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## Readiness Of Community Health Centers Nurse In Implementing Psychosocial Nursing Care During The Covid-19 Pandemic

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### ABSTRACT

*Objective:* This study aims to determine the level of readiness of community health centers nurse in carrying out nursing care on psychosocial problems.

*Methods:* This research uses quantitative descriptive research with a survey design. Respondents in this study were 105 health center nurses, using a simple random sampling technique. The descriptive data univariat analysis using SPSS Statistics 26 and the Behavioral Health Care Competency Survey instrument.

*Results:* The results showed that 57 respondents had high readiness (54.3%), 40 respondents had moderate readiness (38.1%), and as many as 8 respondents had low readiness (7.6%) in carrying out nursing care for psychosocial problems.

*Conclusion:* Community Health Center nurses are ready to provide nursing care for psychosocial problems, as evidenced by the results of the nurse readiness survey at a high level. It shows that nurses can identify patients' psychosocial problems and provide appropriate interventions to people with psychosocial problems during the COVID-19 pandemic.

## INTRODUCTION

Indonesia is faced with the presence of the COVID-19 pandemic, which has a significant impact on various aspects of life. Presidential Decree No. 12 of 2020 states that the Indonesian government has designated COVID-19 as a national non-natural disaster (KEPPRES No 12 Tahun 2020). The changes that have occurred due to the COVID-19 pandemic can be felt by people worldwide. Every disaster will have various impacts on each individual, both physically and psychologically (Agustin et al., 2020). In addition, non-natural disasters will cause disturbances in psychological function and emotional adaptation (Couch & Coles, 2011). Psychological problems that arise have the potential to bring about other disorders that will worsen human health conditions if not addressed. The impact of a psychological disorder is a mental-emotional disorder. Emotional disturbances do not only come from individuals but can occur due to environmental factors (Sherchan et al., 2017). Psychological disorders caused by the surrounding environment are called psychosocial problems.

The COVID-19 pandemic is the latest stressor affecting the Indonesian people's psychosocial health. It is evidenced by a report from the Ministry of Health of the Republic of Indonesia, which explained that the prevalence rate of mental health problems increased 1 to 2 times during the COVID-19 pandemic (Kementerian Kesehatan Republik Indonesia, 2022). Someone unable to adjust to the causes of changes in psychosocial health will cause mental disorders (Masyah, 2020). A study stated that some of the psychological problems felt by the community due to the COVID-19 pandemic, namely post-traumatic stress disorder, doubt, confusion, anxiety, frustration, fear, insomnia, and feeling helpless (Brooks et al., 2020).

District X, one of the regions experiencing the COVID-19 pandemic, has 1,845 positive confirmed cases of COVID-19, with 139 patients in isolation or in treatment, 1,462 patients who have completed isolation or recovered and 37 patients died (Dinas Kesehatan Kabupaten Sumedang, 2021). Based on the preliminary study that the researcher did previously, the survey results in one of the villages in District X, which had a positive confirmed case of COVID-19, showed that most people who experienced mental-emotional and psychosocial problems were found with other factors that were different.

The role of health workers in providing services to the community is essential to assist in managing psychosocial health problems. Nurses are health

workers in handle psychosocial problems caused by the COVID-19 pandemic. Nurses have a duty as the front line in tackling the COVID-19 pandemic, which plays a vital role in providing physical and psychological nursing care while maintaining the dignity of the client (Intening et al., 2021). Psychosocial nursing care management is essential for improving the ability of clients and families to help meet the health needs of clients holistically, restore mental health, control feelings, and change the behavior of people who experience psychosocial problems. Such as anxiety, people who experience physical problems, loss, body image disturbances, and so forth (Keliat et al., 2019).

Psychosocial nurses play a role in implementing nursing practice in the community by providing prevention services for mental health problems through primary prevention, such as stress management education, secondary such as early detection of mental health problems, and tertiary prevention, such as monitoring rehabilitation services for people with mental disorders (Videbeck, 2020). However, psychosocial nursing services require special attention because their implementation has not been maximized. Health services tend only to handle physical conditions and pay less attention to mental-emotional conditions (LeStari et al., 2017). It can be caused by nurses' lack of ability and skills in carrying out psychosocial nursing care, which makes psychological conditions worse because they do not get intervention.

A study showed the need to allocate more time to be one of the reasons many nurses ignore the psychosocial needs of patients because it will increase the workload (Mersin et al., 2019). Meanwhile, nurses have the authority to carry out nursing care holistically by fulfilling biological, psychological, social, cultural, and spiritual needs. It will help the patient's recovery process through physical factors and holistically (Utomo et al., 2021). Based on the problems above, further analysis is needed regarding Community Health Center nurses' readiness to carry out nursing care on psychosocial problems to determine the ability of nurses to handle psychosocial problems of patients during the COVID-19 pandemic. Evaluation of nursing care practice readiness is critical because it will affect clinical adaptation related to nursing knowledge and competencies possessed (Kim & Shin, 2022).

## METHODS

This research is a quantitative descriptive study with a survey design. The instrument in this study is the Behavioral Health Care Competency Survey, whose validity has been tested using the Kaiser–Meyer–Olkin test with 0.946 results and the Bartlet test

with significant results ( $P < 0,0001$ ) (Rutledge et al., 2012). This instrument is designed to measure the competence of nurses caring for patients to manage disruptive behavior related to mental health problems that focus on assessment competencies, nursing interventions, collaboration skills with other health workers in treatment, and providing sources of support for patients. Avery has used this instrument in his dissertation that examines the readiness of nurses to treat medical-surgical patients with a secondary diagnosis of mental illness (Avery, 2017). The survey used a questionnaire consisting of 22 statements with the time required to fill out 5 minutes. Responses on each item were evaluated using a Likert scale of 1-5, with 1 strongly disagree to 5 strongly agree. The higher the score from the BHCCS results, the higher the competence possessed by the respondents. Data analysis in this study using SPSS Statistics 26. The number of respondents involved was 105 Community Health Center nurses, and the sampling technique used was simple random sampling. This research has obtained an ethical license with the ethical number B-1670/UN40.PL/PJ.00.00/2022.

**RESULTS**

This research was conducted on 105 Community Health Center nurses.

**Table 1. Demographic Characteristics of Community Health Center Nurses**

No	Characteristics of Respondents		Total	(%)
1.	Gender	Male	30	28,6
		Female	75	71,2
Total			105	100
2.	Recent education	Diploma in Nursing	66	64,8
		Bachelor of Nursing	37	35,2
Total			105	100

Table 1 showed that the demographic characteristics of the respondents were dominated by women, as many as 75 nurses (71.2%). Respondents with the last education level Diploma in Nursing were 66 nurses (64.8%), and Bachelor of Nursing were 37 nurses (35.2%). All participants work as nurses at the Community Health Center.

This study’s results show the nurse readiness level in nursing care for psychosocial problems. This research was conducted by distributing the items in the instrument through a questionnaire. The results of this study can be seen in table 2.

**Table 2. Results of the Survey on the Readiness of Community Health Center Nurses in Implementing Psychosocial Nursing Care during the COVID-19 Pandemic**

No.	Category	Frequency	(%)
1.	High Readiness	57	54,3
2.	Moderate readiness	40	38,1
3.	Low Readiness	8	7,6
Total		35	100

Based on table 2, it can be seen that the results of this study showed that of 105 nurses, 54.3% had a high level of readiness (57 respondents), 38.1% had a moderate level of readiness (40 respondents), and 7.6% had a low level of readiness. (8 respondents) in carrying out psychosocial nursing care.

**DISCUSSION**

Based on the results of research on 105 respondents who are nurses at the Community Health Center, it can be seen that 57 respondents (54.3%) have high readiness to carry out psychosocial nursing care. At a high level of readiness, nurses are said to be ready to provide psychosocial nursing care. Most of the respondents’ last education was nurses who graduated with a Diploma in Nursing, 66 nurses (64.8%) and nurses who graduated with a Bachelor of Nursing, 37 nurses (35.2%). Education is one of the most significant indicators in increasing nurses’ knowledge.

Based on this, the research results on nurses who are at a high level of readiness can be because nurses have completed the educational process well. Community Health Center nurses’ lack of participation in mental health training causes the ability to detect mental health early to be not optimal, thus hampering the process of implementing outpatient services for patients who experience psychosocial problems and mental disorders (Nuryani et al., 2022). Increasing the ability of early detection will make it easier for nurses to determine the nursing diagnoses needed in providing interventions to patients. In providing nursing care to patients with mental problems, nurses are tasked with determining nursing diagnoses as a reference in determining appropriate interventions to achieve optimal mental health (Sari & Susmiatin, 2022).

Nurse readiness is created when a nurse can understand the nursing process as a scientific method in carrying out nursing care, starting from assessment, nursing diagnosis enforcement, intervention, implementation and evaluation. In psychosocial problems, nurses must understand the signs and symptoms that arise in patients. Enforcement of nursing diagnoses is one

component in providing nursing care that must be carried out correctly as stated in Law no. 38 of 2014 Article 30 concerning Nursing, which states that in carrying out their duties as nursing care providers, nurses are authorized to establish nursing diagnoses (Undang-Undang Tentang Keperawatan, 2014). It confirms the authority of the nurse as a diagnosis enforcer who must have good diagnostic skills to develop nursing intervention plans to improve and heal the client's health.

The results of this study indicate that there are still nurses with moderate and low readiness levels. It is related to nurses' knowledge and lack of ability to understand psychosocial problems. It affects self-confidence because their skills in carrying out nursing care are still lacking. Based on the results of Pinilih, Astuti, and Amin's research, Community Health Center nurses with a low level of readiness in carrying out mental health nursing care require increased knowledge and skills in overcoming mental health problems to optimize mental health services in the community (Pinilih et al., 2015). It is in line with research that states that a lack of knowledge about mental illness symptoms and diagnosis can lead to incorrect assessments of the patient's status (Brändström et al., 2015).

In addition, research states that effectiveness in providing psychosocial nursing care depends on the understanding and competencies such as therapeutic communication skills, which are one of the essential aspects of psychosocial care. This study also shows several obstacles that hinder the provision of psychosocial nursing care, such as limited time due to a heavy workload, language, excessive orientation to documentation, lack of family involvement, and fear of patient complaints (Chen et al., 2017).

To improve competence, nurses can take part in various pieces of training in the context of the psychosocial nursing service process. A study found factors that influence nurses in managing psychosocial problems. Professionals who have attended advanced training are more likely to identify psychosocial problems so that they gain understanding in performing psychosocial nursing services using several management strategies (Kiernan et al., 2010).

Based on the explanation above, several factors hinder the implementation of psychosocial nursing care. A study states that time management skills training can improve the quality of psychosocial and communication aspects in nursing care. Hall, Moore, and Barnsteiner's research also show that nurses who hone time management skills can increase their

professional competence, dignity, and enjoyment (Farokhzadian et al., 2020).

The role of nurses has become very much needed since the COVID-19 pandemic as a cause of increasing psychosocial problems in today's society. Therefore, this study demonstrates the competence of nurses ready to provide nursing care for psychosocial problems during the COVID-19 pandemic (Happel, 2008), states that ensuring nurses have a positive attitude towards clients or people experiencing mental health problems is also fundamental to providing quality care throughout the health care system.

## CONCLUSIONS

Based on the study results, it can be concluded that Community Health Center nurses are ready to carry out psychosocial nursing care during the COVID-19 pandemic. It can be seen from a survey of 105 respondents that as many as 57 respondents have high readiness (54.3%). It shows that nurses can identify patients' psychosocial problems and provide appropriate interventions to people with psychosocial problems during the pandemic. COVID-19. However, in this study, Community Health Center nurses still had low readiness to carry out psychosocial nursing care. It was due to nurses' lack of knowledge and ability in carrying out nursing care, such as not being able to identify signs and symptoms in patients experiencing psychosocial problems. Hence, they could not. Early detection makes it difficult to establish a psychosocial nursing diagnosis. Therefore, more understanding is needed related to psychosocial nursing care so that the intervention is by the conditions being experienced by the patient.

## SUGGESTIONS

Psychosocial nursing care management and time management training is necessary. The provision of promotive, preventive, curative, and rehabilitative mental health services to the community at the primary service level has become more optimal.

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