



NURSES' EXPERIENCE IN PROVIDING PATIENT SERVICES WITH HIV/AIDS

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ABSTRACT

The never-ending problem of HIV AIDS is a phenomenon that deserves to be investigated and followed up by all parties, especially health workers as implementers of prevention, control, and treatment efforts in the health service environment. Method: This study uses a descriptive qualitative research design with a phenomenological approach. The number of participants was 5 health workers who work at the Puskesmas Harapan. The research instrument used in-depth interviews, field notes and documentation which were then analyzed by determining keywords, categories and themes. Results: The results of the study found that the experience of health workers in caring for HIV AIDS patients was expressed in the form of empathy, lack of empathy, and fear caused by various other supporting factors such as limited availability of health services and patient non-compliance in ARV treatment. Conclusion : It can be concluded that the experience of health workers needs to get support from various parties including patients, patient families, and health care facilities.

Keywords: HIV/AIDS treatment; health center; health workers

How to cite (in APA style)

Makualaina, F. N., Said, F. F. I., & Mesa, N. D. K. (2024). Nurses' Experience in Providing Patient Services with HIV/AIDS. *Indonesian Journal of Global Health Research*, 6(S6), 1423-1428. <https://doi.org/10.37287/ijghr.v6iS6.5071>.

INTRODUCTION

AIDS (Acquired Immunodeficiency Syndrome) is a collection of symptoms or syndromes that show fatigue or weakness and damage to the immune system caused by external factors, namely HIV infection, which is characterized by mild disorders without visible immune responses to suppression of immune reactions that cause various infections and with rare malignant disorders that lead to death (Kesumawati et al., 2019). The percentage of PLHIV in Indonesia was found in the period July - September 2022, the highest in the 25-49 year age group (67.3%), followed by the 20-24 year age group (17.7%), and the 50 year age group (9%) with a total number of PLHIV of 12,588 people out of 1,154,257 people infected with HIV while the number of reported AIDS cases was 6,519 people. The five provinces with the highest number of HIV cases from 2010 to March 2022 are DKI Jakarta (76,103), East Java (71,909), West Java (52,970), Central Java (44,649), and Papua (41,286). Furthermore, the Provinces with the highest number of AIDS cases are Papua (24,873), East Java (21,815), Central Java (14,617), DKI Jakarta (10,913), and Bali (9,728) (Laporan Eksekutif PIMS Triwulan III, 2022).

The never-ending problem of HIV AIDS is a phenomenon that deserves to be investigated and followed up by the Government, Hospital Institutions, Health Centers and PLWHA communities to help prevent and reduce the spread of HIV AIDS cases, namely by monitoring the behavior of PLWHA (Desi et al., 2024). To answer the problem of increasing numbers of HIV AIDS cases, it cannot be separated from the role and responsibility of health workers in monitoring the healing process of PLHIV and the important role of health workers in educating patients with HIV AIDS (Nur et al., 2023).

The role of health workers is one of the important elements and is a basic element in improving the welfare of a country's society. According to Law Number 36 of 2009 concerning health, health is a healthy state, both physically, mentally, spiritually and socially that allows everyone to live productively socially and economically (Maharani et al, 2014). To realize a level of health, health development is needed. Health development must be carried out by various parties, not only from the government but also the private sector, and the need for support from the community so that health development can run smoothly (Muhammad Saleh Nuwa, et al, 2019). In addition, support from health workers is no less important, because health workers are the main key to the success of achieving health development goals (Kesumawati et al., 2019). Seeing the above phenomenon, the researcher is interested in conducting a study entitled "Nurses' Experience in Providing Services to Patients with HIV AIDS at Puskesmas Harapan. The purpose of this study is to find out and describe the experience of nurses in handling patients with HIV AIDS at Puskesmas Harapan.

METHOD

This research design uses a descriptive qualitative method with a phenomenological study approach that aims to study and explain the experiences of health workers in caring for HIV AIDS patients (Adiputra et al., 2021). This research was conducted at Puskesmas Harapan, Jayapura Regency with 5 health workers as participants. To obtain information from participants, the researcher used a research instrument with an in-depth interview technique. The number of questions prepared was 10 questions which were then developed by the researcher according to research needs, using recording devices and documentation notes. After the data was collected, it was summarized by the researcher continuously to produce core notes from the data obtained, then the data was presented, at this stage the researcher tried to classify and present the data according to the existing problems (Kusuma et al., 2023). The last stage is drawing conclusions or verification which aims to compare the suitability of the statements from the research object with the meaning contained in the basic concepts in the research (Nurfalah Setyawati et al., 2023).

RESULT

This chapter describes the results of research on the experiences of health workers in treating patients with HIV AIDS at Puskesmas Harapan. From the results of the study, 3 main themes were found in the discussion of the study which can be described as follows:

- a. The first participant (P1) is 32 years old, male, nurse, last education D3 Nursing with 1 year of work experience.
- b. The second participant (P2) is 48 years old, female, nurse, last education is Bachelor of Nursing with 29 years of work experience.
- c. The first participant (P3) is 44 years old, female, nurse, last education D3 Nursing with 23 years of work experience.
- d. The first participant (P4) is 34 years old, female, nurse, last education is Bachelor's degree in Nursing with 6 months of work experience.
- e. The first participant (P5) is 49 years old, female, nurse, last education is Bachelor's degree with 15 years of work experience.

The results of this study are the results of data analysis conducted on participants and field notes conducted during interviews with a series of themes that provide an overview of the experience of health workers in treating patients with HIV AIDS at Puskesmas Harapan. Patient non-compliance in consuming ARV drugs accompanied by congenital diseases.

Table 1.
The data analysis process to obtain the first theme

Keywords	Category	Thema
Patients who do not regularly consume ARV drugs are accompanied by congenital diseases such as acute diarrhea, stroke, lacerations to the head, and mental disorders.	Patient behavior in undergoing ARV treatment	Patient non-compliance in taking medication ARVs accompanied by congenital diseases

All participants in this study shared their experiences in caring for patients who were non-compliant in undergoing ARV treatment. Evidenced by the interview results below.

....*"Have you ever encountered a patient who did not want to follow the rules for taking medication."*(P1&P4)

....*"Patients often fight back, do not take medication regularly "*(P2 & P5)

....*"I have treated patients with HIV AIDS in the emergency room because they were not taking ARV medication regularly and were accompanied by acute diarrhea..."*(P3)

Table 2.
Experience in caring for HIV AIDS patients

Keywords	Category	Thema
1. Feeling sad when patient does not follow treatment rules	1. Feeling Empathy	Experience in for HIV AIDS Patients
2. Feelings of emotion due to irregularity in treatment	2. Feelings of Not Empathy	
3. Feelings of fear and alertness when doing injections	3. Feeling of Fear	

All participants in this study told how they felt when serving patients who came with HIV AIDS cases. Various feelings felt include 2 participants feeling emotional or not empathetic to the patient, 1 participant feeling sad about the patient's behavior who was not compliant with treatment, and 2 participants feeling afraid and wary when taking action on HIV AIDS patients. Proven by the interview results below

"I feel sad when I find patients who don't want to follow the rules for taking medication"(P2)

"Angry and emotional when the patient resists and does not want to take medication regularly. "(P1 & P3)

"Feelings of fear and alertness are definitely there, but it is our duty and responsibility so we must serve with heart. "(P5)

Table 3.
Barriers of service at health care facilities

Keywords	Category	Thema
1. Barriers to service:	Barriers to health services	Lack of frole Of HIV Custodians AIDS
2. Lack of family support		
3. Lack of patient awareness in undergoing ARV therapy treatment		
4. Coordination between each other health workers are less aware of patient status		
5. Lack of home visiting services for patients		

All participants told of obstacles or problems faced when providing services to HIV AIDS patients. The 5 participants conveyed the limitations that were the main obstacles in services both in terms of health service facilities and patients. Proven by the interview results below.

.... *"Sometimes patients come alone without family. When asked why they are not on time to take their medicine, patients say they are tired of taking medicine."* (P4 & P5)

... *"There is no special polyclinic for HIV AIDS, the person in charge of HIVAIDS does not participate when the patient arrives or drops off so that we in other service units do not know the patient's health status."* (P2 & P1)

.... *"Lack of visits to patients' homes"* (P3)

DISCUSSION

This theme focuses on patient behavior in undergoing ARV treatment. The results of the study showed that patient attitudes towards ARV treatment were very low. Patient awareness of ARV treatment is influenced by several factors including: family support, patient awareness of treatment, support from HIV AIDS caretakers, and limited health care facilities, especially HIV AIDS polyclinics. These factors have an impact on patients undergoing ARV treatment. This is in line with research conducted by (Ratnawati, 2020) which states 2 main factors causing patient non-compliance in ARV therapy, including support from health care facilities and family support.

Feeling of empathy

In this theme, the empathy shown by health workers is sadness. The feeling of sadness shown by health workers is due to the patient's lazy attitude in taking medication. In Swanson's theory, feelings of sadness can be interpreted by health workers to understand meaningful events in a person's life, be emotionally present, do things for others the same as doing to oneself, convey information and make it easier for someone to go through a period of life transition and put someone's trust in living life (Kurniawati, 2017).

Feelings of lack of empathy

In this theme, feelings of lack of empathy from health workers refer to emotional attitudes and feelings of anger towards the behavior of patients who are lazy about ARV drug therapy. Emotional and angry feelings are natural things that happen to anyone, including health workers in providing services. The results of a study conducted by (Angraeni Siregar et al., 2021) on the most prominent aspect of managing emotions is the attitude of health workers who are annoyed when seeing patients who are fussy and do not comply with the rules. According to (Kurniawati, 2017). Therefore, in managing emotions, health workers need to shift their ability to entertain themselves when emotions arise, without trying to suppress the emotions they feel and also not getting caught up in those emotions but trying to find a balance between the emotions they experience so that the services they provide to patients can run well.

Feelings of fear and alertness

This theme refers to feelings of fear and alertness by health workers regarding the transmission of HIV AIDS. Feelings of fear and alertness are often experienced by health workers in providing health services in various health care facilities (Adiputra et al., 2021). Feelings of fear and alertness will certainly be experienced by anyone, especially in serving patients with HIV IDS (Huzaimah & Pratiwi, 2020). The results of the study revealed by (Simbolon & Hasniah, 2020) explain fear accompanied by a response (the cause is not specific or unknown to the individual). Feelings of fear and uncertainty are signals that make

people aware that a warning of danger is coming and strengthen individuals to take action to face threats and show a more alert attitude.

This theme focuses on the lack of roles of those responsible for HIV AIDS and the unavailability of special rooms for treating HIV AIDS patients. As we know, the role of health workers in dealing with HIV/AIDS includes: (1) as a care giver. (implementer), and (2) acting as an educator, by providing counseling to patients related to HIV/AIDS (Muntamah, 2020). This is in line with research conducted by (Angraeni Siregar et al., 2021) regarding the role of health workers as caregivers for HIV/AIDS patients and their families, health workers must be able to carry out therapeutic relationships with patients by acting as professional nurses, partners, close friends or even as family for patients. According to (Dewi Srinatania & Revy Citra Karlina, 2021) in order to be able to carry out their roles well and carry out positive reciprocal relationships between health workers and patients, health workers need to have caring relationship values and apply them as caring behaviors including: honest and patient, responsible, providing comfort, listening with attention and care, giving touch, showing concern, showing respect, and providing information clearly.

CONCLUSION

In accordance with the research objectives, researchers can conclude that the results of this study have explored the experiences of health workers in caring for patients with HIV AIDS. From the results of data analysis in the study, 3 themes were found, including patient non-compliance in consuming ARV drugs, the experience of health workers in treating HIV AIDS patients, and obstacles in health services.

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