



QUALITY NURSING CARE

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KEYWORDS :

INTRIDUCTION

According to WHO, Quality of care is defined as the extent which health care services provided to individuals and patient populations improve desired health outcomes. Quality nursing care is vital and important umbrella term to positive feedback or expected outcomes, safety and meaningful improvements. Nurse administrations should plan and develop protocols, strategies, policies, procedures that support nurses in Assessment, planning, Implementation and evaluating in client needs, while delivering Quality of nursing care. Quality nursing care is a umbrella term which includes knowledge, skills and attitude to assess for patient needs, determine the best intervention and carry out the intervention to meet the patients needs.

A professional nurse promote quality care in nursing profession by effective, safe and timely care.

IMPORTANCE OF QUALITY NURSING CARE

Today, Nursing professionals practice a wide variety of responsibilities to meet the patient demands in health care delivery system. Nurses are the one witnessing birth and death events in professional nursing practice, preforming the role of frontline warriors, in fighting all diseases.

Quality nursing care enables the nurse.

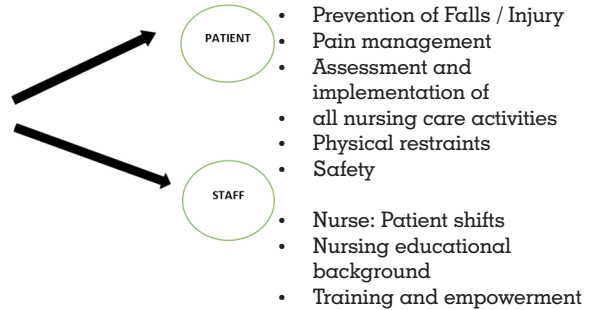
1. To provide advanced skilled care to patients with injury, illness, ailments, meeting the Quality.
2. To enable their role as advocate, protecting the patient rights ensuring Quality in meeting safety needs.
3. To act as a liaison and educator to teach about their client informed decisions, ensuring confidence.
4. Nurses role in promotion prevention, restoration and optimization of health and abilities, alleviation of suffering thereby proving her worth with selfless services with commitment, compassion and care. This enables Quality nursing care to help them gain independence as rapidly as possible.

Nursing Competencies in Quality of Nursing Care.

1. Sustaining oneself
2. Reaching out to meet client needs
3. Communication and observational skills
4. Encouraging client choices
5. Sympathy and empathy
6. Compassionate in strengthening the patient and family
7. Intellecheal competence
8. Technical competence
9. Ability to inspire other
10. Assuming responsibility – With 3 'A' s – Assertiveness, Autonomy and Accountability

Nursing Quality Indicators

According to Americans, Nurses Association, 2011. Nursing Quality Indicators depends upon the patient treatment outcomes and Recruitment and training of nursing personnel



Quality standards for nursing

Quality standards are guidelines used to determine what a professional nurse are intended to do or should not do. Quality standards is defined as " A Bench Mark which proves a expected level of excellence, as measured by effectiveness and positive outcome, competency and commitment level of nursing care efficiently, effectively.

Quality nursing care can be measured by STEEP

- S- Safety and security needs are met
- T- Reduction in wait / time delay of nursing care
- E- Efficient nursing care based on evidence based practice, effective utilization of resources
- E- Measuring effectiveness/ positive outcomes in high risk problem prone areas
- P- Positive feedbacks/ appraisals

Areas of Quality of Nursing Care

1. Accountability
2. Autonomy
3. Assertiveness
4. Communication skills
5. Management skills
6. Professional advancement

ACCOUNTABILITY

According to code of ethics of the America Nurses Association "Accountability is defined as being answerable to one self and others for one's actions". Accountability is based on five principles of practice ie. Obligation, willingness, intent, commitment and having power or control over something

Accountability in nursing requires a clear set of specific acceptations, goals which requires clarity, commitment and develop action plan for meeting consequences and constructive feedback and serving as a positive role model

LINES OF ACCOUNTABILITY

1. **Upward :-**
Nurse Managers and Administrators are accountable for their actions of their doing and the positive outcomes
2. **Lateral :-**
Physicians / Nurses and all health care professionals are accountable to and judged by their peers.

3. Downward/Public Accountability :-

Staff are accountable for self and towards others

TYPES OF NURSING ACCOUNTABILITY

1. Fiscal Accountability
This is concerned with ability to trace and adequately explain expenditure.
2. Process Accountability
This is concerned with proper implementation of nursing care procedures ensuring quality.
3. Programme Accountability
It is concerned with the nursing care activities and their quality.
4. Priorities Accountability
It is concerned with relevance and appropriative of prioritized needs and problems, ensuring quality.

Accountability of Nursing Personal

- Maintenance of safe and therapeutic environment
- Maintenance of adequate resources
- Safe guarding client rights
- Maintenance of accurate records
- Meeting clients Physiological, Psychological, and Sociological needs in a holistic approach
- Delegating and assuming responsibilities

AUTONOMY

Autonomy means "the right of self acting independently or having the freedom to do so. It's the right of freedom of action, which is regarded as the vital hallmarks of the profession. Nurse autonomy refers to that freedom to act on the biding decisions the nurse makes. Autonomy contributes to be wellbeing of human beings and add quality of nursing care that patient receives.

Types of Autonomy

Autonomy in nursing practice enhances holistic approach and expression of personal ability.

- Clinical Autonomy
The power of autonomy, freedom of choices to make analytical and creative judgements about nursing care
- Control over practice
To make decisions related to practice settling such as the clinical governance adherence to rules, policies and operation

Nurses gain the confidence and commitment when their abilities, skills and competence improves

Autonomy of nursing professionals

- Assessment and prioritization of clients needs and problems
- Maintaining hygienic needs
- Providing nursing care
- Good cordial relationship with other members of health teams
- Enhances lifelong learning

Benefits of Autonomy

- Job and professional satisfaction
- Enhancing quality of nursing care
- Improved quality of Nursing education and appreciation of providing care

Assertiveness

Assertiveness is our important issue in nursing practice. Nurses play our important role exhibiting knowledge, skills and attitude and they are accountable to patient, families and communities. It is a style in which nursing professionals clearly describes their thoughts, emotion, opinions and firmly

protect for their own rights and needs, without violating other persons right continuous nursing education programme on assertiveness technique will enable nurse to improve quality of nursing care.

ASSERTIVE STEPS

- Say what you see
- Say what you feel
- Say what you want
- Walk away and keep yourself safe

Assertiveness in Quality Nursing Care

- Helps nurse protecting rights of the patient
- Beneficial for self reflection and positive cultures of the patient
- Promoting dignity, honesty, communication and

Role of the nurse

- Nurse must use assertive techniques to act as a change agent, that will improve quality of nursing care
- Nurse assist clients in an effort to increase self esteem self commitment and self aware, trust worthy nurturing and respect his and others rights
- Nurse use clear, concise speech and guide situations.

Communication in nursing

Communication is a process of sharing information using a set of common rules in nursing practice to collect proper history and assessment, initiate intervention, evaluate outcome of intervention, initiate change, prevent legal issues and analyze factors.

Importance of communication in quality nursing care

Nurses act as the hub of communication with health care professionals, which is essential for quality nursing care and patient outcomes. It enable understanding of the patient needs and problem and require skills, to understand what concerns the patient and also to coordinate quality care delivery to patient.

Skills needed by nurses in communication

- Listening and observing are two of the most important skills which enable her to gather the subjective and objective data for assessment.
- Therapeutic communication is purposeful and goal oriented, creating trust, casing, explores feelings.

Enhancing communication skills for Quality nursing care

- Self Disclosure
- Caring
- Genuineness
- Warmth
- Active listening
- Empathy
- Acceptance

Three phases of nurses – client communication**Introduction:-**

Fairly short expectations clarified in Interpersonal Relation .

Working Phase:-

Portion of the communication to accomplish goals

Termination:-

Nurse clarifies summarises the topic and accomplish good IPR

Management skills

- Nurse Managers are assigned responsibilities which involves directed or indirect health services in meeting quality goals and objective.
- Nurse Managers exhibits the following managerial skills

- Quietness
- Compassionate
- Commitment
- Knowledge
- Good observational skills
- Analytical skills
- Critical thinking skills
- Judgement ability
- Communication skills
- Administrative abilities
- Sympathy & Empathy

Nurse Manager Traits for Quality Nursing Care

- Emphasises goals, objectives
- Develop cohesiveness
- Organize, control, coordinate, delegate and supervision
- Maximizes positive outcomes and effectiveness
- Act as a goals setter to encourage policy implementation, finding solution to problem
- Act as a mentor and motivator

Professional advancement

Nurses must encourage in acquiring and maintaining the specialized knowledge for fully competent skilled care and prove themselves their competence to the public management, patient and families.

Extended roles of Nurse for Quality Nursing Care

- giver
- Educator
- Mentor
- Counsellor
- Advocate
- Nurse manager
- Nurse Researcher
- Change Agent
- Nurse Practitioner

Characteristic of a profession for professional advancement

- Good educational background
- Good licensure to practice
- Exhibit compassion, care, commitment
- Exhibit autonomy, accountable and assertiveness
- Attending CNE, refresher and Training programme
- Good administration in achieving goals

CONCLUSION

Nursing is an art and evolving science which promotes high standards of nursing care to improve Quality effectively and efficiently to foster professionals advancement of nurses and helps in promoting excellence in nursing practice, nursing education, nursing administration, protecting the clients and families in health care delivery system, proving clinical governance.

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