

## MANAGEMENT OF NURSING SERVICES

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### Abstract:

*Nursing services are people-oriented services achieving their objectives of providing high-quality patient care round the clock, through people only. She works with the people, for the people and is rewarded or criticized by the people. The reputation of the hospital greatly depends upon her skills in managing the patients and their relatives.*

### KEYWORDS:

Management , Nursing Services , people-oriented , achieving.

### INTRODUCTION

A hospital is organized into various departments and employs large number of personnel. Nursing is the largest among them. Through the nursing services, a hospital is able to achieve its mission, philosophy and objectives. High ethical conduct, loyalty, professional efficiency and personalized.

### The nursing services are aimed at:

Giving the patients the best possible medical care with a minimum input.  
Identifying the problems related to patient care and suggesting the best possible solutions to solve them.  
To improve the quality of patient care to achieve total quality management through faculty development.  
Developing the nursing personnel who are motivated, committed and professionally competent, and have care, concern and compassion towards the patients.  
Helping the management in implementing administrative policies, regulations and directions.

### Nursing Definition:-

Nursing is a dynamic, therapeutic and educative process in meeting the health needs of the society. International Court of Nurses (1965) defines a nurse as follows:

"A nurse is a person who has completed a programme of basic education and is qualified and authorized in her country, to the most responsible services of nursing for promotion of health, prevention of diseases and care of the sick."

Nursing may be defied as an art which involves the whole patient body, mind and spirit, promotes his physical, mental and spiritual health by teaching and stressing health education with care of patient's environment, giving health care to family and community as well as to individual in connection with restoration and preservation of health.

### Nursing Functions

The unique function of a nurse is to assist the individual, sick or well, in the performance of those activities contributing to health or its recovery and to do this in such a way as to help him gain independence

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as rapidly as possible.

As in other managerial posts, a nurse also works as a manager (first-line manager), for implementation of policies and functions assigned to her for the total health care of the patient. Same three levels of management work for nursing:

Nursing superintendent	: Top management
Nursing sister	: Middle management
Ward nurse	: First line management

Second-level nursing managers (middle management) supervise the implementation of policies and functions for patient care. The top management in nursing frames the policies.

**TYPES OF NURSING**

There are a large number of categories of nursing personnel depending on the duration and purpose of training and the level of general education. All these develop into different types of nursing depending upon education. Different types of nursing are discussed below:

a)Auxiliary nurse and mid-life : They are trained to function as multipurpose workers in rural areas. Their functions are:

- Care of the sick and treatment of minor ailments.
- Health care and home visits.
- Maternal and child health care.
- Family planning
- Nutritional education, etc.

b)Lady health visitor : She is an auxiliary nurse with more emphasis on maternal and child health.  
c)General Nursing and Midwifery : Such nurses are trained to function both in community and hospitals. These are basic nurses in the hospitals who can work with all types of patients in general.  
d)B.Sc. Nursing: This is general nursing and midwifery education of four -year duration. Such nurses are more efficient for midwifery but do general nursing care also.  
e)Post-certificate B.Sc.: This is a two-year course in nursing.  
f)Masters in Nursing: This is also a two -year course in nursing.

g)Specialized Nurse: A large number of specialized nurses courses are available for all diploma holders:

- Ward sister's course
- Public health nursing
- Tutor's course
- Administration in nursing
- Operation theatre nursing
- Psychiatric nursing
- Orthopedic nursing.

These specialized care nursing courses, producing trained nurses for each type of patient, improve the specialized nursing care of different types. In developed countries, in-patients are likely to fall under the following five broad categories:

- 1.Intensive medical care patients (11%) : Patients for whom continuous medical and nursing observation and mechanical assistance is required for maintaining life.
- 2.Intensive nursing care patients (20-25%) : Patients are unable to leave their beds and require continuous nursing observation and physical assistance.
- 3.Medium nursing care patients (20-35%): Patients are able to leave their beds for short periods (up to 4 hours) each day with assistance.
- 4)Low nursing care patients(20-30%) : Patients able to leave their beds for short periods (up to 4 hours)

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each day with assistance.

5)Self-care patients(5-10%) : Patients apparently leading a normal life and are in the hospitals for observation only.

### Nursing unit should do the following for effective ward management:

- 1.Assisting the patient with physical services necessary for his well-being and comfort, which cannot be done by patients unaided.
- 2.Observing, recording and reporting to physician, the physical, emotional and mental symptoms which may have significance in diagnostics and treatment.
- 3.Preparing necessary equipment for and assisting the physician with diagnostic tests.
- 4.Giving medication and carrying out the treatment prescribed by the doctor.
- 5.Observing the patient for reactions which may follow treatment and combating them if they occur.
- 6.Assist in providing clean, orderly, well -ventilated environment for the patient and protecting him from infections, accidents and fire hazards.
- 7.Help the patient feel secure in his new environment.
- 8.Teaching the patient how to improve and maintain his health, when he goes home.
- 9.To establish good report with patient's family and his friends.
- 10.Making contacts with other persons concerned with his care such as a medical social worker, the dietician, occupational therapist, or nursing agency when he leaves the hospital.

### Expectations from Head Nurse:

1.Knowledge of the ward duties : It is imperative for the head nurse to clearly understand the routine and non-routine functions to be performed by her or other personnel of the ward. Communication of these duties to the ward personnel is quite essential so that the routine functions can be documented and can be carried out smoothly. A detailed list of duties to be performed by the various ward personnel should be communicated to them on a day-to-day basis.

2.Understanding the psychology of a patient : A head nurse must realize that patients come to her in state of despair and trauma, which is an unfortunate happening for them. She must sympathize with patients and make them feel at home. Often a patient is mentally disturbed and his behavior may become irritating. The head nurse should appreciate the patient's state of mind and should ensure that other ward personnel also appreciate this. This makes it important that due stress is laid on orientation of new personnel in to the ward.

3.Maintaining discipline in the ward : A head nurse should ensure that the various tasks are performed meticulously at the scheduled time in an orderly manner according to the ward routines and ward policies with job description of the staff. Ward working policy and procedure manual should be prepared, copies of which should be available to each ward and should be updated when needed. It should have the following :-

- Organizational set-up of nursing service
- Duties of all categories of nursing staff
- System to ensure the availability of working staff for 24 hours
- Requisition of equipment and material and its care and storage
- Release of information to relatives
- Crisis management
- Handing over and taking over of duties
- Nursing records and reports
- Food and housekeeping
- Communicable diseases and their isolation
- Admission procedures and transfer of patients to other wards
- Absconding patients and control on visitors
- Indent, storage and utilization of medicines
- Patient discharge, patient death and after service
- Health education
- Blood bank, donation and transfusion
- Legal aspects, consent forms

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- Ethics, consequences of negligence etc.
- 4.Procurement of equipment, medicines and supplies when needed : The head nurse should ensure sufficient stock of equipment, medicines and supplies in the ward. An inventory should be kept for all articles and she should control its waste/misuse and recoup the stocks whenever they are reduced to a certain critical level.
- 5.Delegation of certain duties to the ward clerk and other nurses : Routine activities, which do not require the personal attention of the head nurse, should be delegated to the junior staff. For example, functions like cleaning and making beds, giving medicines to the patients as per prescription, sanitation and handling of equipment, etc., should be delegated and head nurse may only monitor the performance.
- 6.Maintaining Records : Records books of a ward have legal, scientific and educational value. Following records are to be maintained in a ward :
- Daily patient record book
  - Patient's admission and discharge register
  - Various stock registers
  - Indent books
  - Maintenance and repair books
  - Duty roster
  - Breakage and loss books

Nurse like to work with patient, administer drugs and deal with emergency but avoid paper work. It should be ensured that the nurses maintain sufficiency detailed and unambiguous records.

**7.Reported to the doctor in-charge :**

A head nurse should ensure that the ward personnel make complete record for the doctor in-charge on a daily basis. This will help the doctor in-charge in not only monitoring the performance, but also for suggesting improvements.

**CONCLUSION:-**

The nursing services are of great importance and are absolutely necessary for the patient care in a hospital. Nurses are the ones who care for the patients, provide service to the patient and execute the doctor's orders meticulously. It is a common observation that most of the patients depend on the nurses to convey their problems to the doctors who are attending to them.

The nurse plays a crucial role in the ward management. Every nurse must remember the functions she is expected to perform as defined by Virginia Henderson : "The unique function of the nurse is to assist an individual, sick or well, in the performance of those activities contributing to the health or its recovery."

She should have good communication skills, the right etiquette and appositve and caring beside manner. She has to care for the patient with empathy, responsibility, compassion and with patience blended with missionary zeal. She has to be firm, cautious and have confidence of the patient. The image of the hospital will largely depend on her interpersonal skills and interactions with the patients and their relatives.

**The acronym NURSE stands for :**

- N - Nurturing
- U - Understanding
- R - Reassures and responding
- S - Selfless service
- E - Empathy and encouragement and emotional stability education and Empowerment

Finally the ward management and patient care is a team work, and its success depends upon the team spirit exhibited by the individual members.

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