



## MATERNAL NURSING CARE MANAGEMENT WITH EXCELLENT SERVICE FOR MRS. J WITH MASTITIS AT PERA CLINIC, MEDAN TUNTUNGAN SUBDISTRICT, NORTH SUMATRA PROVINCE, IN 2025

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### ABSTRACT

Mastitis is an inflammation of the breast tissue that commonly occurs in breastfeeding mothers and can cause serious complications if not treated properly. This case study aims to evaluate the implementation of maternity nursing care management with a service excellent approach for Mrs. J who experienced mastitis at the Pera Clinic, Medan Tuntungan District, North Sumatra in 2025. The method used is a descriptive case study with a nursing process approach that includes five stages: assessment, diagnosis, intervention, implementation, and evaluation. The results of the assessment showed that Mrs. J experienced breast pain, fever, pus discharge from the nipple, and problems in breastfeeding due to mastitis. The established nursing diagnoses included acute pain, hyperthermia, and ineffective breastfeeding. The interventions provided focused on reducing pain, treating infections, and increasing the effectiveness of breastfeeding. The implementation of nursing care showed an improvement in the patient's physical and psychological condition. The application of the service excellent principle that prioritizes professionalism, empathy, and collaboration has been proven to improve the quality of nursing care. The conclusion of this study shows that comprehensive nursing care management oriented towards excellent service can have a positive impact on the healing of mastitis and patient comfort.

**Keywords:** Mastitis, Maternity Nursing Care, Acute Pain, Hyperthermia, Ineffective Breastfeeding

### Introduction

Mastitis is an event characterized by pain in the breast caused by breast inflammation which can be infectious or non-infectious, making postpartum women feel feverish due to breast swelling, breast conditions can be infected due to bacteria entering through nipple rupture or injury (Sinaga *et al.*, 2024). Mastitis can cause symptoms of red swollen breasts, pain, and feeling unwell (Tanis, 2022)

Based on data obtained from the World Health Organisatiion (WHO) in 2020 breastfeeding is the most useful method of providing nutrition to infants, there are short-term and long-term benefits of breastfeeding and recommends breastfeeding until six months of age and continuing breastfeeding along with complementary foods until the age of two years or more, because breast milk continues to provide benefits for the growth and development of babies (SST Mastaida



Tambun, LPU Damanik, SST Febriana Sari, 2025). exclusive breastfeeding of babies is very important to ensure they get the best nutrition that can help babies grow healthy and strong.

According to the World Health Organisatiion (WHO) 2022, only 20% of infants in Indonesia are exclusively breastfed before 6 months of age, while nearly half of the country's children do not receive adequate nutrition in their first two years of life. About 40% of infants start receiving supplementary food before 6 months of age. Based on 2022 data, only 67.96% of infants in Indonesia are exclusively breastfed, a decrease from 67.7% in 2021, indicating that more efforts are needed to improve this figure. In West Java province, the exclusive breastfeeding rate was recorded at around 58.5%. In Bogor district, based on data from the Health Department (2019), in 2019 there were 30,630 infants aged 6 months who received exclusive breastfeeding, with a coverage of 53.12%. However, this figure is still far from the desired target of 80%.

In 2021, the Ministry of Health (MoH) recorded a significant achievement in the indicator of exclusively breastfed infants under six months of age, reaching 69.7%. This achievement has exceeded the target set for 2021, which was 45%. While this achievement shows an overall positive development at the national level, there are significant differences in some provinces. One of them is Maluku province, which has an exclusive breastfeeding coverage of 43.35% (Sriani *et al.*, 2024). Although this figure is quite close to the target, Maluku is still included in the group of four provinces that have not succeeded in meeting the target set in the Ministry of Health's Strategic Plan (Renstra) in 2019 regarding the achievement of exclusive breastfeeding rates. This province still needs to improve

in order to reach the national target and improve the nutritional status of maternal and child health in the region.

North Sumatra Province has yet to reach the desired target of 50.1%, while the exclusive breastfeeding target is set at 55% by 2023 and is expected to reach 60% by 2024. One of the factors that contribute to the low level of knowledge of the community, especially in the Helvetia field area, is the importance of proper breast care so that mastitis does not occur. In fact, a good understanding of breast care has an indispensable role in supporting the success of exclusive breastfeeding, which certainly has a major impact on the health of the baby (SITUMORANG, 2022).

## Research Method

This research is a descriptive case study conducted at Pera Clinic, Medan Tuntungan District. The subject was Mrs. J, 33 years old, postpartum mother with mastitis. Data were collected through interview, observation, and physical examination using the maternity assessment format.

## Result

The discussion of excellent Maternity Nursing Care Management for Mrs. J with Mastitis at Pera Clinic, Tuntungan District, North Sumatra Province in 2025 from April 15 to April 17, 2025 will be compared with the theory to determine the suitability of the author's research. Based on the Decree of the Minister of Health of the Republic of Indonesia Number 04 of 2022 concerning the functional position of nurses, as well as KMK No. Hk.01.07 / MENKES / 425/2020, it is explained that the nursing profession standard consists of two main components, namely nurse competency standards and professional code of ethics.



These two components play an important role in ensuring the quality of safe, quality and professional nursing practice in service to the community, including in handling cases of Mastitis in postpartum mothers.

The management of mastitis in breastfeeding mothers requires good clinical competence from a nurse, including the ability to assess breast condition, identify signs and symptoms of mastitis, educate proper breastfeeding techniques, and provide treatments such as warm compresses, breast massage, and emotional support.

Ministry of Health Regulation No. 26 of 2019 and Law No. 38 of 2024 on nursing stipulate that nurses who practice independently must meet administrative and technical requirements, one of which is the ownership of a nurse practice license (SIPP). In the context of care for postpartum women with mastitis, the existence of qualified independent practices is very important to ensure patient safety, especially because mastitis can develop into serious complications such as breast abscess or systemic infection if not treated professionally.

### Nursing Assessment

Assessment is the initial stage in the nursing process which includes data collection through interviews, observation, and physical examination. At this stage Mrs. J gave a cooperative response so that the author did not experience obstacles or obstacles during the assessment process.

The assessment was carried out on Monday, April 15, 2025 to April 17, 2025 with the results of the assessment showing that Mrs. J, a 33-year-old woman who graduated from high school, worked as a housewife, came from the Batak toba tribe experiencing Mastitis Mrs. J said the pain in the right milk was felt since 4 am on

Sunday, but over time the pain increased swelling, redness, hardness and pus from the nipple if pressed, the baby did not want to suckle from the right milk, the patient said the body panans felt weak, little milk came out. With TTV Td 130/80 mmHg, Hr 20x/min, Rr 88x/min, temperature 38.40C (Indriyani *et al.*, 2023)

Based on the health journal Mastitis is an inflammation in breastfeeding mothers that usually appears in the first month after childbirth, with an incidence rate of between 9 to 20 percent which is generally triggered by the infrequent frequency of breastfeeding.

### Nursing Diagnoses

Nursing Diagnoses commonly found in mastitis are:

1. Acute pain: associated with the inflammatory process in the breast
2. Risk of Infection: Associated with the entry of pathogens through the nipple wound.
3. Impaired Skin Integrity: Associated with cuts or abrasions on the nipple
4. Ineffective breastfeeding disorder: Related to ineffective breastfeeding techniques

After obtaining data from the results of the assessment through interviews, observations and physical examinations, the formulation of the identified problems that I got in this case was compiled based on standard nursing diagnoses (Retnandiyanto *et al.*, 2021).

1. Acute pain associated with the inflammatory process or pain in the breast as evidenced by Mrs. J. The patient said the pain in her breast since 4 a.m. Sunday morning but the more it was left the more it hurt, the patient looked grimaced in pain when the mamae was touched or pressed, there was pus coming out of the patient's



mamae when pressing, the patient was weak. (SDKI, 2017b)

2. Hypertemia associated with the infectious disease process as evidenced by Mrs. J said the body was hot and the right breast, the patient said her breast was getting reddish and swollen, the patient had a high temperature of 38, 40°C Td: 130/80 mmHg, excessive sweating, the patient seemed restless (SDKI, 2017a)

3. Ineffective Breastfeeding is related to the inadequacy of the baby's sucking reflex as evidenced by Mrs. J said the baby refused to suck from the mother's right breast because there was pus discharge and nipple blisters, the patient said the milk came out only a little, the sucking reflex was weak or there was no mother's milk coming out, the baby became fussy because only a little milk came out (SDKI, 2017a)

### Nursing Interventions

Intervention is the third step in the nursing process is the planning stage. At this stage, nurses need a variety of knowledge and skills, such as an understanding of the client's strengths and weaknesses, the client's values and beliefs, the limits of nursing practice, the role of other health workers, and the ability to solve problems, make decisions, formulate goals, and develop safe and effective nursing strategies. In addition, nurses also need to be able to write nursing instructions and collaborate with other health workers. This plan is prepared based on the data collected and the formulation of nursing diagnoses, which will serve as a guide in setting nursing goals and actions to prevent, reduce, or overcome the patient's health problems (Yulianingsih Kodim, SKep., Ns, 2018)

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Interventions that are arranged are Observation pain management: Identify knowledge and beliefs about pain, monitor the success of complementary therapies that have been given Therapeutic: Provide nonpharmacological techniques to reduce pain by applying cold compresses, Education: Explain the causes of pain, Explain how to relieve pain, Advise self-monitoring of pain.

2. Hyperthermia associated with infectious disease process as evidenced by Mrs. J said the body was hot and the right breast. The patient said her breasts were getting reddish and swollen. the patient had a high temperature of 38.4°C Td: 130/80 mmHg, excessive sweating. the patient looked restless (SDKI, 2017a)

The interventions arranged for the second diagnosis are Hyperthermia Management, Observation: Identify the cause of hyperthermia, monitor body temperature Terpeutik: Compressing the right breast with cold/hot water Education: Collaborate with the clinic

3. Ineffective breastfeeding is related to the inadequacy of the baby's sucking reflex as evidenced by Mrs. J saying the baby refused to suckle from the mother's right breast because there was pus discharge and nipple blisters, only a little milk came out, the sucking reflex was weak or there was no mother's milk coming out, the baby became fussy because only a little milk came out (SDKI, 2017a)

The interventions were breastfeeding education, observation: identification of



breastfeeding goals or desires, and therapy: Involving support systems such as husband, family, health workers, Evaluation: Teaching how to care for postpartum breasts by expressing breast milk, breast massage, explaining the benefits of breastfeeding for mothers and babies.

#### 4.2.4 Nursing Implementation

Nursing implementation is carried out based on planned interventions that are applied for three days with the aim of overcoming the problem of Mastitis. Patients who were successfully achieved on the third day.

According to the first diagnosis, namely acute pain is a sensory and emotional response due to tissue damage, both real and potential, with a duration of less than three months. The concept of acute pain is also relevant in the condition of mastitis in postpartum mothers where breast pain due to inflammation can affect maternal comfort, so non-pharmacological approaches such as distraction techniques also have the potential to be applied to help reduce pain in mastitis cases (Putu *et al.*, 2024)

In the second diagnosis Hyperthermia is an increase in core body temperature that exceeds the normal limit above 38.0°C, usually due to infection. Fever as the body's natural response to infection begins to be detected as the temperature rises and is generally accompanied by symptoms such as excessive sweating and discomfort. Mrs. J complained that her body felt hot, the right breast looked red and swollen, accompanied by a body temperature of 38.40°C blood pressure 130/80 mmHg, excessive sweating, and an agitated condition. Complaints indicate an inflammatory process due to infection, these signs indicate that the hyperthermia experienced by the patient is directly related to the body's immune response to

infection in breast tissue, where an increase in body temperature is part of the defense mechanism to fight the infection (Anisa, 2019)

The third diagnosis of Ineffective Breastfeeding is a condition where the mother and baby experience difficulty or dissatisfaction during the breastfeeding process, which can cause insufficient milk production to meet the baby's nutritional needs. Mrs. J said the baby refused to suckle from the mother's right breast because there was pus discharge and nipple blisters, only a little milk came out, the sucking reflex was weak or there was no mother's milk coming out, the baby became fussy because only a little milk came out (Rosa *et al.*, 2023)

#### Nursing Evaluation

Nursing Evaluation is the final stage after implementation, where at this stage the author is responsible for assessing or evaluating the results of the interventions that have been provided by referring to the SOAP principle.

1. Acute pain associated with the inflammatory process or pain in the breast is evidenced by Mrs. J. The patient said the pain in the breast since 4 am Sunday morning but the more it was left the more it hurt. The patient seemed to grimace in pain when the mamae was touched or pressed, there was pus coming out of the patient's mamae when pressing. The patient is weak (SDKI, 2017a)

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## Conclusion

Based on the results of the assessment, the author found data that the patient had Mastitis with complaints of pain in the right breast felt since 4 am on Sunday but over time the pain increased swelling, redness, hardness and pus from the nipple if pressed, the baby did not want to suckle from the right milk, the patient said the body heat felt weak, little milk came out.

Nursing diagnoses, nursing problems set in patients are adjusted to the complaints felt by the patient at this time. Based on the assessment data, the author establishes the following nursing diagnoses: Acute pain is related to the inflammatory process or pain in the breast, hyperthermia is related to systemic reactions to infection in the breast and ineffective breastfeeding is related to the swelling of the breast the discharge of pus causes the baby to refuse to suckle and milk production.

Nursing interventions as a follow-up to previously established problems, the author designs interventions that aim to overcome patient complaints. These interventions include: providing correct breastfeeding education, teaching how to care for breasts in the postpartum period and guiding patients in doing breast massage or milking to reduce pain, prevent blockage of milk channels and maintain smooth milk production.

Nursing implementation: actions taken on Mrs. J in accordance with the intervention.

## Suggestions

For Educational institutions

Presents the latest book references on maternity nursing that discuss Mastitis, complete with publisher information and year of publication. This reference is expected to broaden insight and increase understanding of maternity nursing care related to mastitis, as well as support the development of competence in providing professional maternity nursing services and service-oriented service excellent.

For further researchers

Through this research, it is hoped that it can increase knowledge and experience in providing quality and service-oriented nursing services and care for postpartum patients, especially those experiencing Mastitis in accordance with standard operating procedures for maternity nursing care.

For the Pera clinic

The results of this study are expected to continue to improve and maintain the quality of maternity nursing care management services in accordance with applicable nursing operational standards.

For the Community

The author hopes to increase public knowledge, especially postpartum mothers who experience Matitis and invite husbands and families to always accompany and provide emotional support because this support is very important for mothers during the postpartum period with Mastitis.

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