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NURSE CRIMINAL RESPONSIBILITY FOR CRIMINAL ACTIONS IN NURSING PRACTICE

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ABSTRACT

Article 23 paragraph (3) of Law Number 36 of 2009 states that in providing health services, health workers are required to have a permit from the government. Then Article 23 paragraph (5) of Law Number 36 of 2009 states that "provisions regarding licensing as referred to in paragraph (3) are regulated in a Ministerial Regulation. Article 4 of Law Number 36 of 2009 concerning Health states that everyone has the right to health. Health services for the community are carried out by health workers. Article 1 point 6 of Law Number 36 of 2009 states that a health worker is any person who has devoted himself in the health sector and has knowledge and/or skills through education in the health sector which for certain types require authority to carry out health efforts. Nurses are included in the definition of health workers as referred to in Article 1 point 6 of Law Number 36 of 2009. Based on the mandate of Article 23 paragraph (5) of Law Number 36 of 2009, the Regulation of the Minister of Health of the Republic of Indonesia Number 161/Menkes/Per/I/2010 concerning Registration of Health Workers and Regulation of the Minister of Health Number HK.02.02/Menkes/148/2010 was issued. 2010 concerning Perawa Practices and Perawa. This study aims to determine the criminal responsibility of nurses for criminal acts in carrying out nursing actions based on laws and regulations, the criminal responsibility of nurses in implementing nursing practice and the factors that cause criminal acts in nursing practice at Teuku Umar Regional General Hospital. This research is descriptive analytical, using normative juridical and empirical juridical approaches. The sample in this study were 7 doctors 25 nurses and the head of the nursing field with a total sample of 33 respondents. The results of the

study show that the criminal responsibility of nurses for criminal acts in carrying out nursing practices in carrying out health service activities for the community at the Teuku Umar Aceh Jaya Regional General Hospital, sometimes there is work in the field of health services for a doctor who is carried out by nurses, this is as stated by medical staff at the Teuku Umar Regional General Hospital, that is, some of the doctor's work is delegated or handed over to nurses to do it, such as changing verband, installing catethers, installing infusions, sewing/treating wounds, removing pus from wounds, removing live tampons after surgery patients nose, injection, and so forth. Nurses are allowed to carry out medical procedures in hospitals based on nurse competence, educational background, courses, training, and assistance from the doctor concerned (who treats patients) because nurses are doctors' partners. In Law Number 36 of 2009 this is not explicitly regulated, but in various ministerial level regulations this is confirmed. In carrying out their main duties and functions, sometimes nurses take wrong actions and this has happened at the Teuku Umar Aceh Jaya Regional General Hospital, including: (1) cases of nurses giving wrong drugs or wrong routes of administration, (2) cases of nurses making mistakes administration of infusion (expired), and (3) cases of nurses giving wrong transfusions (different blood groups). The nurse's actions are not subject to criminal sanctions because they are not regulated in the Health Law or the Law on Hospitals and the patient also does not die. The actions taken against these nurses were administrative sanctions and professional development in accordance with the Internal Regulations at the Teuku Umar Regional General Hospital.

KEYWORDS: Criminal Responsibility, Nurses, Nursing Practices.

1. INTRODUCTION

Article 4 of Law Number 36 of 2009 concerning Health states that everyone has the right to health. Therefore, every individual, family and community has the right to receive protection for their health, and the state is responsible for regulating so that the right to a healthy life is fulfilled for its population.

Health services for the community are carried out by health workers. Article 1 point 6 of Law Number 36 of 2009 states that a health worker is any person who has devoted himself in the health sector and has knowledge and/or skills through education in the health sector which for certain types require authority to carry out health efforts. Nurses are included in the definition of health workers as referred to in Article 1 point 6 of Law Number 36 of 2009.

This study limits health workers to only nurses, as stated in Article 2 paragraph (1) letter b of Government Regulation Number 32 of 1996 concerning Health Workers that "one of the health workers is a nursing staff". The implementation of nursing practice is based on the authority given because the expertise developed is in accordance with the needs of public health, scientific developments and the demands of globalization as stated in Health Law Number 36 of 2009.

Legal protection for nurses is still minimal. There have been several cases in the health service sector, such as cases of errors by nurses in giving medicines to patients, cases of expired infusions, and cases of wrong transfusions (different blood groups).

In one of the hospitals in Aceh, there was a case of an incorrect injection by a nurse which resulted in fatal consequences for the patient and the nurses were forced to be punished with 2 years in prison. At the Teuku Umar Hospital itself, there has also been a similar error in administering medication to patients, even though it did not reach the realm of law, but this was very dangerous for the patient and for the nurse herself.

Nurses are allowed to carry out medical procedures in hospitals based on the competence of nurses, educational background, courses, training, and assistance from the doctor concerned (who treats patients) because nurses are doctors' partners. In Law Number 36 of 2009 this is not explicitly regulated. However, in various Ministerial level regulations this is emphasized, as contained in Article 15 paragraph (4) of the Decree of the Minister of Health Number 1239/Menkes/SK/XI/2001 concerning Nurse Registration and Practice which states that medical treatment services can only be carried out upon request. written by the doctor. Article 23 paragraph (3) of Law Number 36 of 2009 states that in providing health services, health workers are required to have a permit from the government. Then Article 23 paragraph (5) of Law Number 36 of 2009 states that "provisions regarding licensing as referred to in paragraph (3) are regulated in a Ministerial Regulation. Based on the mandate of Article 23 paragraph (5) of Law Number 36 of 2009, the Republic of Indonesia Minister of Health Regulation Number 161/Minister of health/Per/I/2010 concerning Registration of Health Workers and Regulation of the Minister of Health Number HK.02.02/Minister of health/ 148/2010 regarding permits and the Implementation of Nurse Practice. This Ministerial Regulation revokes the Decree of the Minister of Health Number 1239/Minister of Health/SK/XI/2001 concerning Registration and Practice of Nurses.

Based on the description of the problems above, the objectives of the research are as follows:

- 1) To find out the criminal responsibility of nurses for criminal acts in carrying out nursing actions based on statutory regulations.
- 2) To find out the criminal responsibility of nurses in carrying out nursing practice at the Teuku Umar Regional General Hospital.
- 3) Untuk mengetahui faktor yang menyebabkan terjadinya tindak pidana dalam praktek keperawatan di Rumah Sakit Umum Daerah Teuku Um To find out the criminal responsibility of nurses in carrying out nursing practice at the Teuku Umar Regional General Hospital ar.

2. LITERATURE REVIEW

2.1 Criminal Liability

Criminal liability in English is referred to as responsibility, or criminal liability. The concept of criminal responsibility is not only related to legal issues, but also concerns moral values or general decency that is adhered to by a society or groups in society, this is done so that criminal responsibility is achieved by fulfilling justice (Hanafi, Mahrus, 2015).

Roeslan Saleh (2017) states that criminal responsibility is interpreted as continuing objective reproach that exists in criminal acts and subjectively fulfills the requirements to be punished for his actions.

According to Chairul Huda that the basis for a criminal act is the principle of legality, while the perpetrator can be punished on the basis of error, this means that a person will have criminal responsibility if he has committed an act that is wrong and contrary to law (Chairul Huda, 2006).

2.2 Theories of Criminal Liability

Liability is a broad legal term that denotes almost any character of risk or responsibility, which is certain, which depends on or which may include all the characters of actual or potential rights and obligations such as losses, threats, crimes, costs or conditions that create the duty to carry out laws. -Law (Hanafi, Mahrus, 2015).

Responsibility means things that can be accounted for for an obligation, and includes decisions, skills, abilities and skills including the obligation to be responsible for the laws that are implemented. In terms of understanding and practical use, the term liability refers to legal responsibility, namely accountability due to mistakes made by legal subjects, while the term responsibility refers to political responsibility (Ridwan, 2006).

2.3 Elements of Criminal Liability

According to Frans Maramis (2012) Accountability is a form of determining whether someone will be released or sentenced for a crime that has occurred, in this case to say that someone has aspects of criminal responsibility, in that case there are several elements that must be fulfilled to state that someone can be held accountable. These elements are: The existence of a criminal act, Elements of Error.

2.4 Nurse Concept

According to Permenkes No. HK.02.02/Menkes/148/1/2010, that a nurse is someone who has passed nursing education both at home and abroad in accordance with applicable laws and regulations. Nursing is a form of professional service which is an integral part of health services based on knowledge and tips Nursing, in the form of comprehensive biopsychosocio-spiritual services, is aimed at individuals, families

and communities, both sick and healthy, covering the human life cycle.

The role of the nurse, namely: as a provider of nursing care, as a patient advocate, as an educator, as a coordinator, as a collaborator, as a consultant, as a reformer. While the functions of nurses are: Independent, Dependent, Interdependent.

2.5 Professional Nursing

Nursing is a form of professional service which is an integral part of health services. Professional nursing services are nursing practices that are based on professional values, namely having autonomy in their work, being responsible and accountable, making independent decisions, collaborating with other disciplines, providing defense and facilitating client interests.

The working group of the Central Executive of the Indonesian National Nurses Association in 2001 formulated the following competencies to be achieved by professional nurses:

- 1) Demonstrate an adequate knowledge base for safe practice.
- 2) Function in accordance with regulations / laws - other provisions that affect nursing practice.
- 3) Maintaining the physical and psychosocial environment to increase safety, comfort and optimal health.
- 4) Know your own abilities and level of professional competence.
- 5) Carry out comprehensive and accurate nursing assessments on individuals and groups in various settings.
- 6) Formulate nursing authority through consultation with individuals/groups taking into account the therapeutic regime of other members of the health team.
- 7) Carry out planned care.
- 8) Evaluate progress against expected results and review according to evaluation data.
- 9) Act to enhance the dignity and integrity of individuals and groups.
- 10) Protect the rights of individuals and groups.
- 11) Helping individuals or groups make decisions based on the information they have

2.6 Main Concepts of Nursing Main

Main Concepts of Nursing Main:

- 1) Responsibilities of Nurses

The nurse's responsibility is to help whatever the patient needs to meet these needs (for example physical comfort and a sense of security when getting treatment or being monitored. Nurses must know the patient's needs to help fulfill them. Nurses must know their true professional role, the activities of professional nurses are actions that carried out by nurses freely and responsibly in order to achieve goals in helping

patients. There are several spontaneous and routine activities that are not professional nurse activities that can be carried out by nurses, this should be reduced so that nurses are more focused on activities that are truly under their authority.

2) **Recognize Patient Behavior**

Getting to know the patient's behavior is by observing what the patient says and the nonverbal behavior shown by the patient.

3) **Reaction Immediate**

Immediate reactions include perceptions, ideas and feelings of nurses and patients. Immediate reaction is an immediate response or internal response from the nurse and the patient's individual perception, thinking and feeling.

4) **Discipline of the Nursing Process**

According to George in Suwignyo (2007) defines the discipline of the nursing process as a total interaction (totally interactive) which is carried out step by step, what happens between the nurse and the patient in a certain relationship, the patient's behavior, the nurse's reaction to this behavior and the actions to be taken, identifying needs patient to help him and to take appropriate action.

5) **Progress and Improvement**

Improvement means growing more, patients become more useful and productive.

2.7 Nursing care

According to Nursalam (2011) the model of nursing science based on Roy's adaptation provides guidance to nurses in developing nursing care. Elements of the nursing process include assessment, nursing diagnosis, intervention and evaluation as follows:

- 1) Nursing Assessment
- 2) Nursing Diagnosis
- 3) Nursing Plan
- 4) Nursing Implementation
- 5) Nursing Evaluation

2.8 Criminal Responsibility of Nurses

Based on the Law of the Republic of Indonesia Number 38 of 2014 concerning Nursing, it is a legal product that was born after several laws governing regulations regarding health and health workers in Indonesia. The birth of Law Number 38 of 2014 concerning treatment indicates that nurses have received guarantees, including in terms of improving the quality of nurses, improving the quality of nursing services. legal protection and certainty as well as increasing the degree of public health.

Nurses have an important role in the world of health, so that in developed countries the profession of nurse

is considered as important as a doctor. The educational and career paths of nurses are also not inferior to doctors. Medical treatment by nurses, which is a common sight in almost all health centers, especially those in remote areas, is carried out without delegation of authority and written procedures. By transferring the nurse's function to that of a doctor, it is certain that the nurse's function will be neglected and of course this cannot be accounted for professionally (Sirajudin, 2019).

3. RESEARCH RESULTS

IMPLEMENTATION OF NURSE'S CRIMINAL RESPONSIBILITIES AT THE TEUKU UMAR REGIONAL GENERAL HOSPITAL

3.1 Criminal Responsibilities of Nurses in Hospitals

Nursing is a human-oriented art, a feeling of respect for fellow individuals and an instinct of decency, as well as what actions should be taken. Nursing practice is defined as the independent actions of professional nurses through collaboration in the form of collaboration with clients and other health workers in providing nursing care in accordance with their scope of authority and responsibility.

In carrying out health service activities for the community at the Teuku Umar Aceh Jaya Regional General Hospital, sometimes there is work in the field of health services for a doctor who is carried out by a nurse, this is as stated by the media staff at the Teuku Umar Regional General Hospital, namely that there are some jobs the doctor who is delegated or entrusted to the nurse to do the work, such as changing the verband, attaching the catheter, installing the infusion, sewing/ treating the wound, removing pus from the wound, removing live tampons after the patient's nose surgery, injecting, and so on.

The legal responsibility for this work rests with the doctor (summary of the results of interviews with 7 doctors and 25 nurses at the Teuku Umar Aceh Jaya Regional General Hospital).

Based on the description above, it means that it is possible for nurses to carry out medical procedures in hospitals based on the nurse's competence, educational background, courses, training, and assistance from the doctor concerned (who treats patients) because nurses are doctors' partners. In Law Number 36 of 2009 this is not explicitly regulated, but in various ministerial level regulations this is confirmed.

A nurse has competence in carrying out professional nursing care to patients, not carrying out medical procedures. When a nurse performs a medical action it is a collaborative activity with doctors and other health workers. The collaborative function of nurses and doctors in carrying out medical actions is based on a written request from the doctor. If the doctor is unable to carry out a medical action, the doctor may

ask for the help of a nurse to carry out the action, provided that the doctor must provide a clear delegation of authority to the nurse in writing to carry out the medical action.

Based on the description above, it is illustrated that the nurse's task is to provide nursing care, and if the nurse performs medical action based on the collaborative function of the nurse and the doctor in carrying out medical action based on a written request from the doctor, then the medical action carried out by the nurse is basically inseparable from collaboration. with the doctor treating the patient.

In carrying out their main duties and functions, sometimes nurses take wrong actions and this has happened at the Teuku Umar Aceh Jaya Regional General Hospital, including: (1) cases of nurses giving wrong drugs or wrong routes of administration, (2) cases of nurses making mistakes administration of infusion (expired), and (3) cases of nurses giving wrong transfusions (different blood groups). The nurse's actions are not subject to criminal sanctions because they are not regulated in the Health Law or the Law on Hospitals and the patient also does not die. The actions taken against these nurses were administrative sanctions and professional development in accordance with the Internal Regulations at the Teuku Umar Regional General Hospital.

3.2 Hospital Criminal Liability in Nursing Practice Crimes

According to Article 29 of Law Number 44 of 2009 the obligations of Hospitals are: to provide correct information about hospital services to the public, to provide safe (Patient Safety) health services, of good quality, anti-discrimination, and effectively by prioritizing the interests of patients in accordance with service standards Hospitals, provide emergency services to patients according to their service capabilities; play an active role in providing health services in disasters, according to their service capabilities, provide facilities and services for poor or poor people, carry out social functions, among others by providing service facilities for disabled patients /poor, emergency services without down payment, free ambulances, services for victims of disasters and extraordinary events, or social services for humanitarian missions, creating, implementing and maintaining quality standards of health services in hospitals as a reference in serving patients, organizing medical records, provide Adequate public facilities and infrastructure, including places of worship, parking, waiting room, facilities for the disabled, breastfeeding women, children, the elderly; implementing a referral system, rejecting patient wishes that are contrary to professional and ethical standards

3.3 Delegation of Authorities for Doctors to Nurses

There are 10 authorities for doctors in Article 35 Paragraph (1) of the Medical Practice Law, namely: Doctors or dentists who already have a registration certificate have the authority to practice medicine in accordance with their education and competencies, which consist of: a). interviewing patients, b). examine

the patient's physical and mental, c). determine supporting examinations, d). make a diagnosis, e). determine the management and treatment of patients, f). perform medical or dental procedures, g). writing prescriptions for medicines and medical devices, h). issue a doctor's or dentist's certificate, i). store the drug in the amount and type that is permitted, and j). dispensing and dispensing drugs to patients, for those who practice in remote areas where there are no pharmacies.

There are two forms of delegation of authority from medical personnel to nurses, namely:

- 1) Delegation of authority is mandated by doctors to nurses to carry out medical actions under the supervision of doctors.
- 2) Delegation of authority is delegated by a doctor to a nurse to carry out a medical action accompanied by a delegation of responsibility, delegation can only be given to a trained professional nurse or vocational nurse.

The delegation of authority from a doctor to a nurse must be done in writing, with the following conditions:

- a) The actions delegated by a doctor are included in the abilities and skills already possessed by the nurse.
- b) The implementation of the actions delegated by the doctor remains under the doctor's supervision.
- c) The delegation giver (doctor) remains responsible for the actions delegated as long as the implementation of the actions is in accordance with the delegation given.
- d) Delegated actions do not include decision-making as a basis for carrying out actions.

Types of medical action in mandated delegation of authority include actions: a) providing parenteral therapy. b) suturing the wound, c) other medical actions in accordance with the nurse's competence.

Types of medical action in delegative delegation of authority include actions: a) placing an IV, b) Injecting., c) njecting, d) other medical actions carried out in accordance with the nurse's competence.

Other types of medical action in the delegation of authority by mandate or delegation can be determined by: a) Hospital leadership on the recommendation of the medical committee and nursing committee. b) The head of the health office on the recommendation of the head of the community health center.

4. FACTORS CAUSING THE OCCURRENCE OF CRIME IN NURSING PRACTICE AT THE REGIONAL GENERAL HOSPITAL OF TEUKU UMAR

4.1 Negligence and Malpractice in Nursing Care

Negligence is not the same as malpractice, but negligence is included in the meaning of malpractice, meaning that in malpractice there is not always an element of negligence. Malpractice is broader than

negligence because in addition to including the meaning of negligence, the term malpractice also includes acts that are carried out intentionally (criminal practice) and violate the law. In the sense of "deliberateness" it is implied that there is a motive (guilty mind) so that the charges can be civil or criminal in nature (Denny, 2022).

1) Negligence

Neglect is an individual's attitude in doing something that he can actually do or doing something that is avoided by others (Siska, 2015).

Forms of negligence include the following: a) Malfeasance, namely taking actions that violate the law or are inappropriate/proper, for example taking nursing actions without adequate/proper indications. b) Misfeasance, namely making the right choice of nursing actions but implemented inappropriately, for example taking nursing actions by violating procedures. c) Nonfeasance, namely not carrying out nursing actions which are their obligations, for example the patient should have a bed guard installed but this is not done.

At the Teuku Umar Regional General Hospital negligence has also occurred, but this can then be overcome by carrying out patient safety, being careful in administering drugs, nursing care actions and also being careful by always double-checking all actions to be taken so that they are appropriate target patient.

2) Malpractice

According to Black's Law Dictionary in Sonya (2016), Malpractice is an instance of negligence on incompetence on the part of a professional. (free translation: negligence is part of the incompetence of a professional). Ellis and Hartley revealed that malpractice is a specific limitation of negligence aimed at someone who has been trained or educated who shows performance according to the field of duty or work.

According to Vestal in Dian (2017), malpractice consists of four elements that must be determined to prove that malpractice has occurred, namely: a) Liability (duty) At the time of an injury related to his obligation, namely the obligation to use all his knowledge and intelligence to heal or at least -whether or not to alleviate the suffering burden of his patients based on professional standards. b) Not carrying out obligations (breach of the according to professional standards. c) Injury – A person who is injured or damaged can sue if the injury is the result of a misconduct.

Vestal, KW in Asep (2016) identifies 3 (three) areas that allow nurses to be at risk of making mistakes, namely: a) nursing assessment errors (assessment errors), including failure to collect

data or information about patients adequately or failure to identify the information needed , such as data from laboratory tests, vital signs, or patient complaints that require immediate action. b) nursing planning errors (planning errors), namely failure to record patient problems and negligence to write them down in the nursing plan, failure to communicate effectively the nursing plans that have been made, failure to provide nursing care on an ongoing basis due to lack of information obtained from nursing plans, failure to provide instructions that the patient can understand. c) Errors in nursing intervention actions (intervention errors), including failure to interpret and carry out collaborative actions and failure to carry out nursing care carefully.

Facts at the Teuku Umar Regional General Hospital show that the above mistakes can be overcome by always prioritizing patient safety, monthly or even annual in-house training is also carried out to always increase knowledge about professional nursing ashuna so that malpractice can be avoided.

4.2 Context and Urgency of the Problem

Nursing service is a form of professional service which is an integral part of health services. Which is based on nursing knowledge and tips aimed at individuals, families, communities or groups, both healthy and sick (Eva, 2020).

Nurses in carrying out their role will collaborate with other health workers, one of which is a medical worker (doctor) whose nurse receives delegation of authority from the medical officer. The delegation of medical authority has consequences for accountability and professional responsibility. Problems often occur because the delegation of authority is unclear, the implementation of the delegation of authority has an impact on the legal aspect when there are claims due to negligence or wrong actions that result in injury to the patient.

This can happen because the delegation of authority is carried out to nurses who are less competent or over delegated outside of authority so that those who receive it are overwhelmed in carrying it out. This often happens in hospitals in general and also occurs in the Aceh Jaya teuku umar hospital, as the results of interviews with 25 nurses from different rooms, nurses said that mistakes often occur because of the large number of delegation and delegation tasks given, which results in nurses unable to perform optimal nursing care.

In practice, nurses as a health service provider profession actually receive more delegation of authority from medical personnel than nursing care itself.

5. CLOSING

5.1 Conclusion

Based on the results of the research and discussion described in the previous chapter, several conclusions can be drawn as follows:

- 1) In realizing health efforts, health workers in this case are nurses who have an important role in society to improve the maximum quality of health services to the community. Nurses in carrying out nursing practice in the community are based on authority which refers to laws and regulations. The criminal responsibility of nurses at the Teuku Umar Regional General Hospital for criminal acts in carrying out nursing actions is not expressly regulated in Law Number 36 of 2009 concerning Health, so that it does not provide legal protection for nurses who carry out health services and for people who receive health services from nurse. In carrying out their main duties and functions, sometimes nurses take wrong actions and this has happened at the Teuku Umar Aceh Jaya Regional General Hospital, including: (1) cases of nurses giving wrong drugs or wrong routes of administration, (2) cases of nurses making mistakes administration of infusions, and (3) cases of nurses giving wrong transfusions (different blood groups). The nurse's actions are not subject to criminal sanctions because they are not regulated in the Health Law or the Law on Hospitals and the patient also does not die. The actions taken against the nurse were administrative sanctions and professional development in accordance with the Internal Regulations of the Teuku Umar Aceh Jaya Regional General Hospital.
- 2) The criminal responsibility of nurses for criminal acts in carrying out nursing practices in carrying out health service activities for the community at the Teuku Umar Aceh Jaya Regional General Hospital, sometimes there is work in the field of health services for a doctor who is carried out by nurses, this is as stated by the staff at the Teuku Umar Regional General Hospital, namely that there are some jobs that doctors delegate or leave to nurses to do, such as changing verband, installing catheters, placing infusions, sewing/treating wounds, removing pus from wounds, removing live tampons after nose surgery patients, inject, and so on. Nurses are enabled to carry out medical actions in hospitals based on competence nurses, educational background, courses, training, and assistance from the doctor concerned (who treats patients) because nurses are doctors' partners. In Law Number 36 of 2009 this is not explicitly regulated, but in various ministerial level regulations this is confirmed.
- 3) There are several factors that lead to criminal acts in nursing practice at the Teuku Umar Aceh Jaya General Hospital including negligence on the part of nurses and also malpractice by nurses, apart from that the delegation of medical authority has consequences for accountability and professional responsibility. Problems often occur because the delegation of authority is unclear, the implementation of the delegation of authority has an impact on the legal aspect when there are claims due to negligence or wrong actions that result in injury to the patient. This can happen because the

delegation of authority is carried out to nurses who are incompetent or overdelegated outside of authority so that those who receive it are overwhelmed in carrying it out.

5.2 Suggestions

Based on the conclusions that have been put forward, suggestions are given that can improve the management of Ulee Lheue port management in Banda Aceh City as follows:

- 1) For the government, it is better to rearrange the regulations regarding what medical actions can be carried out by nurses, and the government should be more detailed in explaining the form of delegation of authority referred to in laws and regulations.
- 2) In carrying out a collaborative relationship, it is better if several medical personnel such as doctors need to be added considering the number of nurses is far proportional to the number of doctors present, this might reduce the number of nurses who perform medical procedures.
- 3) Legal awareness must be further increased for doctors and nurses. It is better for nurses to refuse the doctor's assignment of duties to them if it is not in accordance with their competence or professionalism in order to avoid legal risks. To increase employee organizational commitment as a whole, the factor that needs attention is that employees must have a high will to carry out the leadership's orders.

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