

NURSE: THE KEY CO-ORDINATOR FOR PATIENT CARE IN HOSPITAL

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The recent trend in patient care system is quality patient care. A better quality patient care can only be achieved by close cooperation and consultation with other departments. Coordination, and inter-personal relationship is a vital factor in any hospital for smooth management of patient care. The nurse is the key figure, who as the coordinator establishes as well as maintains a conducive rapport between patients and all the departments. This allows her to carry on patient care activities in an effective and efficient manner.

Patient care starts as soon as the patient enters the hospital, at the **Reception Counter**. A nurse needs to have good contact with the Reception Department so that she can obtain timely information about the patient's arrival on the ward. It allows her ample time to keep the patient's unit or bed ready. She can also make necessary preparation beforehand to welcome the patient in an unhurried and assuring manner.

A patient requires all the comfort measures for a soothing stay in the hospital. Being able to provide such comfort of home during hospital stay, is the first step towards achieving patient satisfaction. A nurse has to maintain a close link with the **House Keeping Department** which not only provides all the necessary items but also arranges for a hygienic, health-promoting, safe and aesthetic environment.

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environment.

Food Service Department provides wholesome meals to the patient, to meet his / her nutritional as well as therapeutic requirements. The nurse is the right person to coordinate patient and this department so that the patient receives palatable food according to their taste or need. This is the second step to achieve patient satisfaction as the common saying goes '...Way to somebody's heart is through his/her stomach.'

Coordinating with the **Medical Department** is needed to ensure that there is no undue delay in initiating medical treatment for the patient.

Diagnostic Department plays an important role in determining patient's accurate and early diagnosis. Maintaining a close rapport with this department by a nurse is utmost important to help patient go through all investigations systematically, so that the line of treatment can be planned accordingly and in time.

Operation Department is another highly specialized department with which a nurse is expected to maintain a close association. This is to ensure that all surgical activities for patient can be performed in a manner which assures patient of prompt and satisfactory relief.

Administrative & Maintenance Department plays a major role in providing quality, quantity and cost-effective patient care service. A nurse needs to work closely with this department too.

Physiotherapy Department provides supportive therapy to facilitate speedy recovery and to prevent disability. It also helps patients to learn to live an active life with the residual defects of the disease process or which results as an after-effect of therapy. A nurse needs to identify and assess patient's needs for physiotherapy and invite the physiotherapist to visit the patient and administer therapy.

Record Keeping Department stores patient's records. A nurse is not only responsible in maintaining accurate records but also to assist this department to preserve the records in a systematic way so that, if and when required, reliable data can be obtained for improvement or modification of patient care.

Guest Relation Department is a relatively new concept. A nurse needs to establish contact between patient and this department which is entrusted with the activities to maintain patient's stay in the hospital, not as a traumatic but as a pleasant experience.

Social Service Department is one which can help patient in sorting out personal, family or financial problems. A nurse can convince patients to take help from such department without any hesitation.

Most important of all is the **Cash Department**, which collects revenue. A nurse needs to send proper intimation in time so as to make revenue collection a smooth operation.

