

THE NURSING ACTIVITIES REQUIRED TO MEET THE NEEDS OF THE PATIENTS VISITING THE EMERGENCY DEPARTMENT - A STUDY

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Emergency department, 'the heart of a hospital' demands unique expertise to deal with patients requiring prompt emergency care. The nurses in the emergency department are vital in the health team and must possess high degree of knowledge, skill and clinical experience.

The nurse must develop confidence in patients by recognizing each one of them as an individual, possess emotional maturity, physical stamina and vigilant observation to handle an emergency department. Meaning of quality care differs from person to person. Therefore, the nurse should understand each patient to meet his/her needs, who is satisfied with the care, when his needs are met. Patients' expectations are:

- Listen to me ! ...
- Ask me what I need ! ...
- Don't treat me as a disease or problem ! ...
- Treat me as a person ! ...

Objectives of the study

The objectives of the study were:

1. To identify the needs of the patients in the emergency department.
2. To identify the nursing activities carried out to meet the needs of the patients in the emergency department.

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Methodology

The concept adopted for the study based on Maslow's theory of motivation, wherein the needs were identified on Maslow's hierarchy needs and an exploratory research design was used on 60 patients. Samples were selected using systematic random sampling technique. An observational check list was utilized for the study was based on Maslow's hierarchy needs, viz the basic physiological needs, safety needs and love and belonging needs.

Content validity of the tool was ascertained from experts, Reliability was established by split half method and found to be 0.87. The tool was found valid, reliable and feasible.

Findings

The subjects' age groups were 16-30yrs, 31-35 yrs and 61-75yrs wherein males were 51.67% and females were 48.33%.

Reasons to come to the selected hospital:

For 36.67%, they got "immediate care", 35% said that their houses were close to the hospital and for 8.33% the hospital was less expensive.

Stay at the emergency department:

76.67% stayed for 0-3 hrs and 18.33% stayed for 4-6 hrs. Within this period the patients were either discharged or

transferred to the ward.

Nursing Implication

According to the study all the physical needs of the patients were met adequately, but not the psychological and spiritual needs. Having scope for improvement in nursing care, the concept of holistic approach must be emphasized. Periodic nursing audit evaluation will help to improve this.

Nursing Administration

Holistic approach must be incorporated with the daily nursing activities in the emergency department. Need to stress upon comprehensive nursing care and patient centered care, instead of functional method, was evident. Inservice education programmes for the personnel shall improve upon the present limitations.

Nursing Education

Comprehensive family centered care should be incorporated in the curriculum as well as supervision by the nurse educator at the clinical area. This will help the student nurses to understand the patient and his family.

Nursing Research

Extensive research is required in the casualty department to explore the needs of the entire personnel working in the department to enable them to provide comprehensive care.

Public Education

People should be →

made aware of the services available at the emergency department of a hospital. The services should be provided with promptness and accuracy, in order to build a positive image of the hospital. Emergency department is the face of the entire hospital, needs to provide the qualitative services throughout 24 hours.

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CORRIGENDUM

Kindly refer page 97 (Editorial) of the May issue of The Nursing Journal of India. Please read 'Action tool kit of INC-2004' as 'Action tool kit of ICN-2004'. The error is regretted.

Editor

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