



EXCELLENT NURSING CARE MANAGEMENT SERVICES FOR MRS.F WITH SUICIDE RISK AT PROF. Dr. MUHAMMAD ILDREM MENTAL HOSPITAL, MEDAN, NORTH SUMATRA PROVINCE, IN 2025

Putri Zuraini ¹, Isyos Sari Sembiring ², Indra Agussamad ³, Darwis ⁴, Laura Gultom ⁵, Begtaria Oktavia Simamora ⁶, Desi Ratnasari ⁷

1,2,3,4,5,6,7 Sekolah Tinggi Ilmu Kesehatan Mitra Husada Medan

2219144044@mitrahusada.ac.id, isyossari@mitrahusada.ac.id, indraagussamad@mitrahusada.ac.id,
2419001530@mitrahusada.ac.id, 2319144016@mitrahusada.ac.id, 2419144003@mitrahusada.ac.id,
2419201158@mitrahusada.ac.id

ABSTRACT

Suicide risk is a critical complication among patients with psychiatric disorders, particularly those diagnosed with hebephrenic schizophrenia. This study aims to delineate the implementation of psychiatric nursing care integrated with service excellence principles for Mrs. F, a patient at high risk for suicide at Prof. Dr. Muhammad Ildrem Mental Hospital, Medan. Case study design was employed, with data triangulated through clinical observation, in-depth interviews, and medical record documentation. The initial assessment revealed profound hopelessness, perceived worthlessness, social withdrawal, and a documented history of suicidal behavior. The established nursing diagnoses were Suicide Risk, Risk for Self-Directed Violence, and Chronic Low Self-Esteem. Interventions focused on service excellence through structured relaxation training, cognitive restructuring to bolster self-worth, and the fortification of adaptive coping mechanisms. Following a three-day intensive implementation, evaluation results demonstrated a significant reduction in suicidal ideation and an enhanced capacity for emotional regulation. A psychiatric nursing care model rooted in service excellence effectively mitigates suicide risk and optimizes the quality of life for patients with complex mental disorders.

Keywords: Suicide Risk; Hebephrenic Schizophrenia; Psychiatric Nursing Care; Service Excellence

Introduction

Suicide risk is defined as a critical potential for self-inflicted harm that poses a direct threat to an individual's life. Within clinical practice, suicidal behavior is categorized as a **psychiatric emergency**, representing a profound intent to terminate one's existence. This pathological state typically emanates from severe, chronic psychological distress. The failure to navigate complex stressors through **adaptive coping mechanisms**, exacerbated by persistent **hopelessness** and

a perceived lack of psychosocial support, often drives an individual into a state of profound despair. Consequently, immediate and structured nursing interventions are mandatory to ensure patient safety and facilitate psychological stabilization. (Sha 2024)

Schizophrenia is a complex functional psychotic disorder characterized by pervasive disturbances in cognition, perception, and behavior. These manifestations are clinically categorized



into positive symptoms, which encompass hallucinations, delusions, and disorganized thought processes, and negative symptoms, notably anhedonia (the inability to experience pleasure), social withdrawal, and blunted affect. The etiology of schizophrenia is multifaceted, arising from a synergistic interaction between polygenic predispositions and environmental stressors (Sinaga 2022). Key environmental triggers include adverse prenatal conditions, neurobiological vulnerabilities, and high-risk behaviors, specifically the prolonged or excessive use of cannabis (marijuana), which has been shown to exacerbate psychotic onset in vulnerable individuals. (Wahyu et al. 2020).

Furthermore, individuals diagnosed with schizophrenia face a profoundly diminished life expectancy, estimated to be 20% lower than that of the general population. A primary driver of this premature mortality is suicide, which accounts for approximately 40% of all deaths within this demographic. This staggering statistic highlights the severe psychological burden and emotional morbidity associated with the disorder. The high prevalence of suicidal behavior underscores the critical need for intensive psychiatric monitoring and specialized nursing interventions—such as service excellence-based care—to mitigate the profound impact of schizophrenia on the patient's quality of life (Dewi et al. 2025).

According to the World Health Organization (WHO, 2022), schizophrenia affects approximately 24 million people worldwide, equivalent to approximately 1 in 300 (0.32%). Among adults, the

prevalence increases to 1 in 222 (0.45%). Although it is not the most common mental disorder, schizophrenia has a significant impact. Symptoms generally begin to appear in late adolescence to early twenties, with men tending to experience symptoms earlier than women. This disorder often causes significant distress and interferes with various aspects of life, including personal relationships, family life, social interactions, education, work, and other important functions. (Klinis and Rehabilitasi 2023)

Data from the **Ministry of Health (2022)** indicates a significant escalation in the prevalence of mental disorders in Indonesia, reaching 29% of the total population. Regional distribution shows Bali with the highest prevalence (11.1%), followed by Yogyakarta (10.4%) and West Nusa Tenggara (9.6%), while **North Sumatra** ranks 21st with a rate of 6.3% (Savitri and Janah 2023). Within the clinical setting of **Prof. Dr. Muhammad Ildrem Mental Hospital**, a total of 1,302 patients are recorded, exhibiting a notable gender disparity: 959 are male (73.7%) and 343 are female (26.3%). Although the **suicide risk** is recorded at a relatively low 2%, it remains a critical psychiatric priority that necessitates specialized 'service excellence' interventions to prevent sentinel events.

Research Method

This research employed a qualitative method with a descriptive approach through a case study of a single patient, Mrs. F, who was at risk of suicide. The study was conducted in the Mawar 2 Ward of Prof. Muhammad Ildrem Mental



Hospital, Medan, from March 24 to 27, 2025. The sample was selected purposively, with the criteria being patients at risk of suicide, cooperative, able to establish trusting relationships, and willing to participate as respondents. Data collection was conducted through direct observation of the patient's condition, in-depth interviews regarding medical history and psychological conditions, and documentation using a standardized life protection care format. The purpose of this study was to describe the implementation of life protection care based on the principles of excellent service for patients at risk of suicide in a comprehensive manner.

Result

The results of psychiatric care with the problem of suicide risk in Mrs. F in Mawar Room 2 Prof. Dr. Ildrem Mental Hospital Medan in 2025 obtained initial data from patients and medical records. The discussion of Mrs. F's poisoning problem will compare the theory and results of care that can be obtained in a mental hospital starting from assessment data, diagnosis, intervention, implementation, and evaluation. The method used is a systematic and comprehensive method used to determine and provide the water reservoir provided.

Discussion

Mental health care for Mrs. F, a suicide risk patient, was conducted over three days, from March 25th to 27th, 2025, in the Mawar 2 Room of Prof. Dr. Muhammad Ildrem Mental Hospital, Medan. During the assessment, it was

discovered that the patient experienced feelings of hopelessness, felt like a burden to others, and had a history of suicide attempts. She also exhibited symptoms such as lethargy, poor eye contact, decreased appetite, and sleep disturbances. The diagnosis of suicide risk, low self-esteem, and risk of self-harm were established.(Manurung 2020) The interventions provided included trust training, breathing relaxation exercises, strengthening the patient's positive self-awareness, and discussions about a realistic future. Implementation was carried out in a phased and structured manner, following Standard Procedures (SP). The evaluation results showed positive changes in the patient, such as increased enthusiasm, a sense of hope for the future, and a decrease in suicidal ideation.

The discussion of this activity confirmed that the implementation of mental health nursing care with a prime service approach can have a significant impact in helping patients manage their emotions and improve their quality of life. Therapeutic communication and self-esteem strengthening approaches have been shown to be effective in reducing the risk of suicide in patients with mental disorders, in accordance with the theory and standards of mental health care practice.(Nomor 2025)

Conclusion and Suggestion

Based on the implementation of psychiatric nursing care management using a *service excellent* approach for Ms. F, who was at risk for suicide in the Mawar 2 Ward of Prof. Dr. Muhammad Ildrem Mental Hospital, Medan, it can be concluded that well-planned, systematic, and patient-centered nursing care—focusing on psychological and emotional needs—is highly effective in reducing suicide risk. The nursing care process, carried out from



assessment to evaluation, demonstrated that therapeutic communication, motivational support, relaxation training, and self-esteem enhancement significantly improved the patient's condition. During the initial assessment, Ms. F presented various psychological symptoms such as hopelessness, suicidal ideation, low self-esteem, and social withdrawal. She also had a history of previous suicide attempts and showed signs such as lethargy, sleep disturbances, and poor eye contact. Based on these findings, the nursing diagnoses established were risk for suicide, low self-esteem, and risk for self-harm (Apriliani and Widiani 2020)

Throughout the three-day nursing intervention, the nurse provided targeted actions aligned with standard procedures. These included establishing a trusting therapeutic relationship, identifying positive aspects of the patient's self-image, guiding breathing relaxation exercises, and discussing future goals. By the second day, the patient began to show openness, became more communicative, and expressed a desire to recover. On the third day, the patient demonstrated better self-control and was able to articulate hope for the future as well as recognize the positive aspects of herself and her environment. (Diri, Mengalami, and Case 2024)

Overall, this process proves that psychiatric nursing care focused on service excellence—emphasizing empathy, professionalism, and quality—can effectively assist patients in managing psychological distress and developing more adaptive coping mechanisms. Moreover, the success of this intervention underscores that *service excellent* principles are not only applicable in general health care settings but are especially crucial in psychiatric

care, particularly for handling critical cases such as suicide risk. (Imagery 2021)

Therefore, psychiatric nursing management based on *service excellence* can be considered an effective strategy to enhance the quality of mental health services, support patient recovery from psychological crises, and contribute to the achievement of mental health development goals as outlined in the Sustainable Development Goals (SDGs). (Jiwa et al. 2024)

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