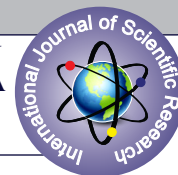


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AN OBSERVATIONAL STUDY TO ASSESS THE ACTIVITIES AND TIME UTILIZATION OF NURSING PERSONNEL WORKING IN SELECTED NURSING CARE UNITS WITH A VIEW TO DEVELOP RECOMMENDATIONS ON EFFECTIVE TIME MANAGEMENT FOR NURSING PERSONNEL IN SELECTED HOSPITAL OF DELHI.

Nursing

Ms. Meenakshi Tyagi

Nursing Tutor, Apollo School of Nursing, Indraprastha Apollo Hospital, New Delhi-76.

Prof. (Dr.) Raminder Kalra

Principal, Holy Family College of Nursing, Holy Family Hospital, New Delhi-25.

ABSTRACT

Time Management is a way to develop and use processes and tools for maximum efficiency, effectiveness, and productivity. It involves mastery of a set of skills like setting goals, planning and also its effective use of time to achieve desired results. The aim of this observational study was to examine time management practices on nursing activities among nursing personnel working in selected nursing care units of selected hospitals. The research approach was quantitative and Observational research design was used. Sample selected was nursing personnel working in selected nursing care units of selected Hospital of Delhi. Structured observational checklist was developed and used to assess the time utilized by the nurses. The findings of the study revealed that there was lack of communication between the patient and Nursing Personnel, Shortage of inventory, unequal assignment of patients and non-availability of handing over book, Nursing Personnel spent more time on non-nursing activities like handing over sample to lab, collecting the medication from pharmacy & getting the inventory items from other wards. On the basis of the findings, recommendations on effective time management for nursing personnel were developed and disseminated in the wards.

KEYWORDS

Time, Time management, Nursing Personnel

INTRODUCTION

"Efficiency is doing things right; effectiveness is doing the right things."
-Peter Drucker

Nursing is a demanding job and it is often felt as that there is not enough time in the day to complete all of tasks required. The ability to manage nursing workloads in a safe and timely manner is a learned process and requires support to develop time management skills.^[1]

Time management is the act or process of exercising conscious control over the amount of time spent on specific activities, especially to increase efficiency or productivity. Improving time management plans can make the nurse much more efficient nurse who will be able to attend to the needs of more patients in less time. Of course, better time management doesn't just help patients, it is also a big stress relief for those working in advanced environment, knowing how to prioritize the tasks each shift can make a big difference in lowering stress and helping to manage the nurse work, less stress can also help you arrive to spend time relaxing or socializing with the family without feeling completely exhausted and nervous.^[2]

Proper planning and good organization of time, proper implementation of the plan and positive disposition towards wasting time gives successful and effective management of time.^[3]

Effective time management can increase productivity and save sanity. The objectives of this study were to identify various activities performed by Nursing Personnel & assess the utilization of time by Nursing Personnel & to develop recommendations for effective time management by the Nursing Personnel.

MATERIAL AND METHODS

The study was conducted in 2019. A quantitative research approach with observational research design was used to assess the activities and time utilization of nursing personnel working in selected nursing care units of selected Hospital of Delhi. Formal ethical approval and administrative permission was taken from the ethical committee of Holy Family Hospital, Okhla, New Delhi to conduct the final study. Total of 60 Nursing Personnel were taken from selected nursing care units as sample. Convenient sampling technique was used for data collection. Self Structured questionnaire was used for collecting demographic profile and observation checklist was used to observe the activities and assess time utilization of nursing personnel working in selected nursing care units.

Before the questionnaire was given to the participants, consent was taken, aims and objectives were explained to them. The Structured Questionnaire to assess the activities and time utilization of nursing personnel comprised of two sections. Section 1 consisted of

Demography Performa including 07 items to collect information on subject's demography characteristics (age, professional qualification, present area of work, duration of posting in the present area of work, total year of experience in present hospital, total professional experience, type of institution from where basic nursing course completed.) Section 2 consisted of the observation checklist on the activities performed by Nursing Personnel including 34 items related to Nursing Personnel. Interrater reliability of the observation checklist was established. Performed activities were observed for each nurse during their entire morning and evening shifts by the researcher and time spent on each activity was recorded.

RESULTS

The data was collected by using structured observation checklist from 60 Nursing Personnel working in selected nursing care units and were analyzed and interpreted by using descriptive and inferential statistics. The obtained data are organized, analyzed and presented under the following headings:-

The data presented in the Figure 1 shows that majority of the nursing personnel (66%) were less than 30 years of age and only very few (4%) were above 40 years of age.

Section I

Findings related to description of demographic characteristics of the Nursing Personnel

Frequency and percentage distribution of demographic characteristics of the Nursing Personnel.

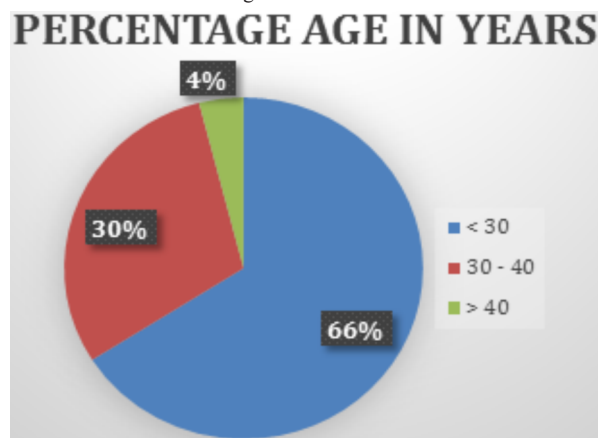


Figure 1: A Pie Chart Diagram Showing The Percentage Distribution Of Age In Years Of Nursing Personnel

Section II

(a) Findings related to the mean time spent on direct patient care activities performed by Nursing Personnel.

· Observation made about the activities performed by Nursing Personnel and mean time spent on each activity related to direct patient care during morning shift duty and evening shift duty.

(b) Findings related to the mean time spent on collective patient care activities performed by Nursing Personnel.

· Observation made about the activities performed by Nursing Personnel and mean time spent on each activity related to collective patient care during morning shift duty and evening shift duty.

(c) Findings related to mean time spent on supervisory tasks and other tasks performed by Nursing Personnel.

· Observation made about the activities performed by Nursing Personnel and mean time spent on each activity related to supervisory task and other task during morning shift duty and evening shift duty.

(d) Findings related to mean time spent on personal activities performed by Nursing Personnel.

· Observation made about the personal activities performed by Nursing Personnel and mean time spent on each activity related to personal task during morning shift duty and evening shift duty.

Section III

Findings related to mean time and mean percentage time spent on different categories of activities performed by Nursing Personnel. The activities related to the following:-

- Direct patient care
- Collective patient care
- Supervisory tasks & other tasks
- Personal tasks

Observation made in relation with mean time and mean percentage spent on different categories of activities performed by Nursing Personnel in morning shift duty and evening shift duty.

DISCUSSION AND CONCLUSION

The present study findings were revealed in terms of the objectives for the study. Most of the nursing personnel 40; 66% were less than 30 years of age, and only 02; 4% were in the above 40 years of age. The professional qualification of majority of the Nursing Personnel 36 i.e. 60% was B.Sc. Nursing and rest 24; 40% did GNM. More [33; 55%] Nursing Personnel were having less than 1 year of duration of posting in the present area of work and very less [6; 10%] were having more than 5 years. Out of the total, maximum [30; 50%] were having less than 1 year of total experience in selected hospital and very minimum [08; 14%] Nursing Personnel were having more than 5 year. Mostly Nursing Personnel [42; 70%] did basic nursing course from private institutions and [18; 30%] did from Government institutions.

The findings of the study revealed that mean time spent by nurses on Direct patient care activities were 239.8 minutes in morning shift duty and 186.2 minutes in evening shift duty. Mean time spent by nurses on collective patient care activities were 108.6 minutes in morning shift duty and 176 minutes in evening shift duty. Mean time spent by nurses on supervisory tasks were 49.2 minutes in morning shift duty and 52.3 minutes in evening shift duty. Mean time spent by nurses on other tasks were 24.1 minutes in morning shift duty and 17.6 minutes in evening shift duty. Mean time spent by nurses on personal tasks were 15 minutes in morning shift duty and 18.3 minutes in evening shift duty. All the nurses were found to be committed in providing care to the patient and performing all other activities expected by them to be performed.

It was observed that in each shift all the nurses were spending more time than their assigned duty timing. Based on the observation, researcher prepared the following recommendations for better time management to improve the performance of Nursing Personnel and enhancing patient satisfaction as well as job satisfaction of Nursing Personnel.

Time management strategies will help nursing personnel to plan, organize, prioritize, and effective nursing care to all the clients.

The present study findings reveal that majority of the nursing personnel spent their time (58.14%) on direct patient care, this finding

was in agreement with the findings of the study conducted by Idiculla, a study was conducted on the activities of nursing and non-nursing personnel in an in- patient unit of a mission hospital. The study result showed that majority of the staff nurses were spending a major portion of their time on nursing activities, a greater part of which was spent on patient- centred activities.^[4]

Another study which supports the findings of current study was done by Ranga, a study in a government hospital to find out how professional nurses utilised their time during their hours of duty in a Medical Ward. The results showed that (a) professional nurses spent 60 percent of their time on patient- centred activities, (b) no activities of educational, occupational or social nature were observed during the study period and (c) nurses spent 9 to 17 percent of their working time on clerical and housekeeping activities. Finding of the study suggest investigator in understanding the classification of functions that nurses do generally.^[5]

Recommendations For Nursing Personnel

- Developments of good communication skills and establishing good IPR with patients.
- Adequate IPR with patients helps to gain confidence.
- A readily available inventory during change over the shift will help reduce the wastage of time.
- Equal distribution of patient among Nursing Personnel.
- Bedside Unit handing over of the patient during change over of the shift will help provide baseline data of the patient.
- Availability of handing over book helps reduce the wastage of time.

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