

## MATERNITY NURSING CARE MANAGEMENT SERVICE EXCELLENCE FOR MRS. H WITH FIRST TRIMESTER HYPEREMESIS GRAVIDARUM AT SANTI MELIALA CLINIC MEDAN POLONIA SUB-DISTRICT, NORTH SUMATRA PROVINCE YEAR 2025

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### ABSTRACT

Hyperemesis gravidarum is a pregnancy complication characterized by persistent, severe nausea and vomiting, which can lead to weight loss of more than 5% of pre-pregnancy weight, dehydration, acid-base imbalance, and hypokalemia. According to 2021 World Health Organization (WHO) data, the incidence of hyperemesis gravidarum reached 12.5% of all pregnancies worldwide, and its prevalence tends to increase to 15%. Data from the Santi Meliala Inpatient Primary Clinic shows an increase in the number of cases from 85 patients in 2023 to 90 patients in 2024. This study aims to implement excellent service-oriented maternity nursing care management for Mrs. H with first-trimester hyperemesis gravidarum. A case study approach was used in this study, covering the stages of assessment, diagnosis, intervention, implementation, and evaluation of nursing care. The results obtained indicate that Mrs. H's nausea and vomiting symptoms were successfully resolved through the implementation of appropriate interventions and holistic and professional nursing services. By implementing excellent service, the quality of nursing care for patients with hyperemesis gravidarum can be improved, thereby helping to accelerate the recovery process and increase patient satisfaction with healthcare services. (WHO, 2023) (Minister of Health Regulation, 2021)

**Keywords:** *Hyperemesis gravidarum, first trimester, nursing care, excellent service, maternity nursing.*

### Introduction

Approximately 30% of the global population will suffer from anemia by 2023. The prevalence difference is more pronounced in children aged 6-59 months, an estimated 40% of whom worldwide. Pregnancy is a physiological process that occurs naturally as part of a woman's reproductive life. However, during pregnancy, various complaints and complications can arise, especially in the first trimester. One complication that occurs quite frequently and requires medical

treatment is hyperemesis gravidarum. Hyperemesis gravidarum is Severe and persistent nausea and vomiting, exceeding normal limits, can lead to dehydration, electrolyte imbalances, weight loss of more than 5% of pre-pregnancy weight, and acid-base imbalance. According to the World Health Organization, the incidence of hyperemesis gravidarum reached 12.5% of all pregnancies worldwide and this figure shows an increasing trend. In Indonesia, according to data from the Ministry of Health, approximately 14.8% of pregnant

women experience this condition. In North Sumatra, the prevalence ranges from 10% to 15%. In the Santi Meliala Inpatient Clinic area, Medan Polonia District, cases of hyperemesis gravidarum also increased from 85 cases in 2023 to approximately 100 cases in 2024.(Raharjo & Hakim, 2021)(Arindah Riesta Maharani, 2023)

Hyperemesis gravidarum, if not treated appropriately and promptly, can threaten the health of both the mother and the fetus. Therefore, an appropriate, comprehensive, and professional nursing care approach is required. One approach that can improve the quality of nursing services is the implementation of service-excellence-based nursing care management, which prioritizes patient satisfaction through empathy, responsibility, teamwork, and professionalism in providing nursing care.(Raharjo & Hakim, 2021)

Maternity nursing care plays a crucial role in meeting the physical and psychological needs of pregnant women throughout pregnancy. Nurses are expected to conduct comprehensive assessments, establish nursing diagnoses, design appropriate interventions, and evaluate the outcomes of care provided using a holistic approach oriented toward service excellence.(Arindah Riesta Maharani, 2023)

### **Research method**

This study uses a case study method with a descriptive qualitative approach that aims to describe in depth the management of maternity nursing care in patients with first trimester hyperemesis gravidarum. The study was conducted in April 2025 at the Santi Meliala Inpatient Clinic, Medan Polonia District. The subject of the study was one patient who met the inclusion criteria, namely a first trimester pregnant woman with a diagnosis of hyperemesis gravidarum and was willing to participate. Data collection was carried out through

interviews, observations, physical examinations, and documentation studies using a maternity nursing assessment format. The data collected consisted of primary data obtained directly from the patient, and secondary data from the family and medical records. The results of the assessment were analyzed using the nursing process which includes the stages of assessment, diagnosis, intervention, implementation, and evaluation of nursing.(Wa Ode Muntia et al., 2022)

### **Results**

The results of this study indicate that Mrs. H, a 29-year-old pregnant woman in her first trimester, came to the Santi Meliala Inpatient Clinic with the main complaint of severe nausea and vomiting that occurred up to six times per day, accompanied by weakness, dizziness, a sour taste in the mouth, and decreased appetite. The assessment results showed signs of mild dehydration such as dry lips and tongue, sunken eyes, anemic conjunctiva, and blood pressure of 100/70 mmHg. Based on the data analysis, three main nursing diagnoses were determined, namely nausea related to the pregnancy process, disturbed sleep patterns due to discomfort, and hypovolemia due to active fluid loss. The nursing interventions provided included nausea and vomiting management, sleep support, and hypovolemia management, with educational and non-pharmacological approaches such as eucalyptus oil inhalation, increased fluid intake, and sleep pattern regulation. Implementation was carried out for three consecutive days, from April 15 to 17, 2025. After nursing care was carried out, the patient's condition showed significant improvement: nausea and vomiting stopped, sleep became regular for 7 hours without interruption, and vital signs and hydration status returned to normal. Thus, the nursing interventions carried out were proven effective in overcoming the

symptoms of hyperemesis gravidarum in Mrs. H.(Bidary et al., 2022)

### Discussion

The results of this study indicate that providing comprehensive nursing care to patients with first-trimester hyperemesis gravidarum, such as that experienced by Mrs. H, can significantly improve the condition. The decrease in the frequency of nausea and vomiting, improved sleep patterns, and restoration of body fluid balance indicate that the interventions carried out are in accordance with the identified nursing problems. This is in line with the theory that the management of hyperemesis gravidarum requires a multidimensional approach, including education, fluid therapy, and non-pharmacological management such as relaxation and environmental management. In this case, interventions such as eucalyptus oil inhalation therapy, recommendations for consuming high-carbohydrate foods, and increasing fluid intake have proven effective. (Lapau, 2021) These results also support the view that the role of nurses is very important in early detection, prevention of complications, and recovery of pregnant women with HG. Emotional support and good collaboration with patients are supporting factors in the successful implementation of care. Therefore, a systematic, empathetic, and evidence-based nursing approach is urgently needed to improve the quality of life of pregnant women experiencing hyperemesis gravidarum.(Translated by Larasati Alikah Febrien, 2023)

### Conclusion and suggestion

Based on the research results and nursing care provided, it can be concluded that structured maternity nursing care management oriented toward service excellence can provide positive outcomes for patients with first-trimester hyperemesis

gravidarum. The precise application of the nursing process, including assessment, diagnosis, intervention, implementation, and evaluation, has proven effective in addressing key symptoms such as nausea, vomiting, sleep disturbances, and hypovolemia. After three days of intervention, the patient's condition showed significant improvement both physically and psychologically.(Raharjo & Hakim, 2021)

### Recommendation:

It is recommended that nursing staff in healthcare facilities, particularly in inpatient clinics, further enhance their skills in early detection and management of hyperemesis gravidarum. Furthermore, ongoing education is needed for pregnant women and their families regarding danger signs of pregnancy, including excessive nausea and vomiting.(Eva Ratna Dewi, 2024) For educational institutions, this research can serve as a reference in developing a service-excellent maternity nursing curriculum. It is hoped that in the future, humanistic, professional, and collaborative nursing care will be increasingly implemented in clinical practice to improve the safety and comfort of pregnant women.(Nursing et al., 2025)

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