

NURSE PERFORMANCE INFLUENCES DOCUMENTATION SUCCESS IN IMPLEMENTING DISCHARGE PLANNING IN INPATIENT CARE AT THE HOSPITAL IN BANJARMASIN

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ABSTRAK

Kinerja perawat merupakan suatu kegiatan dalam melaksanakan suatu wewenang, tugas dan tanggung jawab dalam rangka mencapai tugas pokok profesi dan organisasi. Discharge Planning merupakan tahapan yang bertujuan untuk mempersiapkan pasien pada masa transisi pasca perawatan agar dapat kembali pulang ke rumah. Tujuan penelitian ini secara umum adalah untuk mengetahui kebenarannya. hubungan antara kinerja perawat dengan keberhasilan dokumentasi dalam pelaksanaan rencana pemulangan pasien rawat inap di Rumah Sakit Banjarmasin. Metode penelitian ini adalah kuantitatif dengan menggunakan perawatan bayi dan nifas yang berjumlah 6,5 perawat eksekutif. dalam mengambil Teknik Random Sampling yang sederhana. Hasil. Dengan demikian dapat disimpulkan bahwa terdapat hubungan antara variabel kinerja perawat dengan pelaksanaan rencana pemulangan pasien rawat inap Rumah Sakit Banjarmasin. Pembahasan Pelayanan kesehatan diharapkan untuk selalu meningkatkan kinerja perawat yang baik bagi pelayanan kesehatan khususnya perawat dalam melaksanakan rencana pulang (discharge plan) pada pasien, kinerja perawat sangat penting dalam menyelesaikan tugas keperawatan seperti melaksanakan perencanaan pulang (discharge plan) pada rawat inap. Agar tercipta mutu yang baik bagi mutu pelayanan kesehatan di rumah sakit.

ABSTRACT

Nurse Performance Influences Documentation Success In Implementing Discharge Planning in Inpatient Care At the Hospital in Banjarmasin. Nurse performance is an activity in implementing authority, duties and responsibilities in order to achieve the main tasks of the profession and organization. Discharge planning is a stage that has the goal of preparing the patient during the post-treatment transition period so that he can return home. Purpose of this study in general was to determine the correlation between nurse performance and successful documentation in the implementation of discharge planning at inpatient care at Hospital, Banjarmasin. Method this research is quantitative by using infants and post-partum care, totaling 6,5 executive nurse. in taking the simple Random Sampling Technique. Result. Thus it can be concluded that there is a correlation between the performance variables of nurses and the implementation of discharge planning in the inpatient care of Hospital, Banjarmasin. Health services are expected to always improve the performance of good nurses for health services, especially nurses in implementing discharge planning for patients, nurse performance is very important in completing nursing tasks such as implementing discharge planning in hospitalization. In order to create good quality for the quality of health services in hospitals.

INTRODUCTION

Nursing services are a professional service, an element of health services, based on nursing knowledge and skills, providing knowledge and information about nursing to individuals, families, groups, communities, both healthy and sick people. Health services are considered healthy if the services of health workers are designed in such a way that each patient is satisfied with the average level of satisfaction of the main target group of health services and maximum effect can be achieved. To achieve patient satisfaction, pay attention to the patient's physical condition and abilities and be responsive to patient needs.¹

The performance of nurses in Indonesia is still low. Maimun's research, 2016 at Bhayangkara Pekanbaru Hospital reported low nurse performance of 53.4%. Hidayat Rahmat's 2016 research at a Surabaya hospital also showed that nurse performance was low by 50%. Meanwhile, research conducted by Maulani, 2015 at H. Hanafie Muara Bungo Hospital, Jambi also showed that nurses' performance was in the poor category at 47.6%.²

The problem of discharge planning does not only occur in Indonesia but also occurs in the world where according to the World Health Organization (WHO) the problem of discharge planning has long been a world problem. World data reports that as many as 23% of Australian nurses do not carry out discharge planning, and in southwest England it also shows that as many as 34% of nurses do not carry out discharge planning. In Indonesia, as many as 61% of nurses in Yogyakarta do not plan to go home. Research conducted in Bandung showed that as many as 54% of nurses did not carry out discharge planning.³

Edwin's research, 2021, regarding the description of nurse compliance in implementing discharge planning in the inpatient room at the Banjarmasin City Human Asylum Hospital, resulted in more non-compliance, namely 31 people (67.4%) compared to 15 people (32.6%) who complied. The observation results showed that the discharge planning format consisted of a nursing resume which contained things the patient needed to pay attention to after going home. The format was not filled in completely and there was no signature from the nurse and the patient or family.⁴

Nurses are one of the health workers who are directly involved in implementing discharge planning which will also determine the success of implementing discharge planning. Nurses who do not carry out discharge planning properly and correctly will have a negative impact on the quality of patient health.³

Nursing documentation is an authentic record in the application of professional nursing care management. Important components in documentation are communication, the nursing process, and nursing care standards.⁵ Poor communication, in a broader sense, is known to contribute significantly to the occurrence of adverse events in healthcare and is therefore an important target for initiatives to improve patient safety.⁶

Discharge planning is a phase aimed at preparing patients to return home during the post-treatment transition period. The goal of discharge planning is to give patients the opportunity to maximize their potential to live independently.⁷ Discharge planning is one indicator to determine the success of health services in hospitals. The successful implementation of discharge planning starts from the patient's first visit to the hospital until the day of discharge.⁸

Implementation of discharge planning is prioritized for patients who have a higher risk of needing special services such as; lack of knowledge about treatment plans, complex home care management, multiple diagnoses and high risk of death, limited physical mobility, limited ability to

care for oneself, decreased cognitive status, risk of injury, chronic disease, anticipation of long-term care, stroke, DM patients new, pulmonary TB (Tuberculosis).⁹

The current phenomenon is that nurses carry out discharge planning only when the patient goes home, it is not carried out continuously from the patient's admission until the patient goes home. Ineffective implementation of discharge planning will result in no continuity of care when the patient is at home. This condition can cause the patient's condition to worsen so that the patient returns to the hospital with the same disease or the emergence of more serious disease complications.¹⁰

Considering the importance of implementing discharge planning by nurses, it is necessary to carry out research on a discharge planning design that can improve the ability of nurses to carry out discharge planning so that the implementation of discharge planning can be carried out optimally and carried out in a structured manner starting from the assessment when the patient enters until he leaves the hospital, namely with the development of an integrated discharge planning model.¹⁰

Based on interviews, observations and documentation, the results of a preliminary study at the RSUD in Banjarmasin on March 8 showed that data from 10 nurse respondents who were in the inpatient setting showed that 4 people had never filled out a discharge planning sheet and did not understand discharge planning. This is because the nurse has never filled out the charge planning format sheet. 3 nurses said discharge planning was carried out when the patient was going home, where discharge planning was carried out 1 x 24 hours after the patient entered the room. 4 nurses said that the performance of nurses in documenting discharge planning influenced the attitudes and skills of nurses who carried out discharge planning assessments. 1 nurse said that there was a demand from the patient's family regarding discharge planning, because the patient asked how to plan for discharge. From the results of observations, documentation carried out by researchers through 15 medical records/patient status, there were 3 medical records/patient status where the date of admission and date of discharge planning assessment were filled in more than 1 x 24 hours and were only filled in on the 3rd day after the patient was treated at home. new illness undergoes a discharge planning assessment.

The aim of this research is to determine the correlation between nurse performance and the success of documentation in the implementation of discharge planning in inpatient hospitals in Banjarmasin. Based on the background above, researchers are interested in conducting research with the title "Correlation of Nurse Performance with Documentation Success in Implementing Discharge Planning in Inpatient Hospitals in Banjarmasin.

METHOD

The research method used is quantitative, the design used in this research is to use this research method using Cross Sectional. Cross Sectional is data collection by research after collecting data at the same time¹¹ To determine the correlation between the independent variable or independent variable (X) nurse performance, and the dependent dependent variable (Y) documentation success in implementing discharge planning. The data collection technique uses the Simple Random Sampling technique. The sample in this study were nurses at 6 inpatient hospitals in Banjarmasin. Namely Internal Medicine Inpatient, Pinere Inpatient, Surgical Inpatient, Children's Inpatient, Baby Inpatient, Postpartum Inpatient, totaling 65 executive nurses. Research time 31 May – 3 June 2023. Data collection was carried out through nurse performance questionnaires and

Discharge Planning questionnaires. Data analysis uses a parametric zero test, namely the Spearman Rank Correlation test.

RESULTS

Respondent Characteristics

Table 1 Frequency Distribution of Respondents Based on Gender

Distribution of Respondents Based on Gender

| Gender | N | Y |
|--------|----|-------|
| Man | 23 | 35,4% |
| Woman | 42 | 64,6% |
| Total | 65 | 100% |

The results of table 1 above show that the majority of respondents' gender was female, namely 64.6% (42)

Table 2 Frequency Distribution of Respondents Based on Age

Distribution of Respondents Based on Age

| Age | N | Y |
|-------|----|-------|
| 20-29 | 31 | 47,7% |
| 30-39 | 34 | 52,3% |
| Total | 65 | 100% |

The results of table 2 above show that the age of most respondents is 30-39, namely 52.3% (34).

Table 3 Frequency Distribution of Respondents Based on Education

Distribution of Respondents Based on Education

| Education | N | Y |
|-----------|----|-------|
| S1 | 35 | 53,8% |
| DIII | 30 | 46,2% |
| Total | 65 | 100% |

The results of table 3 above show that the highest number of respondents' last education was Bachelor's degree, namely 53.8%(35).

Table 4 Results of Univariate Analysis of Nurse Performance Variables

| Nurse Performance | N | % |
|-------------------|----|------|
| Not enough | 0 | 0 |
| Enough | 2 | 3,1 |
| Good | 63 | 96,9 |
| Total | 65 | 100 |

The results of table 4 show that the highest level of performance of nurses is good, as many as 63 people (96.9%).

Table 5 Results of Univariate Analysis of Discharge Planning Variables

| Discharge Planning | N | % |
|--------------------|----|------|
| Not enough | 1 | 1,5 |
| Enough | 8 | 12,3 |
| Good | 56 | 86,2 |
| Total | 65 | 100 |

The results of table 5 show that the highest level of Discharge Planning is good, as many as 56 people (86.2%).

Table 6 Cross Tabulation of Nurse Performance with Documentation in the Implementation of Discharge Planning in Inpatient Hospitals in Banjarmasin.

| <i>Nurse Performance</i> | <i>Discharge Planning</i> | | | | | | <i>Total</i> | <i>Percentage</i> |
|--------------------------|----------------------------------|----------|---------------|----------|-------------|----------|--------------|-------------------|
| | <i>Not Enough</i> | | <i>Enough</i> | | <i>Good</i> | | | |
| | <i>F</i> | <i>%</i> | <i>F</i> | <i>%</i> | <i>F</i> | <i>%</i> | | |
| Not enough | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Enough | 0 | 0,0 | 2 | 3,1 | 0 | 0,0 | 2 | 91,8 |
| Good | 1 | 1,5 | 6 | 9,2 | 56 | 86,2 | 63 | 8,2 |
| <i>Total</i> | 1 | 1,5 | 8 | 12,3 | 56 | 86,2 | 65 | 100 |
| <i>Uji Spearman Rank</i> | <i>P-Value = 0,004 < 0,05</i> | | | | | | | |

The results of table 6 show that the results of the analysis of respondents in inpatient settings with good nurse performance were 63 people (96.9%) nurse performance was adequate 2 people (3.1%) nurse performance was poor none 0 (0%). The results of the analysis of respondents who were hospitalized in the implementation of good discharge planning were 56 people (86.2%) discharge planning Enough 8 people (12.3%) discharge planning Less 1 person (1.5%).

DISCUSSION

Based on the research results, it was found that the frequency distribution of nurses' characteristics showed that more than half of the nurses were female, 42 people (64.6%), most of the nurses were aged 30-39 years, 34 people (52.3%) and more than half had a bachelor's degree. as many as 35 people (53.8%).

Nurse Performance

Nurse performance is a person's achievement/achievement regarding all tasks assigned to them in accordance with applicable standards.¹² Nurse performance is a form of professional service which is an integral part of health services. Caring for sick people has existed since ancient times and is based on instinct and experience. In the nursing care system, performance can be interpreted through nurses' compliance with standards. For this assessment, standard assessment methods and instruments were used by the Indonesian Ministry of Health in 2005.¹³

The results of table 5 show that the level of performance of nurses. The nurse performance category is 0 people less (0%), the nurse performance category is adequate 2 people (3.1%) and the nurse performance category is good 63 people (96.9%). Efendi (2015) said that good nursing performance is a bridge in providing quality assurance for health services provided to patients, both sick and healthy. The main key in improving the quality of health services is nurses who have high performance. The work behavior (performance) produced by nurses cannot be separated from the factors that influence it.⁶

Nurse performance is the result of work in terms of quality and quantity achieved by a nurse in carrying out his duties in accordance with the responsibilities given to him.¹⁴ Nurse performance is the result of work compared with the prepared work plan implemented by all members of the organization to achieve work performance.¹⁵ The results of the research conducted from 65 respondents showed that 63 people (96.9%) were in the good nurse performance category. This is

because nurses feel that the performance of nurses at RSUD in Banjarmasin in inpatient care is good. A total of 2 people (3.1%) obtained nurse performance results in the sufficient category, this was because several nurses felt that the nurse's performance was quite good. Meanwhile, for the poor category, 0 people (0%) were obtained, this was because nurses felt that the performance of nurses in inpatient care was quite good and there were no respondents who felt that the performance of nurses was not good enough.

The results of research on nurse performance show that nurse performance is directly related to documentation in the implementation of discharge planning. The better the nurse's performance, the better the documentation in the implementation of discharge planning in inpatient care. Based on the results of research analysis using the Spearman Rank test which shows that nurse performance with a P-value of 0.004 means there is a correlation between nurse performance and documentation success in implementing discharge planning in inpatient hospitals in Banjarmasin.

According to the researcher's analysis, the performance of nurses was 63 respondents in the good performance category. So respondents need to maintain the good performance of nurses in improving the quality of health services to patients in hospitals.

From the theories above, it can be concluded that nurse performance is the result of the quality and quantity of work achieved by a nurse in carrying out her duties in accordance with the responsibilities given to her. Good nursing performance is a bridge in ensuring the quality of health services provided to patients, both sick and healthy.

Discharge Planning

The role of nurses in providing discharge planning has a big influence on the success of patient care at home. All forms of action given by the nurse must be documented as evidence that the nurse has carried out the action correctly. Not documenting discharge planning actions in the patient's medical record status can give rise to suspicions that nurses do not provide discharge planning to patients during treatment at the hospital. Motivation from superiors or managerial parties can improve nurses' performance¹⁷ in documenting discharge planning.

The results of table 4.7 show that the level of discharge planning. There was 1 person in the discharge planning category (1.5%), 8 people in the adequate discharge planning category (12.3%) and 56 people in the good discharge planning category (86.2%).

The results of the research conducted from 65 respondents showed that 56 people (86.2%) were in the good discharge planning category. This is because the nurses feel that discharge planning at the RSUD in Banjarmasin for inpatient care is good. A total of 8 people (12.3%) obtained discharge planning results in the sufficient category, this was because several nurses felt that discharge planning was quite good. Meanwhile, for the less than category, 1 person (1.5%) obtained.

The results of the discharge planning research show that discharge planning is directly related to nurse performance. The better the nurse's performance, the better the documentation in the implementation of discharge planning in inpatient care. Based on the results of research analysis using the Spearman Rank test which shows that discharge planning with a P-value of 0.004 shows that there is a correlation between nurse performance and the success of documentation in implementing discharge planning in inpatient hospitals in Banjarmasin.

Discharge planning is a stage that aims to prepare the patient for the post-treatment transition period until he can return home. The aim of implementing discharge planning is to empower patients to maximize their potential to live independently. Less than optimal

implementation of discharge planning has the potential to cause negative impacts on patients such as re-hospitalization and increased medical costs.¹⁷

The discharge planning process has become part of the treatment process starting from the moment the patient enters the hospital which aims to help maintain the success of treatment after the patient going home, that is, nurses have a role as providers of health care by paying attention to basic human needs by providing nursing services through the nursing process so that they can determine nursing diagnoses, plan and implement nursing actions that are in accordance with the level of basic human needs, for the next time after the patient returns home.¹

According to the researchers' analysis of the implementation of discharge planning, 56 respondents were in the good category, 8 respondents were in the sufficient category, and 1 respondent was in the poor category. 1 respondent in the less likely category was not influenced by the nurse's performance. Respondents in the poor category need to be given good guidance in implementing discharge planning for patients. So as to improve the quality of good nursing services to inpatients.

From the results of the theories above, it can be concluded that discharge planning is a treatment process that begins when the patient enters the hospital which aims to help maintain the success of treatment after the patient goes home.

Observation of medical records documenting discharge planning

From the results of observations on June 3 2023, research in the field of nursing at the Inpatient Hospital in Banjarmasin with 60 medical records divided into 6 inpatients from the internal medicine room with 10 medical records, Pinere room with 10 medical records, surgical room with 10 medical records, pediatric room 10 medical records, baby room 10 medical records, postpartum room 10 medical records were obtained with the results of 60 medical records being filled in completely by the nurses in the room. These results have reached the SOP standards set by the Regional Hospital in Banjarmasin. Efficient and effective documentation can increase evidence that the quality of service in inpatient hospitals in Banjarmasin is good. Good documentation of discharge planning will influence team collaboration within the organization so that optimal service can be achieved.

Correlation of Nurse Performance with the success of documentation in the implementation of Discharge Planning in Inpatient Hospitals in Banjarmasin

Based on the results of analysis using Spearman Rank which shows a P-Value value of 0.004, where statistically this value is $< \alpha$ (p value $< \alpha$ (0.05)) which means there is a correlation between nurse performance and documentation success in implementing discharge planning in inpatient settings. Regional Hospital in Banjarmasin. In this study, most of the respondents with the results of nurse performance in inpatient care were 63 people (96.9%) nurses who felt that nurse performance was good in the inpatient room. and in documenting the implementation of discharge planning in inpatient care, 56 people (86.2%) nurses felt that the implementation of discharge planning was good in the inpatient room.

The results of this study are in line with the results of research¹⁹ stating that the majority of nurses' performance in RSUD is good. Which shows that the better the performance of nurses, the better the implementation of nursing care documentation in RSUD. On the other hand, the less the nurse's performance, the less adequate the implementation of nursing care documentation in

RSUD. It can be seen that more than half of the nurses' performance is in the good category, amounting to 76.1% (54 people).

There is a relationship between nurse performance and implementation in documenting nursing care in inpatient installations, said that the performance of nurses in documenting nursing care will influence a nurse's performance in documenting nursing care. Excessive workload will make nurses not focus on filling in nursing care formats such as discharge planning, let alone adding long nursing care formats.⁶

This research was carried out to determine the performance of nurses, namely nurse respondents in carrying out documentation in every nursing implementation in inpatient care which must be documented in order to prove that the actions that have been taken have been carried out well.

According to the researcher's analysis, there were 63 respondents' nurse performance results in the good category and 2 in the fair category. The results of the discharge planning research were 56 respondents in the good category, 8 respondents in the sufficient category and 1 respondent in the poor category. From researchers who have carried out the Spearman rank test, there are results for nurse performance with a P-Value of 0.004 and Discharge Planning with a P-Value of 0.004, there are significant results, so the nurse performance variable and the discharge planning implementation variable have a fairly strong correlation.

The results of this study state that the hypothesis can be accepted (H0), meaning that there is a relationship between nurse performance and the success of documentation in implementing discharge planning. Proven by the results of the Spearman Rank test with a P-Value value of $0.004 < 0.05$, which means that the lower the P-Value value, the stronger the relationship between the two variables.

Based on the results of the data analysis, the researchers concluded that there was a "correlation between nurse performance and documentation success in implementing discharge planning at inpatient hospitals in Banjarmasin.

CONCLUSION

There is a relationship between nurses' knowledge in implementing discharge planning in inpatient hospitals in Banjarmasin. From the results of observations made by researchers, it is proven that the level of knowledge of nurses is good in understanding the importance of documenting discharge planning carried out in hospitals. Most of the performance levels of nurses in inpatient care were 63 respondents (96.9%) in the good category. So it is necessary to maintain the good performance of nurses in the quality of nursing services to patients and the public who are treated in hospitals. The success of documentation in implementing charge planning in inpatient hospitals in Banjarmasin, 56 respondents (86.2%) were categorized as good. There is a correlation between the performance of nurses and the success of documentation in the implementation of charge planning in Inpatient Hospitals in Banjarmasin with the results of the Spearman Rank test analysis which shows a P-Value of 0.004, where statistically this value is < 0.005 , which means there is a correlation between nurse performance and success. documentation in the implementation of discharge planning.

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