



GERIATRIC NURSING CARE MANAGEMENT WITH A SERVICE EXCELLENCE APPROACH FOR MRS. N WITH HYPERTENSION AT THE ELDERLY SOCIAL SERVICE UNIT (UPTD) BINJAI, NORTH SUMATRA, 2025

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ABSTRACT

The elderly stage of life is characterized by a natural decline in physiological function and an increased susceptibility to degenerative diseases such as hypertension. This condition is often referred to as a “silent killer” because it may not present obvious symptoms, yet it can lead to life-threatening complications if left untreated. The purpose of this study was to implement a geriatric nursing care management model using a service excellence approach for Mrs. N, an elderly patient diagnosed with hypertension at the Binjai Elderly Social Service Unit (UPTD) in North Sumatra. A descriptive case study method was applied, integrating a comprehensive nursing process consisting of assessment, nursing diagnosis, care planning, implementation, evaluation, and documentation. Data were collected through interviews, physical assessments, and direct observation. The nursing diagnoses identified during the assessment process included acute pain, sleep pattern disturbance, and knowledge deficit. To address these issues, nursing interventions focused on providing health education, teaching relaxation techniques, and offering emotional and spiritual support tailored to the patient’s needs. These interventions aimed not only to alleviate physical discomfort but also to empower the patient with knowledge and promote holistic well-being through compassionate and patient-centered care. The evaluation revealed significant improvements, including a reduction in pain intensity, better sleep quality, and enhanced understanding of the patient’s health condition. These outcomes indicate that the application of service excellence in geriatric nursing care can positively influence the quality of life of elderly individuals with hypertension. The findings from this study may serve as a valuable reference for future nursing practices, encouraging a more humane, empathetic, and professional approach in delivering healthcare services to older adults.

Keywords: Hypertension, Elderly, Geriatric Nursing Care, Service Excellence

Introduction

Hypertension is blood pressure that is higher than normal. This can lead to higher morbidity and mortality. A systolic blood pressure reading of 140 mmHg indicates the phase of blood being pumped by the heart, and a diastolic reading of 90

mmHg indicates the phase of blood returning to the heart. (Salman *et al.*, 2020)

The World Health Organization (WHO, 2023) states that the incidence of hypertension worldwide is quite high, amounting to 1.28 billion adults aged 30-79 years, where the majority (two-thirds) come

from low- to middle-income countries. Approximately 46% of these individuals are unaware that they have this condition. Less than half (about 42%) have been diagnosed and received treatment, but only about 21% or 1 in 5 adults are truly able to control their blood pressure well. In Indonesia is estimated at 80,000,000 in 2020. (Simanjuntak, Simarmata and Afriani, 2024) The highest prevalence of hypertension in North Sumatra is found in the age group over 75 years, at 62.4%. According to data from the Serdang Bedagai District Health Office, 24.1% of elderly people suffer from hypertension (Etny, 2025). In 2020, there were 66,256 middle-aged elderly residents (aged 45-49) in Serdang Bedagai District (Serdang Bedagai District Central Statistics of whom 37.5% suffered from hypertension. (Petra, 2025).

The global demographic shift toward an aging population presents significant challenges for the healthcare sector. As life expectancy increases, the prevalence of non-communicable diseases among the elderly also rises, with hypertension being one of the most common and dangerous conditions. Hypertension, often referred to as the "silent killer," is a major risk factor for cardiovascular diseases, stroke, and kidney failure. In the elderly, physiological changes such as arterial stiffening and decreased organ function make the management of blood pressure both critical and complex.

Elderly people are an unavoidable part of life and will be affected by everyone, especially those aged 60 and over. The World Health Organization (WHO) divides the elderly into four categories: middle-aged (45-59 years old), elderly (60-74 years old), elderly (75-90 years old), and elderly

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In carrying out geriatric nursing care, nurses carry out their roles and functions, including: (a), as care givers / providing direct nursing care, (b) as educators of elderly clients, (c) as motivators, (d) as client advocates (e) as counselors. This is supported by the profile of graduates of the nursing study program at STIKes Mitra Husada Medan, namely becoming students as care providers (providing nursing care), educators, managers, researchers, and technopreneurs.

Research Method

This study investigates the problem of care by conducting a comprehensive examination of one patient and using descriptive categorical methods. The main goal is to describe the situation objectively through data collection, classification, management, conclusion preparation, and reporting. (Pramesti, 2025)

The Tennis Implementation Unit (UPTD) of Binjai Social Services, North Sumatra is located at Jl. Perintis Kemerdekaan No. 156, Cengkeh Turi, North Binjai District, Binjai City, North Sumatra 20761, established on December 20, 1980, and established based on the decree of the Minister of Social Affairs, Tresna Werdha Abadi in 14 locations in Indonesia. The Binjai Tresns Werdha Abadi Social Beach was established as the Binjai Elderly Social Beach in accordance with PERDA No. 03 of 2001, which is one of the centers or units, under the Regional Technical Implementation Unit (UPTD) Abdi / Dharm Asih Binjai under the welfare and social services of North Sumatra Province, which offers services and guidance to the underprivileged and neglected elderly. Since 2010, this social institution has been

given a new name, UPTD Binjai Elderly Social Service.

Result and Discussion

Mrs. N is a 62-year-old woman who has lived at Wisma Melati, UPTD Social Services for the Elderly in Binjai since January 18, 2022. The client is married, of Javanese ethnicity, Muslim, and has not attended school. Information was collected directly from the client herself. Based on medical records, the client's medical diagnosis is hypertension. (Pramesti, 2025)

The discussion in this chapter will discuss the gap between the theoretical concept and the reality that occurred in the case. Argumentation on the gap that occurred and the solutions or solutions taken to overcome the problems that occurred when providing nursing care to Mrs. N with hypertension at the UPTD Elderly Social Services Binjai. The nursing care was carried out on March 25-27, 2025. This discussion includes assessment, diagnosis, planning, implementation and evaluation.

Assessment is the initial stage of the nursing process and is a systematic process of collecting data from various sources to evaluate and identify the client's health status. (fredy, 2021) The nursing process was implemented on Mrs. N through several techniques, namely interviews, observation, physical examinations, and home visits. According to the theoretical review, there are 8 signs and symptoms of hypertension: headache, weakness, shortness of breath, anxiety, nausea, vomiting, epistaxis, and decreased consciousness. (Sumarni, 2023)

The assessment data obtained for Mrs. N, of the 8 signs and symptoms of hypertension according to the theory that appeared in Mrs. N, 1 sign and symptom

was headache, while 7 signs and symptoms that did not appear in Mrs. N were weakness, weakness, shortness of breath, anxiety, nausea, vomiting, epistaxis, and decreased consciousness.

In the theoretical review of Nuarif (2021) there are 7 nursing diagnoses explained, namely decreased cardiac output, impaired cerebral tissue perfusion, activity intolerance, acute pain, nutrition less than body requirements, risk of falling, and knowledge deficiency. (Luh *et al.*, 2021) From the theoretical review and complaints during the assessment, 3 nursing diagnoses can be formulated for client Mrs. N with hypertension, namely acute pain, disturbed sleep patterns and knowledge deficiency. From this problem, when compared with the theoretical review of nursing care, these three diagnoses are in accordance with the theory, namely acute pain related to physiological injury agents as evidenced by Mrs. N saying she sometimes complains of dizziness and pain in the back of the head, the second diagnosis is Sleep pattern disturbance related to environmental obstacles as evidenced by Mrs. N saying it is difficult to sleep at night because of pain and hot room temperatures and the third diagnosis is Knowledge deficit related to lack of exposure to information, as evidenced by Mrs. N saying she does not know enough about her disease. Meanwhile, the other 4 nursing diagnoses that did not appear because the data obtained from the client did not all the signs and symptoms of hypertension obtained by the author in accordance with the theoretical review, this is because the client always carries out controls and takes medication every day. (Simanjuntak, 2023)

In general, a nursing care plan has been prepared for Mrs. N based on the

primary diagnosis based on the most common complaint, acute pain. The nursing goals set by the author are to reduce the pain scale to a pain scale of 1-2, blood pressure to 140/80 mmHg, and the client to appear comfortable. The nursing care plan provided includes observing the client's vital signs and assessing the client's pain using the PQRST technique, teaching distraction and relaxation techniques, and discussing the choice of therapy.(Horta, 2024)

The implementation of nursing care for Mrs. N was in accordance with the action plan made, all implementation strategies (SP) for the patient can be implemented in 3 visits with an interval of 1 visit for 30-60 minutes according to the time specified in the action plan. The implementation of nursing care for Mrs. N was carried out on March 25-27, 2025. The implementation of the planned nursing care can all be implemented. This can be done because the client is willing to follow the nurse's instructions and the client is very cooperative.(Ponorogo, 2024)

Conclusion

This study demonstrates that the implementation of geriatric nursing care using a service excellence approach has a positive impact on the quality of life of elderly individuals with hypertension. By focusing on comprehensive assessment, appropriate diagnoses, and patient-centered interventions, nurses can effectively support older adults in managing their health conditions. The outcomes of this research highlight the importance of empathetic, structured, and individualized care in gerontological nursing practice. It is hoped that this study will serve as a useful reference in enhancing the quality and

professionalism of elderly care services across healthcare settings.

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