ABSTRACT

EVALUATION OF THE QUALITY OF NURSING SERVICES IN THE INTENSIVE CARE UNIT OF* LA MAPPAPENNING *REGIONAL PUBLIC HOSPITAL, SOUTH* SULAWESI *PROVINCE IN 2025

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The quality of health service is the level of health service for an individual and the people that can improve an optimal health output. It is provided following the service standard, the current knowledge developments, as well as to fulfill the rights and obligations of the patients. The improvement of service quality is efficient and effective in line with the professional standard, comprehensive service standards following the patient's needs, and using appropriate technology and research results in service improvement to achieve optimal health outcomes. Therefore, this study aims to find out the Evaluation of the Quality of Nursing Services in the Intensive Care Unit (ICU) of La Mappapenning *Regional Public Hospital (*UPTD Rumah Sakit Umum Daerah La Mappapenning*). Thus, it can be used as a reference in improving the quality of nursing services in the Intensive Care Unit of* La Mappapenning *Regional Public Health in the future.*

This study employed a descriptive qualitative method with a case study approach that aimed to describe and evaluate the nursing service quality in the ICU of La Mappapenning *Regional Public Hospital in South* Sulawesi *Province. The instrument of data collection included interviews, observations, and document analysis (records or archives).*

A hospital is a unit that provides health services to people. The result shows that there are 5 criteria in the evaluation of nursing service quality in UPTD Rumah Sakit Umum Daerah La Mappapenning*, namely: Compliance with the five moments of hand hygiene is still not optimal, the Use of Personal Protective Equipment (PPE) has not been fully following the Standard Operating Procedures (SOP), the Procedure of patient identification has generally been carried out according to the standards, Reporting of critical laboratory results in the Intensive Care Unit has essentially been performed in accordance with procedures. The researcher recommends that training and habituation related to hand hygiene and compliance with the use of PPE should be conducted. The quality team must thoroughly follow up with a concrete action plan and continuous monitoring.*

Keywords*: Nursing Quality Service,* UPTD Regional La Mappapenning*, Evaluation*

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