



GERIATRIC NURSING CARE MANAGEMENT WITH A SERVICE EXCELLENCE APPROACH FOR MRS. J WITH GOUT ARTHRITIS AT THE UPTD SOCIAL SERVICES FOR THE ELDERLY, BINAJAI CITY, NORTHSUMATRA PROVINCE, YEAR 2025

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ABSTRACT

Elderly individuals represent a vulnerable group experiencing various functional declines, including an increased risk of degenerative diseases such as Gout Arthritis. This disease is characterized by severe joint pain caused by the accumulation of uric acid crystals, which disrupts daily activities and quality of life. This study aims to implement gerontic nursing care management based on service excellence in the case of Mrs. J, an elderly patient with Gout Arthritis at the UPTD Elderly Social Services Binjai. The research used a descriptive case study method, applying the nursing care process through assessment, diagnosis, planning, implementation, and evaluation. The assessment revealed that Mrs. J experienced acute pain, impaired physical mobility, and sleep disturbances due to inflammation and high uric acid levels (7 mg/dL). Interventions included both pharmacological and non-pharmacological therapies such as massage, education on a low-purine diet, and empathetic communication aligned with the principles of service excellence. The evaluation showed a decrease in pain scale, improvement in sleep quality, and enhanced mobility. This study concludes that implementing gerontic nursing care based on service excellence can improve comfort, independence, and quality of life in elderly patients with Gout Arthritis.

Keywords: Gout Arthritis, Elderly, Gerontic Nursing Care, Service Excellence

Introduction

The elderly are a vulnerable group to degenerative diseases, one of which is Gout Arthritis, characterized by severe pain caused by the accumulation of uric acid crystals in the joints. This pain can significantly reduce the quality of life and independence of older adults (Hasina, S. N., Khafid, 2020; Muhith, A., 2020).

Gout Arthritis is a disease that can be managed, although it cannot be completely cured. If left untreated or

improperly managed, the condition may worsen and lead to serious complications. One way to prevent its progression is by avoiding high-purine foods such as nuts and organ meats, which can increase uric acid levels in the body.

Diet (purine) and physical activity on increasing uric acid levels in the geriatric group (Adelina Sembiring, 2021). Geriatric nursing care for patients with Gout Arthritis must be carried out holistically, encompassing physical,

psychological, and social aspects. Joint pain, especially in the feet, is a common complaint found in elderly patients with Gout Arthritis, which leads to decreased. In addition to physical issues such as gouty arthritis, cognitive decline is also a major focus in geriatric nursing. Research by Ginting and Sembiring (2020) showed that education level is significantly associated with cognitive function in older adults, with higher educational attainment being a protective factor against memory decline (Imelda Ginting, Adelina Sembiring., 2020).

Non-pharmacological interventions such as ergonomic gymnastics are an effective alternative for the elderly in managing degenerative diseases because the movements are practical and appropriate to the physical abilities of the geriatric group (Jek Amidos Pardede, 2020).

Daily activity and quality of life. Therefore, nursing interventions should not only focus on pain reduction. Pharmacological therapy such as NSAIDs can be administered according to a doctor's prescription to reduce inflammation and pain. Nurses can also provide non-pharmacological therapies such as foot massage and acupressure to enhance patient comfort. The results of massage therapy have shown a significant reduction in pain scale in several patients after being performed regularly (Mahmudi et al., 2024).

Findings In 2020, 55.8 million (95% uncertainty interval 44.4–69.8) people globally had gout, with an age-standardised prevalence of 659.3 (525.4–822.3) per 100 000, an increase of 22.5% (20.9–24.2) since 1990. Globally, the

prevalence of gout in 2020 was 3.26 (3.11–3.39) times higher in males than in females and increased with age. The total number of prevalent cases of gout is estimated to reach 95.8 million (81.1–116) in 2050, with population growth being the largest contributor to this increase and only a very small contribution from the forecasted change in gout prevalence. Age-standardised gout prevalence in 2050 is forecast to be 667 (531–830) per 100 000 population. The global age-standardised YLD rate of gout was 20.5 (14.4–28.2) per 100 000 population in 2020. High BMI accounted for 34.3% (27.7–40.6) of YLDs due to gout and kidney dysfunction accounted for 11.8% (9.3–14.2) (Cross et al., 2024).

Gout Arthritis is more prevalent in males than females, with a ratio of 3–6%, specifically 10% in males and 6% in females aged 80 years and above. Annually, Gout Arthritis increases by approximately 2.68 cases per 1,000 people. These statistics indicate that the prevalence of Gout Arthritis continues to rise and varies significantly based on gender and age across different global populations (Riyanti Imron, Elsi Tandi Pailan, 2023)

According to data from the Indonesian Ministry of Health (Kemenkes RI) in 2019, the provinces with the highest prevalence of uric acid-related conditions are East Java (29.7%), West Java (27.1%), and DKI Jakarta (18.6%), placing Jakarta third nationally (Kemenkes RI, 2019). Based on the Non-Communicable Disease Country Profile in Indonesia, gout (Gout Arthritis) has shown an increasing trend with age. The prevalence rates among the elderly are 45% in the 55–64 age group, 51.9% in the 65–74 age group, and 54.8%

in those over 75 years old (Kemenkes RI, 2016).

Research Method

This research employed a case study method with a descriptive category. The study aimed to gain deeper insight into nursing problems related to Gout Arthritis at the UPTD Social Services for the Elderly in Binjai in 2025, focusing on a single patient. This case study method enabled the researcher to closely examine the care provided to a patient with Gout Arthritis, as well as the contributions that nursing personnel can make in improving the patient's quality of life.

Result

Nursing Care Management using a Service Excellence Approach was provided to Mrs. J, who was diagnosed with Gout Arthritis, at the UPTD Social Services for the Elderly in Binjai from March 25 to April 8, 2025. The nursing care was delivered through the stages of assessment, formulation of nursing diagnoses, planning of nursing interventions, and comprehensive implementation. In the preparation of this scientific paper, the case study method was used.

1. Assessment

The assessment was conducted comprehensively, covering identity, health history, mental and functional status, as well as cognitive and emotional condition. Mrs. J's chief complaints were pain, numbness, and limited movement in both lower extremities, especially at night and during walking. Physical examination showed a generally stable condition, with vital signs within normal limits. The assessment using the Mini Mental State Exam (MMSE) indicated intact cognitive function, and results from the Beck Inventory showed no signs of depression.

However, the family APGAR score indicated social dysfunction, as Mrs. J has no close family and resides independently at the nursing home.

2. Nursing Diagnoses

Based on the assessment conducted, the researcher identified three primary nursing diagnoses:

1. Acute pain related to the inflammatory process
2. Impaired physical mobility related to pain
3. Disturbed sleep pattern related to lack of sleep control

3. Nursing Interventions

Nursing interventions were developed using an evidence-based practice approach, consisting of observation, therapeutic actions, and education. The interventions focused on pain management using non-pharmacological techniques such as warm compresses and massage, environmental modifications, and education on avoiding high-purine foods. In addition, muscle relaxation training and spiritual reinforcement through religious activities were also provided.

4. Nursing Implementation

The implementation was carried out over 3 × 24 hours and included pain identification and management, mobility enhancement, and improvement of sleep quality. Interventions such as massage therapy, dietary control, education on light exercises, and psychological reinforcement were provided routinely, with progress documented at each session.

Discussion

The evaluation results showed a reduction in pain scale from 6 to 3, improved mobility, better sleep quality, and a more positive daily mood. The client also reported feeling calmer and more

comfortable within the nursing home environment.

This is in line with research After implementation of foot massage the pain scale decreased to 2 (mild pain). Through empowering the elderly, the elderly are taught and assisted in performing safe and effective foot massage techniques to reduce pain, improve blood circulation, and reduce joint stiffness due to rheumatoid arthritis (Petra Diansari Zega, Adelina Sembiring & Yurnita Batee, 2025)

Conclusion

Based on the nursing care provided to Mrs. J, who was diagnosed with Gout Arthritis at the UPTD Social Services for the Elderly in Binjai, it can be concluded that the application of Gerontic Nursing Care Management based on Service Excellence had a positive impact on the overall health condition of the client. The interventions, both observational and non-pharmacological therapeutic such as massage, relaxation exercises, and health education proved effective in reducing pain intensity and improving sleep patterns. The systematic implementation of nursing interventions through the stages of assessment, diagnosis, planning, implementation, and evaluation yielded measurable and targeted improvements in the client's health status. The Service Excellence approach also enhanced client satisfaction through empathetic, holistic, and needs-oriented services. In general, the applied nursing strategy successfully improved the quality of life for older adults with Gout Arthritis and serves as an effective model for gerontic nursing care.

Suggestion

It is recommended that nurses and healthcare personnel in social care facilities continue to enhance their competencies in providing gerontic nursing care based on Service Excellence, through ongoing training and reinforcement of evidence-based practice. Service institutions such as UPTD Social Services for the Elderly in Binjai are expected to develop optimal support systems in delivering holistic care to elderly individuals with chronic illnesses, including the provision of facilities that support non-pharmacological interventions.

For educational institutions, this paper can serve as a reference for curriculum development and practical learning in gerontic nursing, especially focusing on chronic pain management and quality-of-life improvement in the elderly. Further suggestions are addressed to future researchers to conduct more extensive studies involving a larger number of participants to increase the generalizability of the findings. Future studies are also encouraged to explore the long-term effectiveness of complementary therapies on both physiological and psychosocial aspects in elderly patients with Gout Arthritis.

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