

ESSENTIAL HEALTHCARE POLICIES AND NURSING AWARENESS**S. Juneja¹, S. Singh¹ and A. Singh²**^{1,2}CT University, Ludhiana, India³Jain University, Banglore, India

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ABSTRACT

The study is an effort to understand the knowledge and awareness of the hospital nurses on pivotal hospital policies, processes, safety parameters and other important healthcare indicators. There are various accreditation bodies like National Accreditation Board of Hospitals, Joint Commission Internationals etc. who set stringent safety parameters and protocols to provide high class healthcare to the patients, and safety to their staff and employees. On the other hand, the excessive work pressure and meeting the high listed key responsibility areas by the nurses of the healthcare leave them with a challenging situations to give appropriate time to grasp the healthcare policies and follow the essential code of conduct. A self-structured questionnaire was applied during interviews with nurses based on safety parameters and awareness indicators. The five-point Likert scale applied to the study. Throughout the field plan, 50 staff nurses were selected working in different wards, ICU, and emergency by using a convenient sampling technique over a period of 5 days. Nursing Staff were questioned on imperative parameters on healthcare policies and surprisingly most nurses were averagely aware regarding hospital policies, safety parameters. healthcare service providers should identify the gap and take initiatives which can boost the motivation of their employees like pushing more engagement platforms based on strengthening the hold on health care policies like Quiz based on Bio Medical waste management.

Keywords: healthcare policies, nursing staff, safety parameters

Introduction

The hospital-centered model of healthcare delivery has been replaced by an integrated system of healthcare network that takes into account a chain of hospitals, service providers, specialists and patients as well. This aims to provide quality to the patients by making a network of the specialized services (Traynowicz, 2000). Better Resource planning and management is the most effective tool which can pay a higher dividend to any organization. Employee satisfaction, motivation and training are the most important aspect for the human resource department in the organization. While talking about the current scenario of Covid-19, nurses have played an important part all the globe. All health care providers along with the nurses have been courageous as the soldiers remain on the battlefield so that the proper care and attention could be delivered to the patients and at the same time they have taken care of the awareness policies of the hospitals. As a result of the awareness that has been spread by the healthcare providers, everybody has showcased gratitude towards them. "Today everyone is grateful to all corona warriors, specially nurses

because they are working round the clock, staying away from family, putting them self at risk, to fight against this pandemic. We have seen unprecedented of over work by nurses directly involved in the response to the COVID-19 pandemic" (Joshi, Madhura and Jamadar, 2020). The overview of challenges that are governed by clinical governance for the health-care providers so that the improvement in the amount of care delivered to patients could take place has been a field of study in last few years. "There are huge opportunities for Trusts to invest in developing staff knowledge and use of research". If such a scenario is not there, "what may be seen as prospects to managers may be regarded as just another load by staff" (Hundley, Milne, Beck, Graham and Fitzmaurice, 2000).

In hospital sector, where the nursing staff is associated with critical parameters of nursing care and ensuring the high patient satisfaction, the role of nurses have become more of multitasking. From medication management, diet and hygiene, bed sore, vitals and overall satisfaction of the patients to the detailed coordination with the doctors, processing of the detailed reports of the patients, meeting the daily training calendar, daily meetings and

team briefings, they dive deep into this arduous regime. While following the strict compliance part as a need of the accreditation's bodies and state and local agencies, nurses need to be very vigilant on every step as the error of scope is very minimal. This accumulate to the tedious pre-existing responsibilities of the nurses. On the other hand, rigorous training and in-service nursing calendar wherein daily training sessions are schedules for an average of 1-2 hours ask for more focus and undivided attention from the nurses. Looking at the present scenario, the task becomes too difficult to meet the safety parameters, standard operating procedures, and processes with too many things to do at the same time. The gaps between the execution of the practical procedures and theoretical knowledge is increasing and the possible reason might be that protocols might not seem to be of much importance or policies might fail to grab the attention. It leaves the hospital administration with the formidable task on providing ample opportunities and attractive learning platforms on hospital policies and processes. Online learning platforms have proven to be more effective and productive in the recent times and the health care providers must opt for e-learning platforms to enhance the knowledge base of their employees. They may also look forward to introducing online contests, quiz and competitions with rewards and recognition. This will not only help the nurses in strengthening their health care policies but also keep their motivation and job satisfaction level high. With time, the healthcare industry has realized the fact that patients are not the only source of income and in order to attract other avenues, the tool of public relations is being utilized for few many years. Earlier, earning the patients' support was an easy task and due to lack of competition public relations officers didn't have to pay much heed towards creating public awareness (Tomic and Lasic, 2010). Every figurehead is concerned about the rapport and brand value of the organization and there is no doubt in the fact employees play an integral role in providing the same. At the same time, the policymakers and the information providers of any organization need to be careful about the fact that motivation and respect for their employees should be kept on

top priority while dealing with any public relation message, initiative, or communication.

Objectives

1. To measure the understanding level of staff nurses in context to pivotal hospital policies and safety parameters.
2. To determine the association between the level of knowledge of staff nurses with selected socio- demographic variables.
3. To develop training and engagement framework for the nurses in order to enhance their knowledge and understanding on pivotal hospital policies and safety parameters.

Material and Methods

Research Design and Setting

The present study was conducted with the help of a descriptive research design. The survey was conducted in a multispecialty hospital of Punjab.

Population, Sample, And Sampling

The present study was conducted in a multispecialty hospital in Punjab. 50 staff nurses were selected working in different wards, ICU, and emergency by using a convenient sampling technique over a period of 5 days.

Tool and Method of DataCollection

Staff members were given a questionnaire of 10 items regarding awareness and satisfaction regarding hospital policies which was based on 5-point Likert scale parameters as strongly agree, agree, uncertain, disagree, strongly disagree.

The Reliability of the patients' survey was computed by collecting data from 05 staff members and reliability computed is $r=0.73$ by using the split-half method and test- retest method. Data for the final study was collected by administering the questionnaire.

Criterion Measure: Below average (10-23), Average (24-36), excellent (37-50)

Methods of DataAnalysis

The data was analyzed and presented using descriptive statistics such as frequency tables, mean, standard deviation.

Finding and Results

Table 1: Frequency distribution of staff nurses as per Socio-Demographic variables. N=50

Sr.no	Variables	Frequency	Percentage
1	Age (in years):		
	a) 20-30	24	48%
	b) 31-40	20	40%
	c) 41-50	06	12%
2	Gender:		
	a) Female	29	58%
	b) Male	21	42%
3	Work Experience (in years):		
	a) 0-3	10	20%
	b) 4-6	18	36%
	c) 7-10	14	28%
	d) >10	8	16%

As per the age majority of staff nurses 24 (48%) were of age group 20-30 years, 20(40%) were of age group 31-40 years followed by 06(12%) falls under the age of 41-50 years. Depending upon the gender 29(59%) staff nurses were female and 21(42%) were male.

On the basis of their work experience maximum staff nurses 18(36%) had work experience of 4-6 years, 14(28%) had experience of 7-10 years, 10(20%) has experience less then 3 years followed by 8(16%) staff nurses having experience of more than 10 years.

Table-2: Level of Knowledge of Staff Nurses Regarding Hospital Policies N=50

S.No	Level of Satisfaction	Frequency	Percentage	Mean±SD
1.	Below average (10-23)	11	22%	21.36±0.67
2.	Average (24-36)	20	40%	30.10±3.92
3.	Excellent (37-50)	19	38%	41.73±1.63

As per the knowledge score majority of staff nurses 20 had average knowledge with mean score 30.10, 19 staff nurses had excellent knowledge with mean score 41.73 followed by 11 staff nurses who were having below average knowledge score.

Figure-1Level of Knowledge of Staff Nurses Regarding Hospital Policies

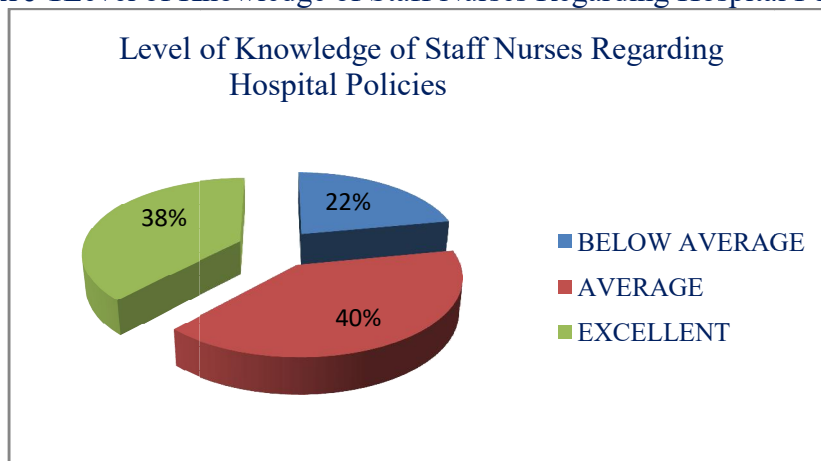


Table 3: Frequency distribution of socio demographic characteristics of nursing staff
N=50

S.No	Variables	Frequency	Mean±Sd	T/F Value
1	Age (In Years):			F=0.408 ^{NS} Df=2,47
	a) 20-30	24	31.54±8.617	
	b) 31-40	20	33.85±8.610	
2	Gender:			t=1.247 df=48
	a) Female	29	31.58±8.113	
	b) Male	21	34.52±8.364	
3	Work Experience (In Years):			F=0.66 ^{NS} Df=3,46
	a) 0-3	10	34.50±6.059	
	b) 4-6	18	33.72±8.850	
	c) 7-10	14	30.21±9.056	
	d) >10	8	32.00±8.880	

P value<0.05

Knowledge score is found to be non-significant with age, gender, and work experience.

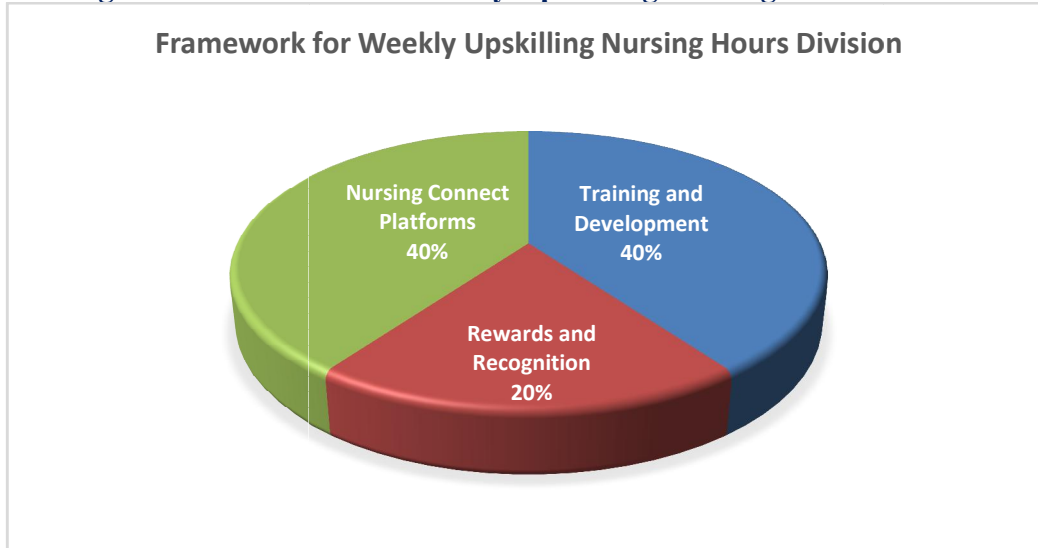
Framework & Conclusion

There is a high-end Healthcare competition as Tertiary care hospitals are emerging big in

numbers, bandwidth, and infrastructure. They are striving hard to provide best healthcare services to their targeted audience. On the other hand, the patients and their attendants

Framework

Figure-2 Framework for Weekly Upskilling Nursing Hours Division



Healthcare service providers should adopt a systematic process or a model to provide rigorous training sessions and engagement activities to their nurses. These similar frameworks adopted by the healthcare providers may seem to be simple by its appearance but application of the framework in the well-planned manner could be a tedious job.

Understanding the suggested framework in detail and discussing in detail for each vertical.

Training and Development

Most of the hospitals do follow rigorous and well-planned training almanac, but there are many important indicators to be taken into the consideration like Training methodology, Training effectiveness index, Effectiveness of the training on the floor etc. However,

overloading the training roster may be seen very vigilantly by the hospitals. The present framework only provides 40% of the weekly hours' division to the training and development. Nurses are not shy of gaining hands on experience during their regular course of work and classroom training adds up to the training pressure. This model considers the time consumed on learning during work and levy some hours on the classroom training. This system provides nurses with the filler to focus more on the patient care and mastering healthcare policies.

Nursing Connect and Platforms

Hospitals are not shy of providing connect platforms to their nurses for many purposes like feedback and grievance handling, employee engagement, recreation platforms, management interactions and many more. The question here is the optimal utilization of such platforms. Basis on the present research and survey conducted in this study, such connect platforms were developed so dandy on the papers like consultant connect program, HR connect and Tea with Super Boss, but when it comes to the execution and effectiveness of the same the nurses had a lesser idea on what is happening of their suggestions and feedback given as they looked prepared to have another round of discussion in the coming forum. Hospitals need to emerge stronger in not only executing such connect platforms but also getting the maximum dividends from the time and energy consumed in such connect platforms. The model suggests 40% of the weightage to be provided to such connect platforms for the nurses as if they are conducted nicely, it can very well create a vacuum for the nurses to fill in with more knowledge of the pivotal healthcare processes and polices.

Rewards and Recognition

Good work, if associated with rewards and recognition often trigger the motivation and job satisfaction level of the employees and nurses are not shy away from that. Hospitals strive

hard to provide the rightful rewards and recognition to their nurses by facilitating various connect programs on weekly and monthly basis. Framework for Weekly Upskilling Nursing Hours Division The catch that lies here is that due rewards and recognition which is already accumulated can only be distributed and awarded to the nurses and employees only if the connect platforms are executed at the provided schedule considering the tight working schedule. The model herein suggests providing rewards and recognition as and when it is due and not to always wait for scheduled monthly connect platforms which may or may not be conducted based on the priority of the organizations. Rewards are more recognized when given at the earliest after employee or nurse does something to earn that. Hospitals may plan to give away the due rewards and recognitions at the earliest, they may opt for going on the floor recognition. This will give the nurse the sense of contentment. If the management could not visit the floor, the floor nurses could visit the management office to get quick reward and recognition.

Conclusion

The information which is not complete is no information or hold even lesser value. The study found that nurses were well acquainted with many processes related to patient care like bed sore, medication management, number of ICU beds per nurses etc. However, there were still many pivotal areas of safety parameters like Code Blue in case of individual disaster, code red in terms of fire, code hazmat in case of spill, and the nurses had average information. The conclusion is regard to the theoretical knowledge and not on the basis of practical mock drills. Hence, the study results reveal that staff nurse possess average knowledge regarding hospital policies and knowledge is found to be non-significant with the socio demographic variables such as age, gender and work experience.

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