

The Quality and Efficiency of Nurses Work in the Conditions of Emergency Medical Care

Urazalieva I.R., Madjitova Sh.O

School of Public Health of the Tashkent Medical Academy Tashkent, Uzbekistan

Article Information

Received: February 18,2023

Accepted: March 19,2023

Published: April 18,2023

Keywords *nurses of the surgical department, working conditions, professional skills, health of nurses, emotional stress factors.*

ABSTRACT

*The purpose of the study is to study the professional skills of nurses in the surgical department. **Materials and research methods.** The study studied the quality of work of nurses (532 respondents) of the surgical departments of the Republican Scientific Center for Emergency Medical Care and its branches in Fergana, Syrdarya and Khorezm. To evaluate the activities of nurses, an expert assessment was carried out by heads of departments, doctors of departments and senior nurses with more than 10 years of experience, for a transparent, reliable and conscientious assessment of the quality and effectiveness of the work of nurses. **Research results.** No global health problem can be solved without raising the status, role, and potential of nurses in various health care institutions through systematic, coordinated efforts. In addition, the study and analysis of factors affecting working conditions, professional satisfaction, health, professional skills of nurses in the surgical department is important in improving the quality.*

Relevance. According to the World Health Organization, the “quality of medical care” is based on the qualifications of medical personnel between the doctor, nurse and patient and is, first, the content of the interaction of the process, reducing the risk of developing diseases and new pathological processes, optimal use of medical resources, ensuring satisfaction [6].

The problem of assessing the quality of medical care has become the most important task associated with the policy and strategy of healthcare institutions [1]. The development and implementation of a quality management system for nursing makes it possible to evaluate the effectiveness of the professional activities of specialists with a secondary medical education in order to increase the satisfaction of the population with medical services [3, 4].

The development and phased implementation of organizational and functional models

for monitoring and evaluating nurses will solve a number of important tasks: improving the qualifications and professionalism of nurses, optimizing nursing care, and increasing patient satisfaction with medical care [2,5].

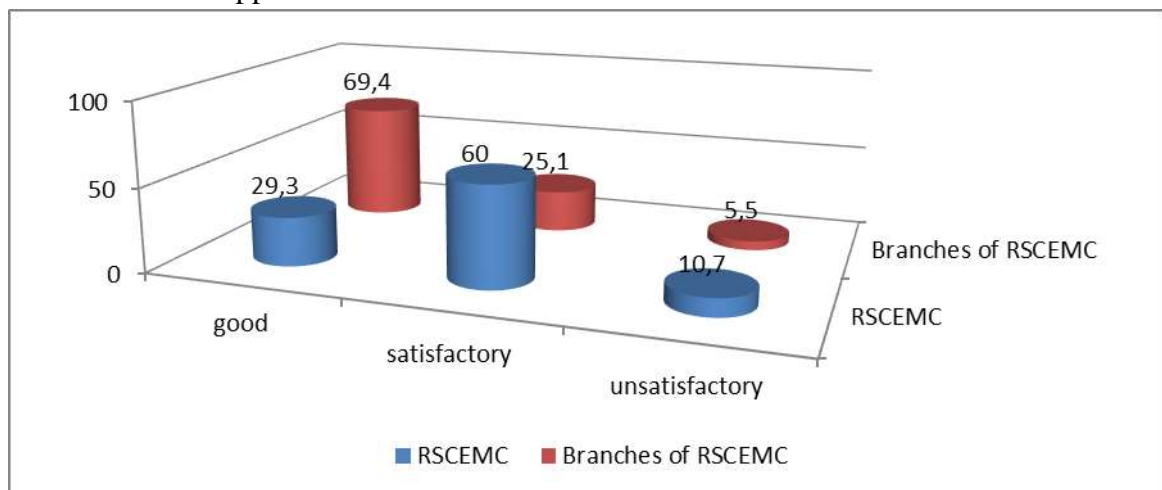
The purpose of the study is to study the professional skills of nurses in the surgical department.

Materials and research methods. The study studied the quality of work of nurses (532 respondents) of the surgical departments of the Republican Scientific Center for Emergency Medical Care (RSC EMC) and its branches in Fergana, Syrdarya and Khorezm. To evaluate the activities of nurses, an expert assessment was carried out by heads of departments, doctors of departments and senior nurses with more than 10 years of experience, for a transparent, reliable and conscientious assessment of the quality and effectiveness of the work of nurses.

Research results. The effectiveness of the work of nurses of surgical departments (NSD) of emergency medical care largely depends on the rational organization of the workplace. According to experts, the main reason for the poor organization of work is the unsatisfactory level of supply of medical equipment, dressings, necessary drugs in the surgical departments of the branches, which is 3 times less than in the RSC EMC.

Maintaining medical records is an important part of the activities of the NSD. The study of the quality of certified medical records revealed that 36.0% of the RSC EMC medical records are of high quality and 62.7% are satisfactory and in the branches of the RSC EMC 67.5% are good and 28.3% are satisfactory. The reasons for the incorrect maintenance of medical records are a large number of medical records related to work, in this regard, experts note the need for digitalization, and however, the assessment revealed that only 47.3% are able to work on a computer. According to experts, 73% of nurses are fully aware of medical procedures and standards of care.

One of the main factors determining the quality of the nursing service is the timely fulfillment of medical appointments.



Picture 1. Timely fulfillment of medical appointments by nurses in surgical departments

One of the main functions of nurses is the performance of medical manipulations (injections, dressings, desmurgy, preparation of patients for surgery, etc.) is performed well by 68.7%, in 31.3% it is performed satisfactorily. According to experts, this is largely the low qualification of nurses, irregular training and inability to perform their duties under the guidance of a doctor.

An analysis of the level of compliance by nurses with the rules of infectious safety revealed that in the RSC EMC - 38.7%, satisfactorily - 59.3%, in the branches of the RSC EMC - 63.3%, satisfactorily - 34.3%. Dissatisfaction with the level of compliance with the rules of infectious safety was revealed in the ratio of 2:1 (10.7% and 5.5%) among the nurses of RSC EMC and its branches.

The reasons for the unsatisfactory compliance with the rules of infectious safety are the ignorance of the nurses of the surgical departments of the main regulatory documents on infectious safety and the sanitary and epidemiological regime. The study found that 66.2% of the nurses of the surgical departments of the RSC EMC and 33.3% of the branches are well acquainted with the main provisions, and 7.1% and 14.7%, respectively, do not know at all. According to the data, 28.6% of nurses in intensive care and surgical departments 87.9% consider it necessary to undergo additional training in infectious safety.

According to the study, a good record of medicines in the RSC EMC is 1.4 times less than in the branches (70.7% and 49.3%), and a satisfactory record is 1:2.1 (22.8% and 44.9 %). When the specialists analyzed the accounting of medicines by the nurses of the surgical department, they found that poor accounting of medicines in the departments of the surgical department was almost 3 times more common. The reasons for the unsatisfactory accounting of medicines are the high workload (in departments - 9.4%) and the need for additional training of nurses in the surgical department on the correct use, storage and accounting of medicines (respectively 15% and 40%).

Thus, the assessment and study of the quality of work by the NSD specialists is based on the fact that the workplace of the NSD is relatively poorly organized, medical records are not kept in full, nursing standards are not fully observed, medical prescriptions are not fulfilled on time, medicines are calculated incorrectly. The main reasons for these shortcomings are dissatisfaction with logistics, congestion, poor microclimate, and insufficient knowledge of regulatory documents.

Monitoring and evaluation of the activities of nurses will solve a number of important tasks: improving the qualifications and professionalism of nurses, optimizing nursing care and increasing patient satisfaction with medical care.

References

1. Vavilychev A.S., Podushkina I.V., Smirnov V.O., Abdalov V.B. Problems and directions of optimizing the staffing of the health care system of the Russian Federation// In the collection: Actual problems of public health management Anniversary collection of scientific papers; under total r ed. Ya. Kamaeva , V.M. Levanova . - Nizhny Novgorod. - 2017. - p. 238 - 241.
2. Gaboyan Ya.S. Monitoring and evaluation of the activities of the nursing staff of the medical departments of hospitals: Abstract of the thesis. dis.cand. honey. Sciences: 14.02.03.: - Moscow, 2010. - P.92. (24)
3. Momot T.G., Sharaikina E.Yu., Sheksodanova I.V., Stepanova S.I. Evaluation of the quality of nursing care. Collection of scientific and methodological articles of teachers of the Krasnoyarsk Medical College 2012. 72-76 pp.
4. <https://www.who.int/ru>