

ORIGINAL ARTICLE

The Relationship Between Nurses Work Motivation and Compliance in Conducting Documentation of Observations According to the EWS Escalation at the Awal Bros Hospital

Hilman Mulyana¹, Sandeep Poddar², Hafizah Che Hassan³

¹ Faculty of Nursing, Bhakti Kencana University, Jl. RE. Martadinata, No. 142, Tasikmalaya City, West Java, 46133 Indonesia

² Lincoln University College, Wisma Lincoln, No. 12-18, SS6/12, Jalan Perbandaran, 47301 Petaling Jaya, Selangor D. E. Malaysia

³ Faculty of Nursing, Lincoln University College, Wisma Lincoln, No. 12-18, SS6/12, Jalan Perbandaran, 47301 Petaling Jaya, Selangor D. E. Malaysia

ABSTRACT

Introduction: Early warning systems (EWS) are most effective method to monitor patients' vital signs and comply with the recommended escalation of care procedures once an emergency is recognized. The researchers noted that there were incidences of 185 (7.03%) of life-threatening medical emergencies in the inpatient room, which is either cardiac arrest or respiratory arrest cases in the Awal Bros Hospital in the year 2018. This study was to determine the relationship between nurses' work motivation and compliance in conducting documentation of observations according to the Early Warning Score (EWS) escalation. **Methods:** This is a quantitative study using a descriptive correlation research method with the cross-sectional approach using the chi-square. The dependent variable is compliance in carrying out the documentation of observations according to the EWS escalation. The researcher uses the research instrument in the form of an observation sheet. **Results:** From a total of 63 nurses, 48 respondents (76.19%) were with strong work motivation, 19 respondents (30%) complied in documenting the results of observations according to the EWS escalation. There is no correlation between nurses' work motivation and compliance in conducting documentation of observations according to the EWS escalation at the Awal Bros Hospital Tangerang 2019 with P-value $0.736 > P 0.05$. It was evident that escalation processes was related professional factors such as acceptance and support, clear instruction, inter-disciplinary collaboration and good communication. Moreover, there is no relationship between Nurse's Work Motivation with the Conduct Compliance of result documentation of Observation in accordance to Escalation EWS. **Conclusion:** The present would help the administration of the hospital to improve the quality of care of the nurses and influence compliance or non-compliance with EWS monitoring and escalation processes. This research would aid the hospital management to conduct supervision and regular audits to find out the quality of care in the inpatient unit.

Keywords: Nurse Work Motivation, Early Warning Score, Hospital

Corresponding Author:

Hilman Mulyana, M.Kes

Email: hilman.mulyana@bku.ac.id

Tel: +6281320009831

INTRODUCTION

Early warning systems (EWSs) are extensively used for primary detection and management of clinical deterioration among patients (1). Patient safety depends on nurses' appropriate assessment and actions (2). Consequently, Early Warning Score (EWS) has been recommended and implemented to improve patient safety by confirming that patient deterioration is documented and dealt appropriately in a health care center (3).

The nursing documentation records contains all the data

needed to determine the diagnosis, actions, planning and assessment related to nursing which should be arranged in a systematic and accountable manner (4). These documentation acts as a communication tool that is used as recorder of the problems associated with the client; as financial reference or as a consideration in treatment costs. In the academic field it is a reference for learner; to researcher it is an object of research for the development of the nursing profession; for accreditation as a reference to determine the extent of the roles and functions of nurses in providing nursing care to clients. The Nursing documentation is also used as evidence in legal matters concerning the health care issues (5).

One of the primary roles of the nurse is "surveillance" that includes, checking the patient's changing conditions, detecting early deterioration sign of patient, and the prevention of injuries and errors (6). Nurses constantly

check the vital signs like body temperature, pulse, blood pressure, respiratory rate, along with oxygen saturation, pain, consciousness, urine output (7). But some studies indicate that Vital Signs are not assessed, recorded and interpreted by nurses consistently. The cause of this is the high workload, decreasing awareness of the importance of monitoring vital signs and the lack of decision authority (8).

Critically ill patients must be identified quickly, so that relevant treatment can be started without delay. There is a physiological criterion that can help staff nurse to identify early sign of deteriorating condition. Most patients who have heart failure or lung failure initially exhibited physiological signs beyond the normal range. This is an indication of the patient's deteriorating condition, which can be detected by the EWS (9).

Early Warning Scoring System (EWSS) is a scoring system with physiological monitoring that is commonly used in the medical-surgical unit before patients sent to emergency units. To standardize the EWS systems in hospitals, the British Royal College of Physicians suggested National Early Warning Score (NEWS) for the routine clinical assessment of patients. An increase in the total score suggests that a patient's condition has worsened (10).

The Awal Bros Hospital Tangerang is a type B hospital with a capacity of 224 beds, has received national archives certification and international accreditation bodies KARS (Study of Hospital Administration) and JCI (Joint Commission International) where the use of instruments/ Methods of Early Warning Score (EWS) System is used to detect patients with the condition of urgency.

Compliance with the nursing documentation, especially the EWS requires motivation. A person's performance is determined by his ability and is also determined by his motivation. People who do work with low motivation will not be able to do their job with all the abilities they have. (11). With high working motivation, nurses will improve the performance so that each task will be carried out appropriately (12).

From the above studies, authors were interested to do research work on the motivation of nurse and the relationships with adherence to document along with the results of observations by the EWS escalation in Awal Bros Hospital Tangerang 2019.

MATERIALS AND METHODS

This study is a quantitative study using a descriptive research method with cross sectional correlation (13). The populations in this study were an adult inpatient nurse who have passed the orientation of ≥ 3 months and has got knowledge of the Early Warning Score

(EWS) System. The study was conducted in the year 2019 among 63 nurses.

The sampling technique in this research is a total sampling. The study was conducted after approval from ethical committees and research permits from the Awal Bros Hospital Tangerang with approval number 0439/DIR-EXT/RSABT/ETIK/VIII/2019 taking into account the principles of research ethics.

In this study, researchers collected data for based on work motivation of nurses as independent variables. The independent variable using primary data is data obtained or collected by researchers directly from the source data by using questionnaires, with the nature of quantitative data and ordinal measurement scale. For the dependent variable data corresponding documentation on the observation escalation EWS, the researchers used secondary data that were collected from the electronic medical records of patients who experienced an escalation of EWS score during treatment. These were quantitative data with a nominal measurement scale.

SPSS: univariate analysis was used to get an overview of the analysis, distribution, frequency, and presentation of each variable based on the independent variable of work motivation of nurses with low levels of motivation and when motivation was high. The dependent variable; Compliance of nurses to conduct assessments of EWS appropriate documentation and not by the escalation of the EWS. Bivariate analysis is used to check the connection of independent variables; nurse work motivation dependent variable compliance assessment nurses EWS documentation.

RESULTS

Table I shows the distribution of respondents by the level of work motivation is strong motivation as much as 48 or 76.19%. From table II it can be seen that the distribution of compliance of nurses in documenting the results of observations correspond most EWS escalation, is non-compliant as many as 44 or 70%. Based on table III it was found that out of 19 respondents, 15 nurses (78.95%) obediently followed EWS documentation escalation appropriately with a strong motivation to work, while 4 nurses (21.05%) were moderately motivated. Among 44 nurses disobedient nurses who did not conduct documentation escalation EWS appropriately, 33 (75%) of them have a strong motivation to work, while 11

Table I: Frequency Distribution of Respondents by Job Motivation Levels

Category	Frequency	Percentage (%)
Strong	48	76.19
Moderate	15	23.81
Weak	0	0.00
Total	63	100.00

Source: Primary Data 2019

Table II: Frequency Distribution of Respondents by Compliance Nurses

Category	Frequency	Percentage (%)
Compliance	19	30
Non Compliance	44	70
Total	63	100

Source: Primary Data 2019

Table III: Relationships Work Motivation of Nurse with the Compliance of Conduct of Appropriate Documentation on Escalation Observations EWS

Motivation Nurses	Conduct Compliance Documentation EWS						P value
	Submissive		Not obey		Total		
	n	%	n	%	n	%	
Strong	15	78.95	33	75	48.00	100	0.736
moderate	4	21.05	11	25	15.00	100	
Total	19	100	44	100	63	100	

Source: Primary Data 2019

nurses (25%) without proper motivation. Chi Square test showed that $p = 0.736$ $p > \alpha$ (0.05). Therefore, Ho (null hypothesis) has been accepted and Ha (alternate hypothesis) rejected.

DISCUSSION

The present study proves that there is no relationship between Nurse's Work Motivation with the Conduct Compliance of documentation of observation in accordance to Escalation EWS at Awal Bros Hospital Tangerang in 2019. Nurses' work motivation is affected by several personal and organizational factors which are vital in affecting the level of nurses' work motivation. The results of this study stated that most respondents already have a strong motivation to work but there are several external factors which affect the motivation, for example, lack of supervision from superiors in the form of auditing, including documentation of EWS observations according to escalation.

The most powerful motivation is the urge to be accepted in the group, affiliated, interaction and the need to love and be loved. While the weakest motivation lies in physiological needs which is the lowest level requirement or also referred to as the most basic needs. In this case, the salary, incentives and retirement facilities must be adequately assessed in case of less motivation

among nurses.

Motivation encourage achievements that are intrinsic, which means they come from within. While factors of hygiene or maintenance are extrinsic in nature, which depends on the organization. But these also determine one's behaviour in life in carrying out work (14). Studies claim that there is no correlation between work motivations of nurses to the implementation of patient safety goals (15). Lack of motivation of nurses in a hospital in implementing patient safety goals may negatively impact the quality of care for patients and the hospital itself.

Supervision by the supervisor should not make working nurses feel burdened. Lack of knowledge about the importance of the new behaviour can hinder good relations with leaders who advocate these changes (16). Therefore, it should be noted that nurses' work motivation level and factors affecting it are varied from one organization to another organization based on the type of health care systems. Improvements are necessary in education and training of nurses for proper recognition, management and communication to improve compliance and adherence with EWS practice.

CONCLUSION

In summary, the nurse work motivation Awal Bros Hospital Tangerang 2019 is in the category of strong motivation of 48 respondents or 76.19%. Nurse compliance in documenting the results of observations according to the EWS escalation in Awal Bros Hospital in Tangerang is less as many as 19 respondents or 30%. There is no significant relationship between nurses' work motivation with adherence to document. The present study could help to shape future training and monitoring programmes for nurses with the purpose of improving the implementation and use of NEWS in general hospital wards. Further research is recommended to use the emerging framework as a basis for developing better EWS compliance.

ACKNOWLEDGMENT

All authors are thankful to the management committee of Awal Bros Hospital for allowing to complete the research and also to Bhakti Kencana University for their support.

REFERENCES

1. Danesh V, Neff D, Jones TL, Aroian K, Unruh L, Andrews D, Guerrier L, Venus SJ, Jimenez E. Can proactive rapid response team rounding improve surveillance and reduce unplanned escalations in care? A controlled before and after study. *International journal of nursing studies*. 2019 Mar 1;91:128-33.
2. Massey D, Chaboyer W, Anderson V. What factors

- influence ward nurses' recognition of and response to patient deterioration? An integrative review of the literature. *Nursing open*. 2017 Jan;4(1):6-23.
3. Smith GB, Prytherch DR, Meredith P, Schmidt PE, Featherstone PI. The ability of the National Early Warning Score (NEWS) to discriminate patients at risk of early cardiac arrest, unanticipated intensive care unit admission, and death. *Resuscitation*. 2013 Apr 1;84(4):465-70.
 4. Wang N, Hailey D, Yu P. Quality of nursing documentation and approaches to its evaluation: a mixed-method systematic review. *Journal of advanced nursing*. 2011 Sep;67(9):1858-75.
 5. Stevens S, Pickering D. Keeping good nursing records: a guide. *Community Eye Health*. 2010 Dec;23(74):44.
 6. Protheroe J, Rogers A, Kennedy AP, Macdonald W, Lee V. Promoting patient engagement with self-management support information: a qualitative meta-synthesis of processes influencing uptake. *Implementation Science*. 2008 Dec 1;3(1):44.
 7. Sapra A, Malik A, Bhandari P. Vital sign assessment. *StatPearls [Internet]*. 2020 May 23.
 8. Brown CE, Ecoff L, Kim SC, Wickline MA, Rose B, Klimpel K, Glaser D. Multi-institutional study of barriers to research utilisation and evidence-based practice among hospital nurses. *Journal of clinical nursing*. 2010 Jul;19(13-14):1944-51.
 9. Ahrens T, Burns S, Phillips J, Vollman K, Whitman J. Progressive mobility guidelines for critically ill patients. *Advancing Nursing LLC*; 2005.
 10. Royal College of Physicians (2012). National early warning score (NEWS): Standardising the assessment of acute-illness severity in the NHS. Report of a working party. London, UK: Royal College of Physicians.
 11. Jensen JK, Sker R, Tveit B. Introducing the National Early Warning Score—A qualitative study of hospital nurses' perceptions and reactions. *Nursing open*. 2019 Jul;6(3):1067-75.
 12. Sudiardhita KI, Mukhtar S, Hartono B, Sariwulan T, Nikensari SI. The effect of compensation, motivation of employee and work satisfaction to employee performance Pt. Bank Xyz (Persero) Tbk. *Academy of Strategic Management Journal*. 2018;17(4):1-4.
 13. Masturoh I, Anggita N. Metode penelitian kesehatan. Pusat Pendidikan Sumber Daya Manusia Kesehatan Badan Pengembangan Dan Pemberdayaan Sumber Daya Manusia Kesehatan. 2018.
 14. Herzberg F. One more time: How do you motivate employees? *Harvard Business Review Press*; 2008 Jul 14.
 15. Safitri A. Hubungan Motivasi Kerja Perawat Terhadap Penerapan Sasaran Keselamatan Pasien Pada Tahap Administrasi Obat Di Ruang Rawat Inap Rumah Sakit Universitas Tanjungpura Pontianak. *Jurnal ProNers*.;4(1).
 16. Pagala I, Shaluhayah Z, Widjasena B. Perilaku Kepatuhan Perawat Melaksanakan SOP Terhadap Kejadian Keselamatan Pasien di Rumah Sakit X Kendari. *Jurnal Promosi Kesehatan Indonesia*. 2017;12(1):138-49.