

## EMERGENCY NURSING CARE MANAGEMENT WITH SERVICE EXCELLENCE FOR MRS. N WITH HEMORRHAGIC STROKE IN RA 1 ROOM, H. ADAM MALIK GENERAL HOSPITAL, MEDAN, YEAR 2025

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### ABSTRACT

Hemorrhagic stroke is a critical medical emergency with a high risk of mortality and disability. This scientific paper discusses the emergency nursing care management with a service excellence approach for a patient diagnosed with hemorrhagic stroke in RA 1 Room, RSUP H. Adam Malik Medan. The nursing process included assessment, diagnosis, planning, implementation, and evaluation, focusing on airway clearance, mobility, and prevention of complications such as pressure ulcers. The study highlights the importance of applying professional nursing standards and comprehensive documentation to improve patient outcomes and safety. The results showed that quality nursing interventions can support recovery and enhance the patient's quality of life.

**Keywords:** Hemorrhagic Stroke, Nursing Care, Emergency Care, Service Excellence.

### INTRODUCTION

Hemorrhagic stroke is a medical emergency that occurs when a blood vessel in the brain ruptures, causing bleeding into the brain tissue or the subarachnoid space. This bleeding results in brain tissue damage, increased intracranial pressure, and impaired neurological function. Hemorrhagic stroke is classified into two main types: intracerebral hemorrhage, which occurs within the brain tissue, and subarachnoid hemorrhage, which occurs in the space between the brain and its

protective membranes,(Irawati, 2023), Symptoms of hemorrhagic stroke often appear suddenly and indicate focal neurological deficits. Common signs include decreased consciousness, which may progress to loss of consciousness, and seizures as a response to increased intracranial pressure (ICP). Patients may also experience projectile vomiting, sudden and severe elevation in blood pressure, and intense, deep headache that arises abruptly. This headache is typically the earliest and

most common symptom, often associated with the development of a hematoma in the brain. In addition, neck stiffness may occur, especially if the bleeding involves areas such as the thalamus, caudate nucleus, or cerebellum. These symptoms indicate the need for immediate medical intervention to prevent further complications. (Irawati, 2023). According to the Global Burden of Disease (GBD) 2021 data released by the World Health Organization (WHO), hemorrhagic stroke accounts for approximately 34.6% of all new stroke cases worldwide each year, with 28.8% being intracerebral hemorrhage and 5.8% subarachnoid hemorrhage. (Siti Nurmawan, 2020)

In Indonesia, the 2023 Indonesian Health Survey (SKI) reported a stroke prevalence of 8.3 per 1,000 people (or 0.83%), although it did not distinguish between ischemic and hemorrhagic stroke. In North Sumatra Province, the 2018 Riskesdas recorded a stroke prevalence of 9.3%, with a sharp increase in the elderly population aged over 75 years, reaching a prevalence of up to 50.2%. (Moch. Rizal Maulana, 2025)

According to the 2018 Riskesdas in North Sumatra Province, the prevalence of stroke was recorded as relatively high, reaching 9.3% of the total population. This figure indicates that nearly 1 in 10 people in the region has experienced a stroke. In addition, the prevalence of stroke increases significantly with age. The elderly population, particularly those aged 75 years and above, recorded the highest number of

cases, with a prevalence rate of 50.2%. (Lumbantobing, 2024)

At RSUP H. Adam Malik Medan, cases of hemorrhagic stroke have shown a significant rise from 97 cases in 2023 to 159 cases in 2024. In just the first two months of 2025 (January–February), 33 cases have already been reported, indicating an upward trend that requires immediate attention through prompt and effective emergency nursing care. (Ali Imran Sirait, 2025)

#### Research Method

This activity used a descriptive qualitative case study approach, applying the nursing process, which includes assessment, nursing diagnosis, planning, implementation, and evaluation. The activity was conducted in Room RA 1 of H. Adam Malik General Hospital Medan over three days, from June 3 to June 5, 2025.

The subject of the activity was a patient who had been diagnosed with hemorrhagic stroke, hospitalized, and agreed to participate with consent from the family. Data collection was carried out through observation, interviews, medical record review, and literature study. (Imran Saputra Surbakti, 2024)

#### Result

This case study was conducted on Mrs. N, a 71-year-old female patient who was admitted to Room RA 1 at H. Adam Malik General Hospital Medan with a medical diagnosis of hemorrhagic stroke, accompanied by stage 2 hypertension, hypertensive heart disease, and chronic kidney disease. The patient arrived at the

emergency department with main complaints of decreased consciousness, severe headache, projectile vomiting, and left-sided limb weakness. Physical and supporting examinations revealed typical signs of hemorrhagic stroke, including elevated blood pressure, irregular breathing pattern, and the presence of pressure ulcers due to immobility. (Imran saputra, 2024)

Based on the nursing assessment, the patient exhibited respiratory system impairment, with rhonchi breath sounds, shortness of breath, and excessive secretions, indicating a problem of ineffective airway clearance. Additionally, the patient had impaired physical mobility in the left extremities with a muscle strength score of 1, and impaired skin integrity in the form of pressure ulcers on the left buttock. The patient's level of consciousness was decreased (GCS score of 7), which was associated with increased intracranial pressure due to cerebral edema, leading to the nursing diagnosis of decreased intracranial adaptive capacity. (Imran saputra, 2024)

The nursing interventions provided included monitoring vital signs, administering oxygen at 10 L/min via mask, chest physiotherapy, suctioning secretions, sterile wound care for the pressure ulcers, passive mobilization, and collaboration in the administration of pharmacological therapy such as antihypertensive agents (nicardipine), antibiotics (cefotaxime, cefoperazone + sulbactam), and neuroprotectors (citicoline). All interventions were carried out following the principles of service

excellence, which include care that is fast, friendly, targeted, and compliant with established standards. (Andayani, 2025)

Evaluation showed improvement in respiratory patterns, reduced secretion production, stabilized blood pressure, and a positive response to nursing interventions. However, the patient still required close monitoring due to an unsatisfactory improvement in consciousness. Family support and the involvement of the healthcare team were essential contributing factors to the patient's recovery process. (Ridha Safithri, 2025)

This discussion emphasizes that the implementation of a structured, collaborative, and service-oriented nursing process can improve the quality of life for patients with hemorrhagic stroke. (Anisa Nuraisa, 2025)

### **Conclusion and Recommendation**

Based on the nursing care provided to Mrs. N, a 71-year-old patient diagnosed with hemorrhagic stroke, it can be concluded that the application of emergency nursing care through a structured nursing process and service excellence approach plays a crucial role in improving patient outcomes. Nursing diagnoses such as ineffective airway clearance, impaired physical mobility, impaired skin integrity, and decreased intracranial adaptive capacity were managed comprehensively. Interventions including oxygen administration, suctioning, sterile wound care, passive mobilization, and collaborative pharmacologic therapy proved effective in

stabilizing the patient's condition. This demonstrates that timely, responsive, and patient-centered care significantly contributes to the prevention of complications and enhances recovery in hemorrhagic stroke patients. (Imran saputra, 2024)

It is recommended that nurses consistently implement a comprehensive nursing care approach using the nursing process, especially for critical cases such as hemorrhagic stroke. Nurses should focus on early identification of neurological deterioration, prevention of complications such as pressure ulcers and aspiration, and provide continuous education to the patient's family. Moreover, reinforcing teamwork among healthcare providers and upholding service excellence values will support the provision of optimal emergency care and improve the quality of life for stroke patients. (Imran saputra, 2024)

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