

Quality Nursing Care

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THE most common discussion by the nurses on the coffee table, dining table or on the round is that we must improve the Nursing care of our patients. The quality care given to our patients accelerates the healing process and helps in reducing hospitalized days which ultimately costs less for the institution as well as the patients. In other words, we are all concerned about the quality care to be given to our patients.

For giving quality Nursing care to our patients we need intelligent nurses to organise their work and execute their assignments meticulously. When we say that the care of the patients must be improved what do we actually mean? It is a complex process and the meaning may be interpreted conveniently by different individuals. However, the quality care in positive terms means that the patients have the feeling of satisfaction of the care given to them skillfully by the nurses which creates a sense of security and confidence among patients. By giving quality Nursing care the image of nurses and the Nursing profession will certainly be boosted.

The patients proudly say that so and so is my doctor or I am being treated by Dr. A or Dr. B but there are very few patients who would pronounce that so and so is my nurse or I am being looked after by nurse A or B. Although the time spent by a doctor and the nurse in looking after the patients varies significantly and tremendously, even then the patients feel happy to pronounce the name of the doctor but not so profoundly of the nurse in our country.

A Social Stigma?

Is it a social stigma or the well established norms and image of the medical profession recognised by the people about those who are involved in quality care delivery. Health care consumers demanding more quality care and quantity care demands more qualified professional nurses with specialization and adopting a staffing programme which will result in quality care and efficient use of all personnel who are directly or indirectly involved in the care of the patients.

We should bear in mind that service demands more well qualified nurses and it is of paramount importance to have devoted nurse by choice and not by chance who will give quality Nursing care without

bias. The following points are important in giving quality Nursing care. It has been recommended by the Indian Nursing Council for giving quality Nursing care that the ratio of nurses and patients in the teaching institutions should be 1 : 3, in service hospitals 1 : 5 and in specialized units i.e. Burn, I.C.U., I.C.C.U., Recovery 1 : 1. But so far we have not been able to accomplish this.

Imperative Conditions

1. The goals and objectives and organizational structure of Nursing services to meet the Nursing care needs of the patients must be clearly defined.

2. The standards of Nursing care practices to provide quality care and management criteria for effective and efficient utilization of personnel should be emphasized.

3. The application of methodology to determine the kind and amount of Nursing care required to help each patient along his/her health needs should be planned right from the beginning.

4. The development of personnel schedules to meet the measured care needs of patients, the personal goals of the staff members and career development of the staff members must be clearly defined.

5. The evaluation of Nursing service input and its impact upon the quality care should be done regularly.

6. Staffing and assigning personnel for patient care and the organizational staffing programme should be based on quality care.

7. The curriculum for Nursing education should be so designed/planned that it emphasises on good training of nurses for giving quality Nursing care.

8. The Nursing research should be an integral part of the Nursing curriculum/services to suggest new measures and ways and means for improving quality care.

9. Regular workshops, inservice education programmes and conferences should be organised on national/state/institutional levels and Nursing leaders should participate in discussing the problems and suggesting measures to improve quality care.

10. A Small Committee/Cell should be established in each institution which focuses its attention on giving quality care.

11. The philosophy, objectives of the hospital, the services offered to the health consumers, their desires and explanation of care should be well defined in attainable terminology.

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