

UNIT NO.4:

MANAGEMENT OF NURSING SERVICES IN THE HOSPITAL

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DEPARTMENTS IN HOSPITAL:



1. Reception
2. Inpatient department
3. Outpatient department
4. Administrative department
5. Nursing department
6. Central sterile and supply department(CSSD)
7. Diagnostic department
8. Biomedical department
9. Dietary department
10. Emergency or casualty
11. Operation theatre (OT),recovery rooms
12. Specialized departments



13. Biomedical waste management department
14. Isolation units
15. Post-mortem room or autopsy
16. Forensic department
17. Pharmacy
18. Physiotherapy
19. Research department
20. Counselling department
21. Housekeeping
22. Laundry department
23. Rehabilitation centre
24. Nursing station

WARD MANAGEMENT:



WARD MANAGEMENT:



- Ward management is an important factor of a hospital. Head nurse is the one who looks after the local units of the hospital and hence after the ward as well.
- It is the responsibility of the Head nurse to manage each ward peacefully without any issues as it reflects the quality of care at the hospital.
- The head nurse should be appointed by superintendent to manage the ward of the hospital.

ORGANIZATION OF WARD MANAGEMENT:

- The head nurse is in-charge of each ward in the hospital.
- The various wards come under her jurisdiction and she is responsible to look after each ward.
- Hence there comes the staff nurse, senior and junior nurse, student nurses, sweepers, attendants, etc under her.

FACTORS INFLUENCING WARD MANAGEMENT:

1. Good knowledge of ward management

2. A well planned work schedule

3. Implementing the nursing care and starting day work on time

4. No Disturbance or interruption of nursing care



5.Implementation and continuation of the ward activity routines

6.Democracy in scheduling and planning

7.Introductory training and orientation to the newly appointed staff

8.Being fair to all the staff

9.Maintaining high morale, dignity and respect

PRINCIPLES OF WARD MANAGEMENT:



1. Authority is **centralized** in the individual, the director of the hospital.
2. Responsibility may be **delegated** along the established lines. The director delegates to the director of the nursing services the responsibility for seeing of the hospital that the patients in the hospital are well-nursed. The standards of good nursing are determined by the director of nursing services and her staff members.



3. Clear and unambiguous **delegation of authority** must accompany the delegation of responsibility. The director of nursing service, since she is responsible for the quality of nursing care, must have the authority to employ and discharge nurses and other nursing service personnel.

4. The paths through which this delegated authority will flow must be **clearly and unambiguously** defined. No individual should receive suggestions covering the same topic from more than one person.



5. **Duties and activities** must be assigned down through the line of authority.
6. The performance of duties assigned to any level will be **checked** by the next higher level through the system.



7. Facility for **cooperation and coordination** must be provided through group meetings, conferences, common planning, written instructions, reports and the like.

8. There must be **flexibility** of operation. Sometimes conditions within the institution make it advisable to vary relationships from the usual pattern.

ROLE OF HEAD NURSE IN PATIENT CARE:



- 1. Admissions and discharges:** Management of patient admissions should involve greeting new patient, and introducing self and others. An orientation should be planned for patients towards the unit policies, rules, regulation, visiting hours, food timings, etc.
- 2. Management of patient discharge:** Give all instructions for follow-up care; inform the family and hand over the belongings.



3. Doctor's rounds: Activities to be performed before the doctor's rounds are as follows:

- a. To keep ready all investigations.
- b. To complete patient charts and keep them organized, in order and ready.
- c. To keep the unit ready.
- d. To keep all equipment in order.
- e. To ensure all the patients are in bed.

Activities during doctor's rounds

- a. Assist with the examinations.
- b. Take notes on significant comments.
- C. Report symptoms, reactions, etc.

Activities after rounds

- a. See that the patients are comfortable.
- b. Carry out the changes ordered, e.g., investigations, new medication, stat orders, etc.



4. Drug administration:

Check for drug stocks, narcotics and drugs nearing expiry date, and take necessary action.

5. Operation theatre administration (OR): Check or list; inform the patient and the family; carry out preoperative preparation; ensure that patient consent is taken and chart is complete, etc.



6. Interdepartmental coordination: Establish good interpersonal relationship with other health service departments in the hospital and ensure effective coordination to improve patient care.

For example, dietary, laundry, laboratory, X-ray, blood bank, etc.

7. Reporting

- a. Make a daily written report of problems in supervisor or the director of nursing the patient care and unit management to the service (nursing officer) at the end of the shift.
- b. Maintain incident reports of any untoward happenings.

EMERGENCY MANAGEMENT:



EMERGENCY AND CASUALTY SERVICES:

- Emergency and casualty services of both private and public hospitals cater to medical, surgical, orthopaedic and all other types of emergencies round the clock. This department caters to patient who
 - arrive by self
 - brought by relatives
 - Brought by police officials
 - brought due to road traffic accidents
 - brought as a result of accidental falls and poisoning



- Prompt service is needed as every patient is brought in a life-threatening condition. Delay in proper care can lead to death of the patient.
- Patient who are admitted in this situation may be suffering from injuries, burns, poisoning, sudden illness, acute exacerbation of an existing disease.

FUNCTIONS OF EMERGENCY CARE:

1. To **attend** all patients brought to the department and decide appropriate management. which includes:
 - a. immediate resuscitation,
 - b. first aid,
 - c. emergency investigation,
 - d. hospitalization,





- e. referral to specific specialty
- f. observation of patient to decide whether he or she needs admission or whether he or she can go home and attend appropriate outpatient department and
- g. reassurance and short counselling.



2. To carry out **medicolegal** formalities.

3. To maintain up-to-date **list of critically ill** patients for the purpose of

a) issuing one visit pass to relatives,

b) replying to telephone calls,

deciding on acceptance or rejection of transfer of patient from other hospitals and

c) assisting in intra-hospital transfer.

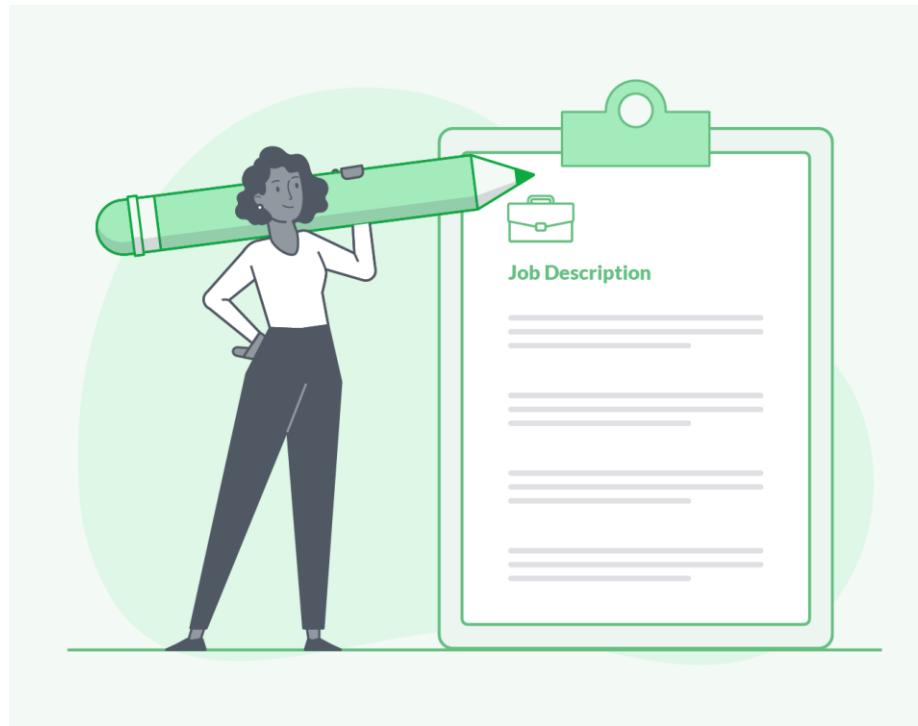


4. To carry out services of **non-emergency** nature as per the policy of the organization, e.g. evening dispensary, anti-rabies clinic, etc.
5. To maintain **list of doctors** on emergency duty, their availability and alternative arrangements, if they are busy.
6. To be prepared for **mass casualties** in the event of a disaster situation.

JOB DESCRIPTION:



- Job description is defined as the **specification of roles and functions** of the nature of job of each individual who has to deliver effectively in order to be retained in the institution.



PURPOSES OF JOB DESCRIPTION:



1. Job analysis and categorization
2. To enlist the staff
3. Delegation of responsibilities
4. Staff development
5. Staff appraisal
6. Document clearly and to avoid confusion or uncertainty
7. Perform formal assessment regularly
8. Provide brief statement about characteristic of the job

NURSING DIRECTOR:



- The main function carried out by the nursing director are administrative work and coordination of complete professional nursing care activities.
- She should choose the mode of work suitable for the organization and should succeed in achieving the goals of the institution.



ROLE AND FUNCTIONS OF NURSING DIRECTOR:



1. Framing the rules, regulations and policies of nursing care services that form the important part of the hospital functions.
2. Recruiting and selecting the staff based on the needs and criteria of medical care.
3. Incorporating the activities among the departments.



4. Managing the supplies and equipment.
5. Delineating and supervising the nursing care.
6. Fiscal planning
7. Maintaining the registers and records.

NURSING SUPERINTENDENT:

- **Educational qualifications**

1. General education – 10+2 examination
2. Professional – 3 years of GNM diploma certificate or basic B.sc nursing from a recognized university according to INC.
3. Registration: Registered with the state nursing council / INC



ROLES AND FUNCTIONS OF NURSING

SUPERINTENDEDNT:

1. Organizes and plans nursing care activities of the department or floor
2. Plans staffing pattern
3. Complies and submits nursing statistics to the concerned authorities
4. Conducts and attends to the departmental and interdepartmental meeting and conferences.





5. Makes regular rounds of her department.
6. Ensures safety and general dealings of the department.
7. Receives report from the night supervisor.
8. Reinforces good ward management.
9. Supervises the proper use and care of the equipment and supplies in the department.
10. Keeps the nursing director informed regarding the needs of the nursing units or ward under her charge and specify if any problems present.

NURSING SUPERVISOR:



- Every department in nursing will have the head in charge designated as the nursing supervisor. E.g. general ward, ICU, casualty, triage etc. will have their own supervisor.
- The main function of the supervisor is to supervise and plan the duty roaster for the administration work and incorporate the functions and activities among the departments to maintain quality nursing care.

FUNCTIONS OF THE NURSE SUPERVISOR:

1. Provide direct bedside nursing care
2. Perform supervision and administrative work
3. Health advocate



HEAD NURSE:



- The head nurse is the nursing professional who acquires the highest position in the nursing hierarchy and is in-charge for the major department; she will be under the control of the overall supervisor of the whole department.

FUNCTIONS OF HEAD NURSE



1. Carrying out the instructions of medical officer regarding treatment of patients.
2. General cleanliness and upkeep of the ward to provide neat and tidy environment for the patients.
3. Supervision of care, maintenance of buildings, furniture and fittings and arranging their reports through chief medical officer.
4. Assigning duties for patient's care to the ward staff, taking into account the capabilities.



5. Making an indent of various items of medical, quality material and other stores.
6. Ensuring that all specimens are sent to the laboratory in time and results collected when due.
7. Maintaining strict control over accounting and distribution of controlled and dangerous drugs.
8. Requisition of diet as per instructions of the medical officer and ensuring that the diets and extras are distributed to patients as per the requisition.



10. Ensuring that sufficient linen is available in the ward.
11. Maintaining all the registers and documents required in the ward.
12. Overall supervision of the ward to ensure that the patient's treatment and recovery is as smooth and pleasant as possible.

NURSE MANAGER:



- Nurse manager is a person who works with their staff to coordinate all aspects of daily patient care on the unit by ensuring that staff, patients and patient's families are communicating
- Nurse managers help unit staff members deliver the safest possible care.



ROLE AND FUNCTION OF NURSE MANAGER:

1. Develop the aims and objectives of the nursing educational services.
2. Development and application of nursing care services, rules, regulation of nursing procedures.
3. Preparation of appropriate manpower.
4. Identification, selection, recruitment, appointment, placement, promotion, demotion, transfer and termination of the nursing faculty according to the rules and regulations of the nursing policies.



5. Evaluating the staff to improve the quality of care been provided.
6. Conducting staff development programme, continuing education and orientation programme for the staff.
7. Involve in decision making activities with the higher authority.
8. Involving in educational and research activities.
9. Encouraging , coordinating services with community agencies and other health agencies.
10. Being representative for all staff to present the problems in front of the committee.

STAFF NURSE:

- Staff nurses are appointed to provide the direct nursing care to the patients in the bedside.
- This type of nursing care is based on the skill, efficiency, determination and the dedication of the staff nurse.



ROLE AND FUNCTIONS OF STAFF NURSE:

1. Helps the ward-in-charge to carry out her /his work or act as ward-in-charge during her /his absence.
2. Maintains general cleanliness of the ward and the sanitation.
3. Supervises the duties of Group D employees, guides them and reports accordingly.



4. Writes the diet register, supervises the distribution of diet and reports anything if necessary.
5. Maintains scheduled poisonous drug registers.
6. Supervises nursing care and other tasks carried out by the students.
7. Maintains duty room trays, sterilizes instruments and sees that procedural trays are in readiness.



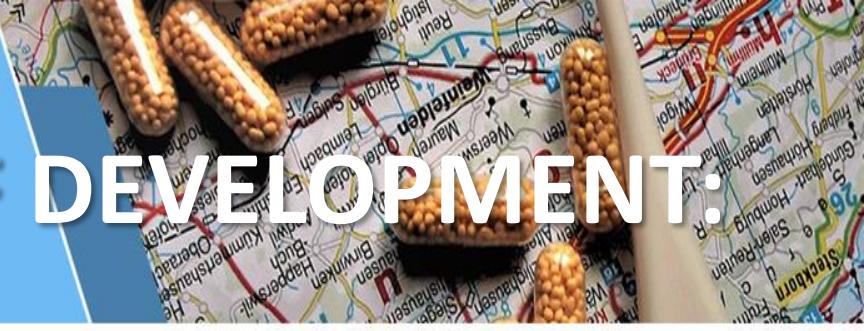
8. Takes over from duty nurse of the previous shift, new and serious patients, instruments, supplies, drugs, etc., and hands over the same accordingly.
9. Maintains all the records pertaining to the ward/unit:
 - a. Maintains case papers, investigation reports, etc.
 - b. Maintains vital signs, charts, intake-output charts and other special charts, as necessary
 - c. Takes special care of medicolegal case papers and records
 - d. Writes day and night orders and maintains ward statistics.

STAFF DEVELOPMENT AND WELFARE:

- Staff development programmes are designed to motivate learners, train and educate them in order to improve their knowledge, skills and attitudes.



OBJECTIVES OF STAFF DEVELOPMENT:



1. To improve staff performance and skill in providing quality care.
2. To update the knowledge related to current trends.
3. To encourage the staff members to conduct evidence based research activities on current technological advancements.
4. To upgrade the knowledge regarding therapeutics and diagnostics technologies.
5. To create friendly working atmosphere that motivates the staff to work well, ensuring the sense of security.



6. To provide adequate reinforcement for their good work.
7. To reduce the workload and burden on single staff by providing equal distribution of work schedules, thereby reducing staff turnover and absenteeism.
8. To provide a right platform to exercise their professional capacities and abilities in order to promote their career in nursing.

TYPES OF STAFF DEVELOPMENT PROGRAMME:

1. Orientation programmes
2. In-service education
3. Continuing education programmes
4. Job related counselling
5. Training and development programmes



STAFF WELFARE:

