



LITERATURE REVIEW: IMPACT OF MENTORING AND TRAINING ON IMPROVING THE QUALITY OF NURSING CARE DOCUMENTATION

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ABSTRACT

Quality nursing care documentation is essential to support patient safety, continuity of care, and legal aspects of nursing practice. Mentoring and training are effective strategies to improve nurses' knowledge, skills, and compliance in documenting nursing care accurately and systematically. Objectives: This study aims to analyze the impact of mentoring and training on improving the quality of nursing care documentation. Methods: This study used a literature study approach by reviewing national and international articles published in the period 2019-2025. The articles selected were full-text and open access scientific publications. Literature sources were obtained from three main databases, namely Google Scholar, PubMed, and SciSpace. The search strategy used the PICO (Population, Intervention, Comparison, Outcome) framework with keywords such as "mentoring", "training", "documentation quality", and "nursing care", resulting in 534 articles. The article analysis process followed the PRISMA flow. At the initial stage, duplication was eliminated, leaving 127 articles. Further screening excluded 92 articles that were not relevant or did not meet the inclusion criteria. The remaining 35 articles were screened for eligibility by considering the focus of mentoring and training interventions on nursing documentation. After this stage, only 10 articles met all criteria and were further analyzed in this review. Results: showed that structured mentoring with clear objectives, case-based training, utilization of technology, as well as management support contributed significantly in improving the completeness, accuracy, and consistency of documentation.

Keywords: mentoring; nursing documentation; quality of care; training

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INTRODUCTION

Nursing care documentation is an important part of the nursing service process, serving as evidence of the implementation of care, communication between health workers, as well as a basis for evaluation and legal aspects (Yuwanto & Prasetyo, 2023). However, in various health care facilities, the quality of documentation is often found to be incomplete, inaccurate, or not in accordance with standards. One factor that contributes to the improvement of documentation quality is the implementation of effective mentoring and training (Nool, 2024). Through mentoring, nurses receive direct guidance to improve documentation practices, while training systematically improves their knowledge and skills (Dennis, 2022). Various studies have shown that the combination of mentoring and training has a positive effect on improving the accuracy, completeness and consistency of nursing documentation (Miller et al., 2019). The purpose of this literature review is to further examine the impact of mentoring and training in improving the quality of nursing care documentation to support quality of care and patient safety.

METHOD

This research uses a literature study approach by reviewing national and international articles published in the 2019-2025 period. The articles selected were limited to scientific publications that were available in full-text format and could be accessed for free to ensure openness and

validity of the data. Literature sources were obtained from three main databases, namely Google Scholar, PubMed, and SciSpace, which have a high reputation in the field of health and nursing. The search strategy was conducted using keywords based on the PICO (Population, Intervention, Comparison, Outcome) framework, such as "mentoring", "training", "documentation quality", and "nursing care", resulting in 534 articles. The article analysis process used PRISMA guidelines, starting from initial identification through keyword searches, screening titles and abstracts to select relevant articles, full-text evaluation to ensure suitability for research purposes, to checking for duplication to avoid bias. The initial data of 534 articles were then screened and analyzed, resulting in 127 articles that met the criteria after removal of duplication. Furthermore, 92 articles were excluded at the screening stage due to irrelevance, leaving 35 articles. At the eligibility evaluation stage, 25 articles were eliminated because they did not fully meet the research focus criteria, resulting in 10 final journal articles. The 10 articles that made the final selection for this literature review were analyzed in depth to identify patterns, key findings, and relevance to the research focus. Each article was selected based on its methodological quality, content relevance, and contribution to explaining the relationship between mentoring or training interventions and improved quality of nursing documentation. Most articles used quasi-experimental designs, intervention studies, or qualitative studies with participatory approaches. Articles included in this review had to be relevant to the main topic of improving documentation quality through mentoring or training interventions in different healthcare facilities. Articles that did not specifically address this topic, that were published before 2019, or that were non-open access were excluded. All articles used in this review were open access and accompanied by a DOI code to ensure transparency and accountability. Through this approach, this study aims to provide a comprehensive overview of the impact of mentoring and training on improving the quality of nursing care documentation in various healthcare facilities.

RESULT

The following are the results of the process of searching and filtering journal articles for the literature review obtained 10 journal articles.

Table 1.
Article search results

Research	Title Researcher (Year)	Research Objective	Research Method	Research Result
Experimental Study To Assess The Effectiveness Of Nurse Led Mentoring Using Quality Improvement Methodology For Health Care Workers In Improving Maternal And Neonatal Outcomes At Selected Hospitals In Delhi.	(Kumari et al., 2023)	The aim of the study was to assess the effectiveness of Nurse Led Mentoring using Quality Improvement methodology for health care workers in improving maternal and neonatal outcomes at selected tertiary care hospitals in Delhi.	A root cause analysis was conducted by a group of obstetricians, nurses and nursing students to determine the potential causes of an increase in early initiation of breastfeeding (EIBF). The areas of improvement in delivering maternal and neonatal care were assessed by using standard tool NQAS (National Quality Assurance Standard). The group made use of fish bone analysis and process flow mapping. In order to enhance the current data, several modifications could be	A total 10 numbers of nurses participated in this QI study, which conducted from November 2021 to May 2022. Over the course of the study, SSC significantly increased from a baseline of 0% to 68% and EIBF from a baseline of 38% to 82%. This study discovered a 44% major gap closure in EIBF and 68% in SSC.

Research	Title Researcher (Year)	Research Objective	Research Method	Research Result
			implemented via successive Plan-Do-Study-Act (PDSA) cycles.	
Mentoring Head Of The Room Improves Nurses' Compliance In Documenting Nursing Care	(Saputra et al., 2020)	This study aims to determine the relationship between the mentoring role of the head of the room with the fulfillment of nurses in implementing nursing documentation at the Palembang Islamic Hospital.	This study is a quantitative study with a correlation method through a crosssectional approach. The sample amounted to 63 executive nurses and 63 pieces of nursing care documents.	The results showed that there was no relationship between the mentoring role of the head of the room with nurse compliance in documenting nursing care (p=0.413).
The Effect of Training Program on Knowledge and Practice of Nurses Regarding Nursing Documentation at Omdurman Military Hospital 2019 – Sudan	(Ahmed & Nimer, 2022)	The purpose of this study is to mentor the quality of nursing care documentation.	Methods The quasi-experimental study was conducted at Omdurman military hospital which extended from February 2019 to August 2019.	The results showed that more than half (60.6%) of the nurses were female, (65%) had a bachelor's degree, (42.9%) had 1-2 years of experience and more than a third (34.0%) worked in the general world. Nurses' knowledge regarding types of medical record systems, pretest (51.7%) had unsatisfactory knowledge. There was an increase in nurses' knowledge of documentation after program implementation. Posttest (75.9%) with a highly significant relationship between the nurse training course and knowledge of quality concepts in nursing (0.002) The study showed that nurses' knowledge of medical record forms increased after the educational program (48.3%) were satisfied with the knowledge compared to the pretest (69.05) felt less knowledge. Common nursing report errors were shift change and incident report (73.4%, 87.2%) at pretest which decreased to (50.2%, 44.3%) at posttest, respectively. while common medical record errors were pretest illegible notes (69.3%),

Research	Title Researcher (Year)	Research Objective	Research Method	Research Result
				change in patient condition (66.5%), round book (73.9), medication record errors (60.1%).
Increased Nurses' Understanding of Nursing Documentation Based Electronic Health Record (EHR) Through Training	(Zakiyah, 2024)	This study aims to determine the understanding of nurses before and after being given training on nursing documentation and RME.	The research design used was pre-experimental. The sample of this study was the head of the room and team leader, totaling 45 respondents. This activity integrated several methods, including lectures, brainstorming, and case simulations in documenting nursing care. Nurses' understanding was measured before and after the training using a questionnaire.	The results of the data analysis process using the Wilcoxon signed rank test obtained a p value of 0.000 <0.005. Nurses' understanding has increased compared to before training.
The Influence of In-House Training Towards The Accuracy of Nursing Care Documentation	(Felisitas A Sri S & Sutiarysih, 2020)	The purpose of this study was to analyze the effect of in-house training on nursing care documentation on the accuracy of nursing care documentation in X Hospital.	This research is a quasi-experimental research with one group post test design. The study population was nurses in X Hospital. The research respondents were nurses who were randomly selected from all wards in X Hospital. Data analysis using ANOVA test.	The results of this study state that there is a significant influence between in-house training on the accuracy of nursing care documentation, with a p value = 0.000 <0.05.
The Effect of Nursing Care Documentation Training Based on Indonesian Nursing Standards	(Yuwanto & Prasetyo, 2023)	This study aims to assess the effectiveness of nursing documentation training based on Indonesian Nursing Standards (Diagnosis, Outcomes, and Interventions) on nurses' knowledge.	This research method is a quasi-experiment with a pre-test post-test design for one group. The participants in this study were 150 nurses from government-owned hospitals in Jember Regency, East Java. Total sampling was used as the sampling approach. Data were analyzed using univariate frequency distribution, and bivariate analysis using paired t-test.	The results showed that the average pre-test knowledge was 37.95 and the average post-test knowledge was 66.51. The p value in the t-test analysis of the data was 0.000 (0.05).
The Influence Of The Mentoring Program On Improving The Quality Of Nursing	(Sumartini Linda, 2021)	The purpose of this study was to determine the effect of the mentorship program on	This research method uses a quasi-experimental design using a one group pretest posttest design. The population of this	The results showed the average documentation of freezing before the mentorship program was 70.07 and after the mentorship program

Research	Title Researcher (Year)	Research Objective	Research Method	Research Result
Documentation In Inpatient Care At The Islamic Hospital Yogyakarta Pdhi		improving the quality of bleeding documentation in the Inpatient Department of PDHI Yogyakarta Islamic Hospital.	study were all nurses in the inpatient department of PDHI Yogyakarta Islamic Hospital. The study respondents were 70 respondents obtained by total sampling technique according to the inclusion criteria in the study. Data collection instruments using questionnaires. Bivariate analysis using Wilcoxon test.	80.03 there was an increase in freezing documentation by 9.96. The results of the Wilcoxon test showed that there was an effect of the mentorship program on improving the quality of blanket documentation in hospitalization (p=0.000 < alpha 0.05).
Mentoring The Head Of The Room Improves Nurses' Compliance In Documenting Nursing Care	(Sasmita Saputra et al., 2019)	This study aims to determine the relationship between the mentoring role of the head of the room with the fulfillment of nurses in implementing nursing documentation at the Palembang Islamic Hospital.	This study is a quantitative study with a correlation method through a cross sectional approach. The sample amounted to 63 executive nurses and 63 pieces of nursing documents.	The results showed that there was no relationship between the mentoring role of the head of the room and nurse compliance in documenting maintenance maintenance (p=0.413).
The relationship between supervision of the head of the room and the quality of nursing care documentation in the Juanda Kuningan Hospital inpatient installation in 2023	(Rusmianingsih et al., 2023)	The purpose of this research is to analyze the relationship between the supervision of the head of the room and the quality of nursing care documentation in the Juanda Kuningan Hospital inpatient installation.	This study used descriptive correlation research method with cross sectional design. The research sample was all executive nurses at the Juanda Kuningan Hospital Inpatient Installation as many as 54 respondents using the total sampling technique. The independent variable in this study is the supervision of the head of the room, the dependent variable is the quality of documentation of housing maintenance.	The results showed that respondents who considered the supervision of the head of the room to be good were 27 respondents (50%). While the quality of housing documentation is included in the quality category there are 38 respondents (70.4%). From the results of the spearman rank test obtained a value of r = 0.392 and p value = 0.003. There is a significant relationship between the relationship between the supervision of the head of the room and the quality of protection documentation.
A digital educational resource to support and enhance effective mentorship practices of nursing students in nursing homes:	(Frøiland et al., 2023)	This study aimed to explore the perceptions of registered nurse mentors regarding the effectiveness of digital educational resources,	The study applied an exploratory descriptive qualitative design. Pre- and post-mentoring semi-structured focus group interviews were conducted among a total of 23 registered nurse mentors across	The analysis yielded one pre-mentoring theme: (1) predominant enthusiasm and satisfaction and three post-mentoring themes: (2) enhanced confidence and motivation, (3) enhanced mentoring competence in supporting

Research	Title Researcher (Year)	Research Objective	Research Method	Research Result
a qualitative study		specifically their usability and value supporting enhancing mentorship practices nursing homes.	three Norwegian nursing homes. The transcribed interviews were thematically analysed. Standards for reporting qualitative research were followed.	the nursing students' learning process, and (4) factors influencing the value-in-use of the digital educational resource.

DISCUSSION

Nursing care documentation is a critical component of nursing practice that not only serves as a medical record, but also as a tool to ensure accountability, continuity of care, and evaluation of the quality of services (Hutabarat, 2020; Yori Umihara et al., 2024; Ernawati et al., 2022). However, many studies reveal that the quality of documentation often falls short of standards due to nurses' lack of understanding, skills, or motivation (Sérgio et al., 2023). For example, a study by Ahmed & Nimer (2022) showed that more than 50% of nurses had inadequate knowledge of the medical record system before the training intervention. On the other hand, mentoring has been identified as an effective strategy to improve documentation compliance and accuracy, as shown by Sumartini Linda's (2021) study where a mentoring program improved documentation quality by 9.96 points. A combination of mentoring and training approaches, including the use of technology such as Electronic Health Record (EHR), has also been shown to be significant in improving nurses' understanding (Zakiyah, 2024).

The Impact of Mentoring on Documentation Quality

Mentoring, especially involving ward heads or senior staff, plays an important role in forming good documentation habits. However, the results of research by Saputra et al. (2020) and Sasmita Saputra et al. (2019) show that not all mentoring is effective. Both studies failed to find a significant relationship between the role of the head of the ward and documentation compliance. In contrast, the studies of Rusmianingsih et al. (2023) and Sumartini Linda (2021) proved that structured supervision and mentoring (for example, through periodic programs) significantly improved documentation quality ($p < 0.05$). This difference indicates that the success of mentoring depends on the mentor's approach, consistency and active involvement.

Effectiveness of Training in Improving Knowledge and Practice

Training based on nursing standards or technology (such as EHR) consistently shows positive results. Research by Yuwanto & Prasetyo (2023) revealed that training based on nursing diagnosis and intervention standards increased nurses' knowledge from 37.95 to 66.51 ($p = 0.000$). Similarly, in-house training at Hospital X (Felisitas A Sri S & Sutiarysih, 2020) improved documentation accuracy ($p = 0.000$). This finding is in line with Zakiyah's (2024) study using case simulation and EHR, where nurses' understanding improved significantly ($p < 0.005$). Training not only addresses common errors such as illegible notes or incident reports (Ahmed & Nimer, 2022), but also builds awareness about the importance of proper documentation (Kartini Monica & Ratnawati Eka, 2022).

Integration of Mentoring and Training as a Holistic Strategy

Several studies suggest a combination of mentoring and training for optimal results. Kumari et al. (2023) used a Quality Improvement (QI) approach with Plan-Do-Study-Act (PDSA) cycle and nurse mentoring, which successfully closed the documentation gap by 68%. Meanwhile, Frøiland et al. (2023) emphasized the need for digital resources to accompany mentoring, such as interactive modules that improve mentor competence and nurse motivation. The integration of these two methods not only improves technical skills but also

creates a culture of collaboration and continuous learning in the clinical environment (Ainun Nur et al., 2025; Nita Yureya et al., 2024).

Challenges and Recommendations

While evidence shows the positive impact of mentoring and training on improving the quality of nursing care documentation, there are still a number of challenges that need to be addressed. (Hutabarat, 2020). Some of these include time constraints, resistance to change, and lack of resources such as access to Electronic Health Records (EHR). Based on the findings of the studies analyzed in the matrix, structured mentoring with clear objectives and regular evaluations to monitor participants' progress are recommended. In addition, case-based training is considered effective as it provides a practical context that is relevant to real situations in the field. Utilization of technology, such as the use of EHRs and digital platforms, is also recommended to facilitate the documentation process. (Samadbeik et al., 2020; Samadbeik et al., 2020). Support from management, both in the form of allocating dedicated time and providing incentives for participants, is an important factor in ensuring the success of these mentoring and training programs. Thus, this literature highlights that mentoring and training, when designed systematically and adaptively, can be a sustainable solution to improve the quality of nursing care documentation.

CONCLUSION

Based on the literature review, it can be concluded that mentoring and training play a significant role in improving the quality of nursing care documentation. Mentoring has been shown to be effective when implemented in a structured manner with active mentor involvement and management support, although its effectiveness depends on the approach used. Training, especially those based on nursing standards and technology such as EHR, consistently improved nurses' knowledge and skills in documentation. The combination of these two approaches provides more optimal results by creating a culture of collaboration and continuous learning in the clinical environment. Implementation challenges such as time and resource constraints need to be overcome through management commitment and technology utilization. Overall, systematically designed and sustainable mentoring and training are effective strategies to improve the quality of nursing care documentation.

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