and society. Provisions in Article 36 of the Minister of Health Regulation Number 26 of 2019. Nurses have obligations, among others, to: maintain the confidentiality of the client's health; obtain approval from the client or his family for the actions to be taken; equip nursing service facilities and infrastructure in accordance with nursing service standards and statutory provisions for nurses

who carry out independent practice; provide nursing services in accordance with the code of ethics, nursing service standards, professional standards, standard operational procedures, and statutory provisions (Health).

Based on the results of the interview, nurses carry out their obligations as nursing staff in accordance with the established code of ethics. This is done by nurses to always prioritize patient safety by intensively communicating with other nurses, especially when weighing up assignments during shift changes in accordance with operational standards. Nurses also maintain patient confidentiality regarding patient identity, medical diagnosis, medical intervention, and patient care. The patient's health status can be disclosed only in the interests of the patient's health, to fulfill the request of law enforcement officials in the context of law enforcement, the patient's own request, or based on statutory provisions. Information about the privacy of patients and their medical data can only be justified if it is in accordance with what has been formulated in the law. Outside of these provisions, it can be categorized as an act of leaking secrets, which is unlawful because it can cause harm to the patient, both material and immaterial.

North Moyo nurses, in carrying out nursing practice, always improve the quality of services by following developments in science and technology through education and training in accordance with their field of work, which is organized by professional organizations, regional governments, or the government. Therefore, the birth of the rights and obligations of nurses means that the relationships between members of society are protected by law, so nurses must comply with these legal relationships. Nurse behavior that is assessed in the realm of nurses and patients includes respecting and always loving colleagues. not getting involved in disputes between colleagues or other professions, respecting direct superiors (primary caregivers and nurses), having the courage to reprimand (kindly and politely) colleagues or other professions who make mistakes in providing care for patients, and always creating a conducive environment (harmony not provocative) (Ardiani, 2020). Based on research results, nurses in North Moyo always respect each other among colleagues and create a conducive environment. Reprimand colleagues in a good way if errors or mistakes occur, such as not making patient medical records and not badmouthing colleagues in front of the patient. North Moyo nurses are required to be responsible for every action they take, especially when carrying out their duties at the community health center.

Nurses, as health workers who are next to patients 24 hours a day in the implementation of nursing services, should provide good nursing care, always uphold the nursing code of ethics, and apply the principles of nursing ethics while providing services. The nursing code of ethics is one of our guidelines as nurses to prevent misunderstandings and conflicts from occurring. The application of nursing ethics cannot be separated from the personality of the nurse herself, and other factors that can influence this include the caring behavior of a nurse. Caring is the attitude of caring for patients wholeheartedly and wanting to help them improve their health status. By implementing caring behavior, it is hoped that the application of ethical principles will increase and nurses will avoid malpractice (Haryati, 2019).

4. Conclusion

Nurses, as health workers who are next to patients 24 hours a day in the implementation of nursing services, should provide good nursing care, always uphold the nursing code of ethics, and apply the

principles of nursing ethics while providing services. The nursing code of ethics is one of our guidelines as nurses to prevent misunderstandings and conflicts from occurring. The application of nursing ethics cannot be separated from the personality of the nurse herself, and other factors that can influence this include the caring behavior of a nurse. Caring is the attitude of caring for patients wholeheartedly and wanting to help them improve their health status. The aim of this research is to describe the ethics of nurses in the practice of health services for patients at the North Moyo Community Health Center. to describe what factors influence the ethics of health services for patients at the North Moyo Community Health Center. The informants for this research were determined using a purposive sampling technique (intentionally) with the consideration that the person concerned was willing to be questioned and the number of informants for this research was 19 people consisting of 7 patients, 6 patients' families, and 6 nurses. The technique in this research is field research carried out using observation and interview techniques and then analyzed using qualitative descriptive techniques. The results of this research show that: (1) The ethics of nurses in the practice of health services for patients are sincere, friendly and polite, compassionate, patient and not easily angered, being calm, quick and precise in their actions, giving touch, having a fast and calm appearance. pleasing to the eye, and respectful to patients. There are still two forms of nursing ethics that have not been implemented well, namely compassion and respect for patients. This is influenced by part (2), namely new science and technology (facilities), legal and ethical and economic aspects.

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