

## EXCELLENT GERONTIC NURSING CARE MANAGEMENT FOR MRS. S WITH GOUT ARTHRITIS AT THE UPTD SOCIAL SERVICES FOR THE ELDERLY

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### ABSTRACT

Gout arthritis is a form of inflammatory arthritis caused by the accumulation of uric acid crystals in the joints, commonly found in the elderly population. This condition results in severe pain, swelling, limited mobility, and significantly reduces the quality of life of those affected. This scientific paper is based on a case study of Mrs. S, a 76-year-old elderly woman residing at the Elderly Social Service Unit (UPTD) in Binjai, who has been suffering from gout arthritis for over seven years. The purpose of this study is to implement geriatric nursing care management using a service excellent approach, which prioritizes holistic, patient-centered care across biological, psychological, social, spiritual, and cultural aspects. The method used is a descriptive case study involving a comprehensive nursing care process, including assessment, nursing diagnosis, planning, intervention, implementation, and evaluation. Data collection was conducted through interviews, direct observation, physical examinations, and documentation in the social care facility. The initial assessment indicated that Mrs. S experienced severe knee pain, impaired mobility, discomfort, disrupted sleep, and compromised tissue integrity due to chronic inflammation. Various interventions were carried out based on the Indonesian Standard for Nursing Diagnosis (SDKI), Nursing Interventions (SIKI), and Nursing Outcomes (SLKI), complemented with non-pharmacological approaches such as warm compresses and relaxation techniques. After three days of intensive nursing care, the evaluation results showed significant improvement, including pain reduction, better sleep quality, increased mobility, and overall enhanced comfort. This study emphasizes the importance of service excellent-based nursing care in improving the quality of life of the elderly in social institutions. Applying excellent service standards—attitude, attention, action, competence, appearance, and responsibility—effectively fosters therapeutic relationships between nurses and clients, increases adherence to treatment, and supports the overall well-being of elderly individuals. Through this holistic approach, geriatric nursing management not only addresses basic elderly needs but also empowers them to feel valued and content in their later years.

**Keywords:** Management, Gout Arthritis, Elderly, Geriatric Nursing Care, Excellent Service.

### Introduction

According to information from the World Health Organization (WHO), the incidence of gouty arthritis worldwide reaches 34.2%. This disease is often found in developed countries, such as the United

States. Data shows that in the United States, the prevalence of gouty arthritis is 13.6 per 100,000 people. (Yoga, Laksana and Hartutik, 2024) Gouty arthritis is a type of arthritis that typically causes inflammation in the joints, often in the toes, especially the

big toe. However, this condition can also affect the knees, heels, ankles, wrists, fingers, and elbows. Gout often runs in families. In men, symptoms often appear without warning signs when they reach around 45 years of age. Triggers for a gout attack can include minor injuries such as wearing ill-fitting shoes, consuming foods high in uric acid like organ meats, alcohol, experiencing stress, infections, and the use of certain medications. (Zuhroidah and Hasymi, no date)

### Research Method

This study employed a descriptive case study approach aimed at illustrating the application of geriatric nursing care management using a service excellence model for an elderly patient diagnosed with Gout Arthritis at the Elderly Social Service Unit (UPTD Pelayanan Sosial Lanjut Usia) in Binjai, North Sumatra Province. The research was conducted in the Asoka Room of the institution over a period of five days, specifically from March 24 to 27 and April 8 to 9, 2025. The study site was selected based on an initial survey indicating the presence of elderly individuals diagnosed with Gout Arthritis, from which one patient was chosen as the case subject.

Data sources consisted of primary and secondary data. Primary data were collected through direct interviews with the patient and caregivers, observation of physical conditions and functional limitations, and simple clinical assessments. Secondary data were obtained from medical records, institutional reports, and supporting documentation available at the facility. (Erika, 2025)

Data collection techniques included:

1. Interviews, to gather information about the patient's identity, chief

complaints, current and past health history, and family background.

2. Observation, to assess the patient's physical responses, mobility, and daily functional abilities.
3. Document review, to supplement and validate findings with existing administrative and clinical records.

The nursing care process was carried out based on standard stages, including assessment, nursing diagnosis, intervention planning, implementation, and evaluation. This systematic approach was used to holistically identify the patient's care needs and to enhance the quality of life of elderly individuals with Gout Arthritis through a service excellence-oriented model of care. (Mawaddah, 2020)

who suffers from gout arthritis. This assessment was conducted at the Asoka Room of the UPTD Social Services for the Elderly in Binjai. (Zuhroidah and Hasymi, no date)

The study lasted for three days, from March 24 to 27, 2025, and April 8 to 9, 2025, at the UPTD Social Services for the Elderly in Binjai, North Sumatra Provincial Social Service.

### Result

Data collection or evaluation is the first step in providing nursing care. The methods used in data collection for this situation include observation, interviews, and examination of the patient's medical records. The assessment of the elderly patient, Mrs. S, who suffers from gouty arthritis, revealed that her gout condition was caused by consuming high-purine foods over the past seven years, and the patient also has a history of incontinence over the past year. The patient's vital signs showed a blood pressure of 130/90 mmHg, a heart rate of 82 beats per minute, respiratory rate of 22 breaths per minute,

and a temperature of 36.5°C. The patient experienced a decrease in joint function in the lower leg and left ankle. Based on the theory I have learned, patients with such activity patterns often experience

### Discussion

The implementation of gerontological nursing care management based on service excellence for Mrs. S, a 76-year-old elderly woman diagnosed with gouty arthritis, showed significant results in improving the client's quality of life. Gouty arthritis is an inflammatory joint disease caused by the accumulation of uric acid crystals, which often occurs in the elderly. In this case study, a descriptive approach was used with a case study method, consisting of five main stages of the nursing process: assessment, diagnosis, intervention, implementation, and evaluation.

During the assessment stage, Mrs. S complained of severe pain in her knee joints, accompanied by redness, swelling, limited mobility, and sleep disturbances. These clinical manifestations align with the characteristics of acute gouty arthritis, which typically presents suddenly and is extremely painful, especially at night. The assessment also included psychosocial and spiritual aspects, as the elderly are vulnerable to social isolation and anxiety, which can exacerbate physical conditions.

The nursing diagnosis established includes acute pain, impaired physical mobility, sleep pattern disturbance, discomfort, and impaired tissue integrity. This diagnosis reflects the physiological and psychological responses of the elderly to the inflammatory process and its impact on daily activities. (Amelia *et al.*, 2021)

During the intervention phase, the nurse designs an action plan based on geriatric nursing care standards and the

difficulties in performing activities due to weakness, loss of sensation, or feeling easily fatigued, difficulty resting, experiencing pain in the right knee, and difficulty walking.

principles of service excellence. Interventions include non-pharmacological techniques (such as warm compresses and range-of-motion exercises), education on a low-purine diet, providing a comfortable sleep environment, and emotional support. These interventions are carried out in accordance with the A6 principles (Attitude, Attention, Action, Ability, Appearance, Accountability), emphasizing professional, empathetic, and responsible behavior. (Eneng, 2022)

The implementation phase was carried out consistently over three days of active care. Nurses actively involved the client in the care process using a humanistic and communicative approach. Implementation results showed a decrease in pain intensity (from a scale of 7 to 3), improved ambulation ability using assistive devices, and improved sleep quality. Additionally, the client demonstrated greater comfort and cooperation during the care process. (Hadinata, 2022)

During the evaluation phase, nursing care is deemed successful if positive changes occur in the client in line with nursing objectives. Mrs. S demonstrated good evaluation results, including a decrease in pain scale, improved mobility, better sleep patterns, and increased comfort. The evaluation was conducted comprehensively and served as the basis for maintaining or modifying the subsequent care plan.

Overall, the results of this case study demonstrate that a nursing care approach based on service excellence can improve the physical and psychological

condition of elderly individuals with gout arthritis. Empathetic, communicative, and individual-need-oriented care is crucial in geriatric nursing management. Thus, the application of service excellence principles in nursing practice can serve as an effective model for improving the quality of life of elderly individuals in social care facilities and communities.

### Conclusion and Suggestion

Based on the implementation of geriatric nursing care management with a service excellent approach for Mrs. S, a 76-year-old client diagnosed with Gout Arthritis at UPTD Pelayanan Sosial Lanjut Usia Binjai, the results show significant clinical improvements. These include decreased joint pain, improved mobility, enhanced sleep quality, and overall increased comfort. The nursing process—consisting of assessment, diagnosis, planning, implementation, and evaluation—was carried out systematically and holistically.

This study proves that applying service excellent principles in geriatric care, such as empathy, responsiveness, and professionalism, can effectively improve the quality of life of elderly patients with chronic conditions like Gout Arthritis. It also emphasizes the importance of integrating non-pharmacological interventions with appropriate education and empowerment for the elderly in institutional settings.(Nurfajriyah *et al.*, 2025) For Nursing Practice Nurses are encouraged to apply the service excellent approach consistently in caring for elderly clients by maintaining communication, empathy, and dignity in every intervention, especially in long-term care facilities.(Simanjuntak, Simarmata and Afriani, 2024)

For Health Institutions (UPTD) UPTD Pelayanan Sosial Lanjut Usia Binjai is expected to strengthen collaboration with nursing staff to implement holistic geriatric nursing care programs that address both physical and psychosocial needs. For Clients and Families Clients and caregivers should be given continuous education about managing chronic diseases such as Gout Arthritis, particularly related to diet, physical activity, medication adherence, and lifestyle modifications.(Simanjuntak, 2023)

For Future Researchers Further studies are recommended to evaluate the long-term effects of service excellent-based nursing interventions on other geriatric conditions and to explore multidisciplinary approaches to optimize elderly care.

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