



GERIATRIC NURSING CARE MANAGEMENT WITH SERVICE EXCELLENCE FOR MR. A WITH GOUT ARTHRITIS AT UPTD SOCIAL SERVICES THE ELDERLY BINJAI, NORTH SUMATRA PROVINCE

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ABSTRACT

The elderly phase is marked by a progressive decline in physiological and cognitive functions, increasing vulnerability to degenerative diseases such as gout arthritis (Yaslina and al., 2021). Gout arthritis is an inflammatory joint condition caused by the accumulation of monosodium urate crystals, resulting in severe pain, swelling, and impaired joint mobility (Gulbudin and Larasati, 2019). (PRI, 2020). This study aims to provide holistic geriatric nursing care based on a service excellence model to Mr. A, a 72-year-old resident with chronic gout arthritis. A descriptive case study method using the nursing process was applied, including assessment, diagnosis, planning, implementation, and evaluation. Data were collected through interviews, physical examination, and documentation (Ningrum and al., 2023). The main nursing problems identified were chronic pain, impaired physical mobility, and disturbed sleep patterns (Panti and al., 2024). Interventions included pharmacological therapy, warm compresses, range-of-motion exercises, and dietary education (Murwani and al., 2022); (Madyaningrum and al., 2020). Evaluation showed reduced pain, improved mobility, and better sleep quality (Rahmatica and al., 2023). The application of the PACER service excellence framework demonstrated positive physical and psychological outcomes (Purwanza and al., 2023).

Keywords: Geriatric, Nursing Care, Gout Arthritis

Introduction

The global increase in the elderly population poses significant challenges to healthcare systems, particularly in managing chronic and degenerative diseases (WHO, 2021). Aging is closely associated with physiological decline that increases the risk of metabolic disorders such as gout arthritis (Yaslina and al., 2021). Gout arthritis is caused by hyperuricemia and deposition of monosodium urate crystals in joints, leading to inflammation, pain, stiffness, and reduced quality of life (PRI, 2020).

In Indonesia, gout arthritis is a common non-communicable disease among the elderly (Risikesdas, 2023). WHO data show that the prevalence of gout arthritis increases significantly with age, especially after 65 years (WHO, 2021). Local health reports indicate a high prevalence of gout arthritis in North Sumatra among elderly populations (Risikesdas, 2023).

UPTD Pelayanan Sosial Lanjut Usia Binjai is a long-term care institution



that provides services for elderly individuals with chronic conditions. Many residents experience persistent pain, limited mobility, and psychosocial problems due to gout arthritis (Panti and al., 2024). Mr. A, a 72-year-old resident with a long history of gout arthritis, presented with joint pain, mobility limitations, and sleep disturbance, exacerbated by purine-rich dietary habits and the lack of consistent non-pharmacological care (Madyaningrum and al., 2020)).

Although pharmacological therapy such as allopurinol and NSAIDs is commonly used, it is often insufficient without holistic nursing care (Gulbudin and Larasati, 2019). Service excellence-based nursing, emphasizing professionalism, accountability, collaboration, empathy, and reliability, is essential to address the comprehensive needs of elderly patients (Purwanza and al., 2023).

This study aims to describe the implementation of service excellence-based geriatric nursing care using a structured nursing process. The findings are expected to support holistic, patient-centered nursing practice aligned with national nursing regulations and the Sustainable Development Goals (Sherina et al., 2022).

Research Method

This study employed a descriptive case study design to explore the implementation of geriatric nursing care based on service excellence principles (Ningrum and al., 2023). The nursing process approach was applied, consisting of assessment, diagnosis, planning, implementation, and evaluation (Manullang, 2020). Data were collected through interviews, physical examination, observation, and documentation review (Murwani and al., 2022).

Result

The results showed significant improvements in pain intensity, physical mobility, sleep quality, and emotional well-being after three days of intervention ((Rahmatica and al., 2023). Initial assessment revealed moderate to severe joint pain, inflammation, and mobility limitations consistent with gout arthritis manifestations (PRI, 2020). The application of warm compresses, range-of-motion exercises, dietary education, and therapeutic communication effectively reduced pain and improved functional independence ((Murwani and al., 2022). The integration of service excellence values enhanced patient trust and engagement in the care process (Purwanza and al., 2023).

Discussion

The findings indicate that holistic geriatric nursing care integrated with service excellence principles can significantly improve outcomes for elderly patients with gout arthritis (Panti and al., 2024). Non-pharmacological interventions such as warm compress therapy and ROM exercises are effective in reducing pain and joint stiffness (Oktaviani and Hartutik, 2023); (Murwani and al., 2022). Dietary education and lifestyle modification play an essential role in controlling uric acid levels(Madyaningrum and al., 2020).

Psychosocial and spiritual support contributed to improved emotional well-being and coping abilities among elderly patients (Yaslina and al., 2021). Sleep hygiene interventions were effective in improving sleep quality in patients with chronic pain (Rahmatica and al., 2023). These findings reinforce the importance of comprehensive nursing care that addresses



physical, psychological, social, and spiritual dimensions (Manullang, 2020).

Pathophysiology and Symptom Management

Aging is inherently associated with a progressive decline in physiological functions, which often precipitates metabolic disorders like gout arthritis. In the case of Mr. A, the accumulation of monosodium urate crystals led to chronic inflammatory responses, manifesting as severe joint pain and stiffness (Sagiv, 2020). This condition is further exacerbated by age-related decreases in renal function, which hinder the effective excretion of uric acid. The study identifies that addressing these symptoms through a combination of pharmacological and non-pharmacological therapies is essential. Specifically, the application of warm compress therapy was found to be effective in promoting vasodilation, thereby reducing pain intensity and improving joint flexibility.

The Role of Non-Pharmacological Interventions

While medications like allopurinol are standard, this study emphasizes that holistic nursing care must include lifestyle and behavioral modifications. Dietary education remains a cornerstone of gout management. Mr. A's history of purine-rich dietary habits was a significant contributing factor to his recurring flare-ups. By implementing targeted education on low-purine diets, nurses can empower elderly patients to take an active role in managing their uric acid levels (Dima and Delcea, 2017). Furthermore, Range-of-Motion (ROM) exercises were utilized to prevent joint contractures and improve physical mobility, which is often severely limited in elderly patients with chronic pain.

Improving Sleep Quality and Psychological Well-being

Chronic pain in the elderly is frequently linked to disturbed sleep patterns, as seen in the assessment of Mr. A. The inability to achieve restful sleep further degrades the patient's immune system and emotional resilience. This study implemented sleep hygiene interventions alongside pain management, which resulted in better sleep quality and reduced irritability. Moreover, the elderly often experience psychological transitions and social isolation in care institutions. Providing psychosocial and spiritual support as part of the nursing care plan proved vital in enhancing Mr. A's coping mechanisms and overall quality of life (Manurung, 2020).

Implementation of Service Excellence (PACER Framework)

The most distinctive aspect of this study is the application of the PACER framework (Professionalism, Accountability, Collaboration, Empathy, and Reliability). In geriatric nursing, service excellence is not merely about technical proficiency but about building a therapeutic relationship based on trust and empathy (Isyos Sari and Siti Nurmawan, 2024).

Empathy and Professionalism: By showing genuine concern for Mr. A's pain and preferences, the nursing team fostered higher patient engagement.

Accountability and Reliability: Consistent monitoring and timely administration of therapies (such as warm compresses) ensured that the patient felt secure and cared for.

Collaboration: Working with dietary staff and the patient's family to manage his condition aligns with the Sustainable



Development Goals (SDGs) for holistic healthcare.

Integration with National Health Goals

The high prevalence of gout arthritis among the elderly in North Sumatra, as highlighted in the 2023 Riskesdas report, underscores the need for standardized nursing protocols in social service units like UPTD Binjai. This case study serves as evidence that patient-centered care, when aligned with national nursing regulations and service excellence models, can mitigate the burden of non-communicable diseases in aging populations. The nursing process approach—from comprehensive assessment to evaluation—ensures that every intervention is evidence-based and tailored to the unique needs of the elderly.

Service excellence-based geriatric nursing care improves pain control, mobility, sleep quality, and emotional well-being in elderly patients with gout arthritis (Purwanza and al., 2023). The PACER framework supports ethical, holistic, and patient-centered nursing practice (Sherina et al., 2022). It is recommended that elderly care institutions integrate service excellence principles and Non-pharmacological interventions into routine nursing care (Murwani and al., 2022). Future research involving larger samples and longer follow-up periods is recommended to strengthen evidence for geriatric nursing practice (Panti and al., 2024).

Onclusion And Suggestione

non-pharmacological interventions into routine nursing care (Murwani & al., 2022). Future research involving larger samples and longer follow-up periods is recommended to strengthen evidence for geriatric nursing practice (Panti & al., 2024).

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