



ORIGINAL RESEARCH PAPER

Nursing

EFFECTIVENESS OF TEAM NURSING CARE MODEL ON SATISFACTION OF NURSING CARE AMONG PATIENTS AND NURSES- A PRE EXPERIMENTAL STUDY

KEY WORDS: team leaders, Team Nursing Care Model, satisfaction of nursing care

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ABSTRACT

A pre experimental study conducted in a tertiary care hospital of Mumbai city, to assess the effectiveness of Team nursing care model on satisfaction of nursing care among patients, staff nurses and 4th year student nurses. The study enrolled 29 patients, 18 staff and 9 team leaders and 22 team nurses. A structured team nursing module was prepared and explained to the team leaders and nurses by the mentors (Teachers). For 2 weeks patients were provided care with the help of module. Survey method used to collect data. Result analysis was done by descriptive statistics. The result showed 96.5% of the patients had high level satisfaction, 94% of staff nurses felt team nursing is very useful to them and also team leaders and team nurses had high level of satisfaction. The areas had improvement were knowledge, skill, communication, leadership skills and confidence. Suggestions given by patients to be followed strictly are, including family members for care, introducing self and procedure before performing and listening to patients needs improvement.

INTRODUCTION

Team nursing is a patient care delivery model which is a system of integrated care that focuses on improving patient satisfaction.

This approach to delivering nursing care has been operationalized in different ways with key elements including team members giving total care to a group of patients under the supervision of team leader, a registered nurse (Tiedemann & Look inland, 2004). As per the author the staffing composition of the team model can also vary as it enables the use of enrolled nurses and assistants in nursing as they are under the supervision of a team leader, a registered nurse who is responsible for patient care.

Presently there is increased demand for quality nursing services by patients and Co - Health care team members. Since student nurses are the gate keepers of upcoming Health system, it is very important to prepare them for facing the future challenges by expanding their cognitive, psychomotor and affective domains.

Team nursing model brings about multidisciplinary collaboration and IPR which influences nursing work environments and satisfaction.

Team nursing model utilizes the diversity of skills education and qualification level of entire staff. Team members work collaboratively and share responsibility.

Nurse satisfaction is increased when team nursing is used because nurses feel supported, the environment is collaborative and staff communication improves.

Many researches reveal that team nursing provides an increased level of support for less experienced staff, improving their confidence in providing nursing care.

Final year nursing students often experience a lot of fear due to poor competencies in providing care to patients. They lack confidence on self in managing patients for comprehensive, total patient care due to poor attention towards skill enhancement.

The investigators interest in conducting the study on junior and senior final year Bsc nursing students with faculty as mentors for preparing the student nurses for a smooth transition from student to staff nurse.

The other assumed benefits of Team nursing Model is that nurses will show a great sense of responsibility, patients receive more individualised care and nurses are able to focus on achieving the competencies.

RESEARCH OBJECTIVES: TO

- introduce the Team Nursing care model among the 4th year Basic Bsc nursing students

- assess the effectiveness of Team Nursing care model on student satisfaction of Nursing care
- assess the effectiveness of Team Nursing care model on staff nurses satisfaction of Nursing care
- assess the effectiveness of Team Nursing care model on patient satisfaction of Nursing care

RESEARCH METHODOLOGY:

The study followed Quantitative Research approach with the Research design: Pre Experimental design, Post - test only design. The Research variables were Independent variable: Team Nursing care model and Dependent variable: patients, staff and student satisfaction of nursing care. Total 3 groups of population was studied. ie, 4th Year Basic B.Sc. nursing students (winter and Regular Batch), Staff nurses and Patients.

Total sample size used Sample size used for the study, 31 students, 18 staff nurses and 29 patients. Non Probability Purposive sampling technique was used. The Setting of the study was Tertiary care Hospital at Mumbai.

Data collection instruments: Rating scales and semi structured Questionnaire and the Method of data collection was by self-report and Data analysis through Descriptive statistics

RESULTS AND ANALYSIS:

The result was analysed in 3 aspects i.e., Effectiveness of Team Nursing care model on student satisfaction of Nursing care, Effectiveness of Team Nursing care model on staff nurses satisfaction of Nursing care and the Effectiveness of Team Nursing care model on patient satisfaction of Nursing care.

1.Effectiveness of Team Nursing care model on Patient satisfaction of nursing care:

The tool was administered for total 29 patients. 96.5% reported High level of satisfaction and 3.5% of the subjects reported Moderate level of satisfaction.

Following attributes are mentioned by the subjects as the strengths of nursing students:

- Nurses are Understanding
- Confident
- Care as per need
- Satisfied with service
- Good Nursing and communication skills
- Caring and Polite
- Well Educated
- Good hospitality
- Very good student Nurses service in this Hospital

The suggested areas for improvement by the subjects are:

21% suggested to encourage family members to get involved in the care, 14% said Self-introduction before Nursing care to be done by the student nurse, 10% mentioned to explain the procedures before performing and 7% suggested to show patience while listening.

2.Effectiveness of Team Nursing Care Model on Staff nurses Satisfaction of Nursing care: 94% of the staff nurses had high level of satisfaction and 6% showed moderate level of satisfaction.**Perceived strengths of the Team nursing care model:**

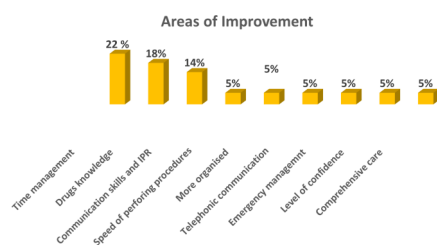
Total staff nurses enrolled into the study were 18 in number. 90% said posting was helpful, 60% mentioned students were prompt in providing comprehensive care, 39% said students had readiness to perform patient care, 33% said students were accountable and cooperative, 28% said students showed interest to learn new procedures and 11% suggested to continue the concept for future.

The areas for improvement as per staff nurses suggestion:

Level of confidence, Constant focus on scientific Principles and Focus on Incidental Health Teaching

3.Effectiveness of Team Nursing on Student Satisfaction of Nursing care :**a.Team nurses satisfaction of nursing care: Total 22 team nurses were enrolled into the study. The strengths of the Team nursing care model as per the Team nurses:**

All students said the concept helped them to gain knowledge on various disease conditions and awareness on Hospitals policies (100%), Hands on practice of basic nursing procedures from 1st year to 4th year(77%), mentor was always present to guide and teach and effective time management(55%), improvement in communication skills(33%), improved confidence, speed of performance (19%).

There were some areas identified by the Team Nurses which requires improvement are as shown in Fig:1**Fig 1: Team nurses Felt areas of Improvement**

As shown in fig 1, team nurses felt that they need to improve in time management(33%), knowledge of drugs(18%), communication and IPR skills(14%), and organization, telephonic communication, emergency management, confidence and provision of comprehensive care(5%).

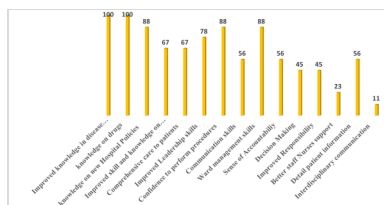
**b. Team leaders satisfaction of Nursing care:The team leaders perceived strengths of team nursing is shown in the Fig- 1.1**

Fig 1.1: Team Leaders strengths of nursing care (values in %) N= 22

Felt areas of Improvement are: the team leaders felt that they

need to still improve in following areas, Speed of performance (33%), improved time management, confidence (22%), and competence in Managing Emergency situations (11%).

DISCUSSION:

Team nursing is a growing trend in Health care delivery which have significant benefits for both health care provider and Receiver.

The above study results showed that 96.5% of the patients felt high level of satisfaction, 94% of the staff felt high level of satisfaction and also the team leaders (senior student nurses) and team nurses (Junior student nurses) felt that the knowledge part improved for various disease conditions, drugs and hospital policies, also team nursing benefited them in improving leadership skills, communication and confidence level etc.

The study findings are complying with the research findings of a Qualitative study done by Jane Cioffi and Lorraine Ferguson, among 15 nurses of 3 acute care settings of New South Wales. The study shows nurses experiences. The main categories identified were Benefits, Team approach, increased responsibility, availability of support and engagement with multidisciplinary team.

Study done by Jin Wen and Kevin A Schulman, shows that, Team Nursing improves clinical decision making and is better than usual care in improving patient satisfaction of care. Patient satisfaction is the key indicator to quality patient care.

Another study done by Stephanie E H and et al(2016) on Introduction of team based care model in a general medical unit, had interviewed 15 staff nurses, surveyed 25 staff and surveyed 26 patients, shows both staff and patients had positive experiences of team nursing. The administrative data showed decreased length of stay of patients, decrease in staff absenteeism and vacancies and overtime rate.

The findings of above mentioned study is matching the present study findings.

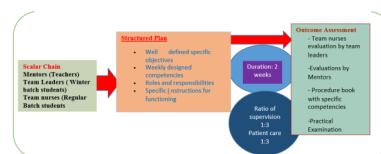
The limitation of the study is small sample size.

RECOMMENDATION:

Similar study can be undertaken to compare the Team Nursing and Non- Team nursing care on patient satisfaction and RCT to assess patient outcomes.

CONCLUSION:

Team Nursing Care Model is an effective model of Health care delivery which has positive impacts on satisfaction of nursing care on patients, staff nurses and student Nurses which can be incorporated to improve student's competency and clinical decision making skills for a High Quality Care. This model also helps for senior students for a smooth transition from student to staff nurse.

Team Nursing Model**Fig: 1.2 Team Nursing Model****REFERENCES:**

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