

A Study on Training System for Nursing Staff in EHCC, Eternal Hospital, Jaipur

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Submitted
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PREVIEW

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INTRODUCTION

- Nursing is focused on the care of patients.
- Nurses are very crucial to deliver efficient healthcare.
- Training after joining the hospital is very important for increasing their efficiency and effectiveness.
- Well trained Nurse Maximizes enhanced patient satisfaction and loyal patients.

RATIONALE

- The Nursing care is most vital and important function of a hospital.
- The competence of nursing staff in a hospital has major impact on patient satisfaction and retention.
- In view of the criticality of competent Nursing care studying training system in a hospital is quite significant.

RESEARCH QUESTION

- What is the current training system for the newly recruited nursing staff after induction in the hospital?

AIM

- To study the current training system in the hospital for newly inducted nursing staff and find out if there is any scope for improvement, if any.

OBJECTIVES

- To assess the existing training system for newly recruited nursing staff in a hospital.
- To identify the gap between the laid down and prevalent practices of the training system at the hospital.
- To recommend ways to strengthen the training system.

REVIEW OF LITERATURE

- NABH Standards: There are 105 standards and 683 objective elements in NABH Guidebook.
 - Patient Centric Standards
 - Access, Assessment and Continuity of Care (AAC).
 - Care of Patients (COP).
 - Management of Medication (MOM).
 - Patient Rights and Education (PRE).
 - Hospital Infection Control (HIC).
 - Organisation Centric Standards
 - Continuous Quality Improvement (CQI).
 - Responsibility of Management (ROM)
 - Facility Management and Safety (FMS).
 - Human Resource Management (HRM).
 - Information Management System (IMS).

REVIEW OF LITERATURE

- Nursing Excellence Standards: There are 48 standards and 216 objective elements in **Nursing Excellence** Guidebook
 - Nursing Resource Management (NRM).
 - Nursing Care of Patient (NCP).
 - Management of Medication (MOM).
 - Education, Communication and Guidance (ECG).
 - Infection Control Practices (ICP).
 - Empowerment and Governance (EG).
 - Nursing Quality Indicators (NQI).

REVIEW OF LITERATURE

BENEFITS OF ACCREDITATION

- For Patients:
 - High quality of care and Pt safety.
 - The Pts get services by credential medical staff.
 - Rights of Pts are respected and protected.
 - Patient satisfaction is regularly evaluated.
- For Staff:
 - Provides for continuous learning, good working environment, leadership and above all ownership of clinical processes.
- For Hospital:
 - Accreditation stimulates continuous improvement.
 - It enables demonstrating commitment to quality care.
 - It raises community confidence in the services provided by the HCO.
 - Provides opportunity to benchmark with the best.
 - Provides an objective system of empanelment by insurance and other third parties.
 - Provides access to reliable and certified information on facilities, infrastructure and level of care.

REVIEW OF LITERATURE

MAIN FEATURES OF NABH / NURSING EXCELLENCE

- **Pt Rights & Responsibilities**
- **Disaster Management**
- **Fire Fighting and Evacuation**
- **Employees Rights**
- **Basic Life Support**
- **Drug Calculation**
- **Infection Control**
- **Pt safety goals & solutions**
- **Pt Care – End of Life Care & Vulnerable Pt Care**
- **Drug Policy**
- **Documentation**

METHODOLOGY

- Type of study: Cross-sectional descriptive study.
- Study subjects: Newly inducted Nursing Staff.
- Sampling Method: The convenient sampling was used for the study.
- Sample size:
 - Cluster I (Feb 18) - 12
 - Cluster II (Mar 18-1) - 13
 - Cluster III (Mar 18-2) - 21
 - Cluster IV (Apr-18) - 17

METHODOLOGY

- Study procedure:

- HR contacted and briefed.
- Consulted VP-HR, MS & NS .
- The process included Pre and Post Induction Training Tests.

- Data collection tools & techniques:

- For Primary Data

- Interaction with Training In-charge/ HR manager.
- Pre and Post Induction Training Tests of Nursing staff.
- Interview with trainers using trainers schedule.

- For Secondary Data

- Review of training system concepts
- Review of Training Policy and system (training in-charge, training policy, training calendar, planning of training, etc.)

RESULTS

- **Nurse's Educator (Training Team)**
- **Policy**
 - Induction training within one month of joining.
 - HR induction two days/15 days.
 - Nursing induction 7 days /month.
 - The nursing training is based on five main steps.
 - Pre training test
 - Post training test
 - Content of training
 - Feedback of trainee
 - Photograph of trainees

RESULTS

- **Fresher's training**

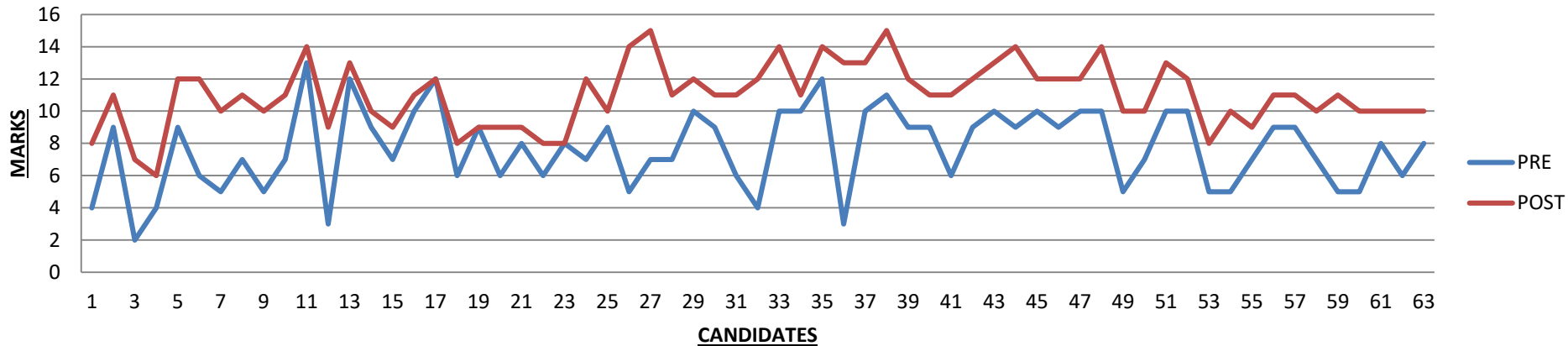
- 7 days. Includes Introduction to Hospital Policies & Protocols, Vision & Mission, Introduction to HODs & Organogram of Hospital, HR policies, Security, Fire Safety, MRD policies, Medication Management etc.
- Posting based on skills identified.
- Subjected to 1 month buddy system.
- Subjected to competence check.
- Confirmation test after 3 months of induction.
- Need assessment of training carried out.
- Training program derived for each fresher.
- Following training are imparted based on need assessment
 - Floor training
 - Clinical training

RESULTS

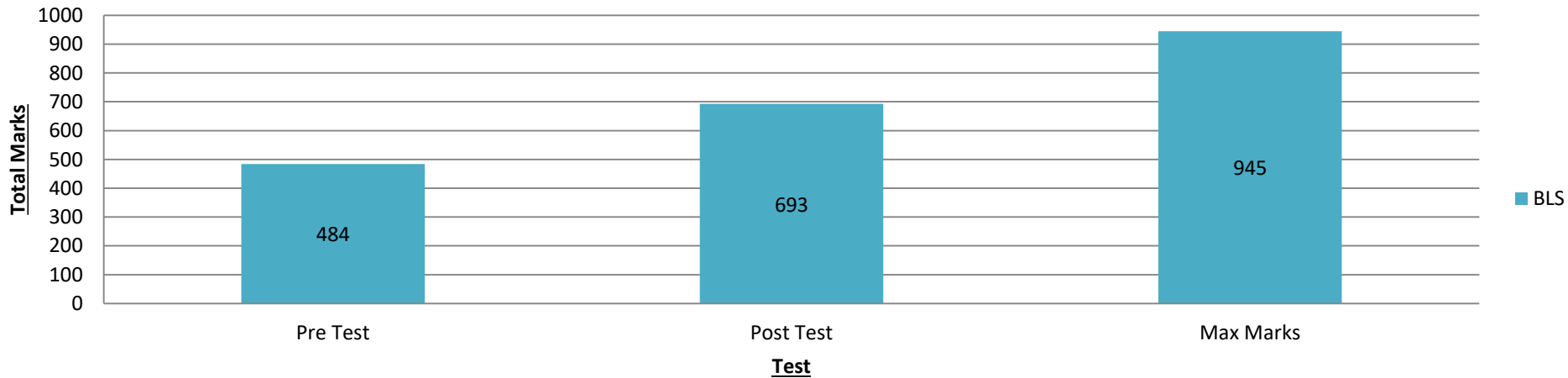
- **Experienced Nurse Training**
 - Initially given Induction training.
 - Subsequently, subjected to CNE (Continuous Nursing education).
 - 8 CNEs conducted every month.
 - Duration is one hour daily for 8 days.
 - Rewards on monthly basis for
 - Maximum attendance in CNE.
 - A nursing quiz is conducted in which 4 teams (3 individuals each) participate and the winning team gets rewarded.
 - Questions answered by the participating nurses in audience also are awarded.

RESULTS - EFFECTIVENESS

BLS PERFORMANCE

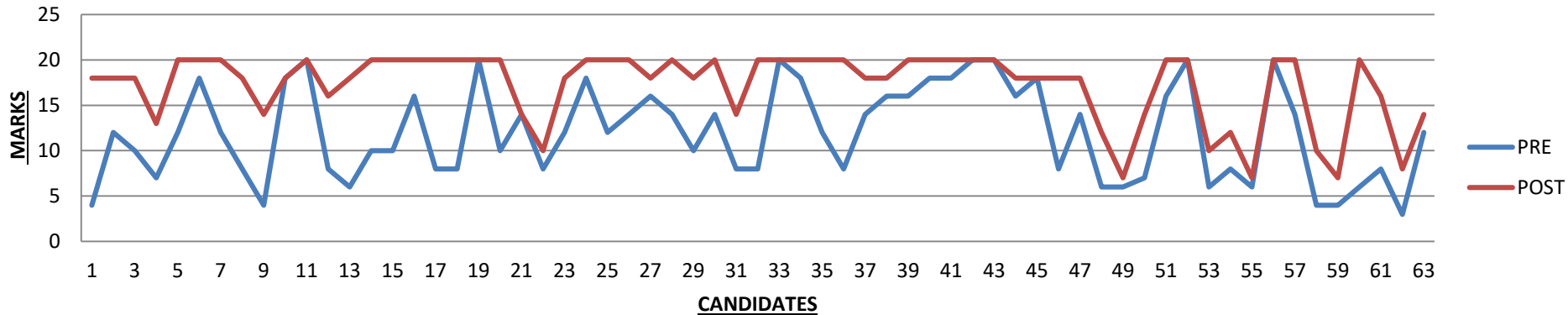


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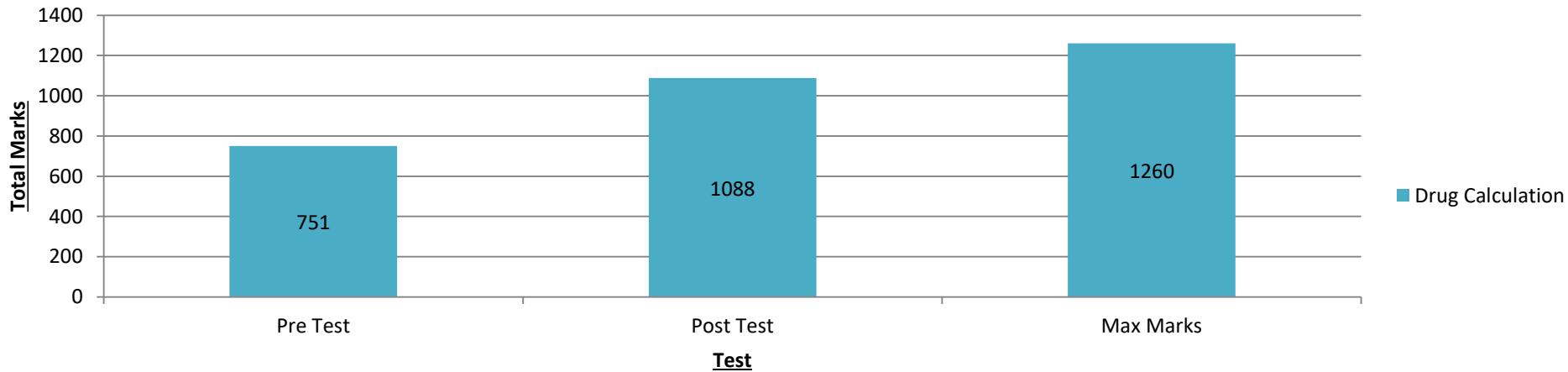


RESULTS - EFFECTIVENESS

DRUG CALCULATION PERFORMANCE

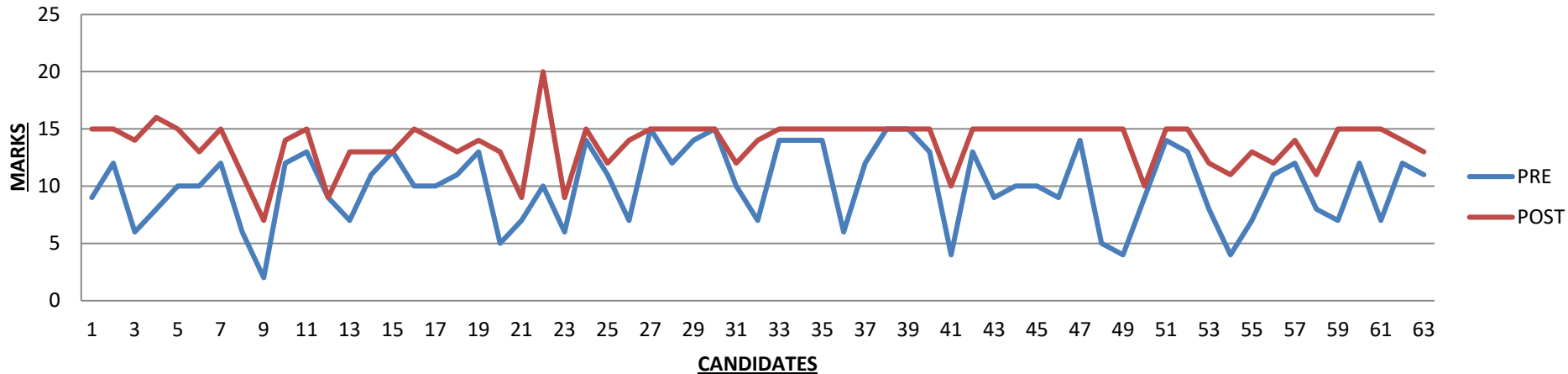


Drug Calculation

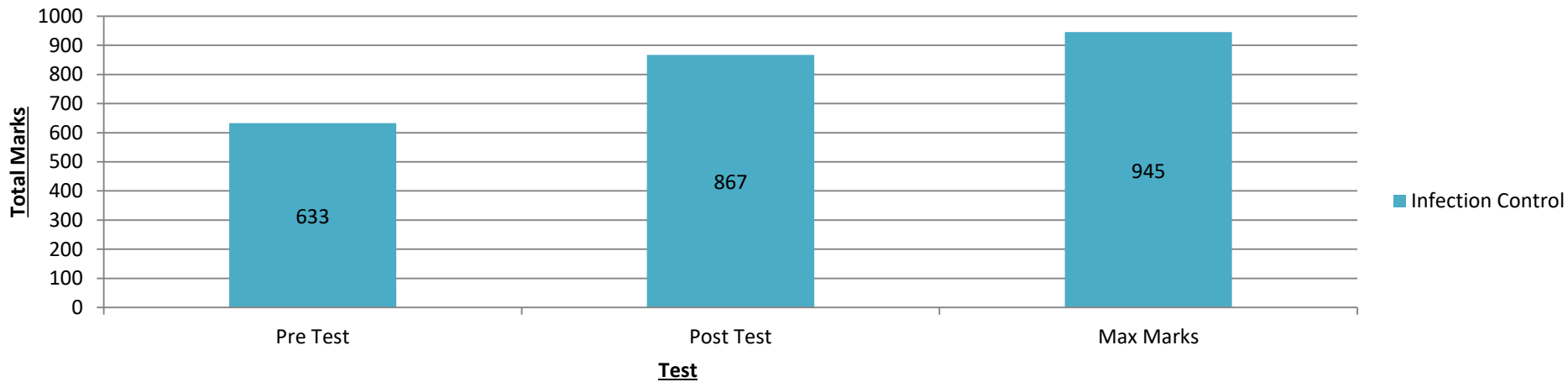


RESULTS - EFFECTIVENESS

INFECTION CONTROL PERFORMANCE

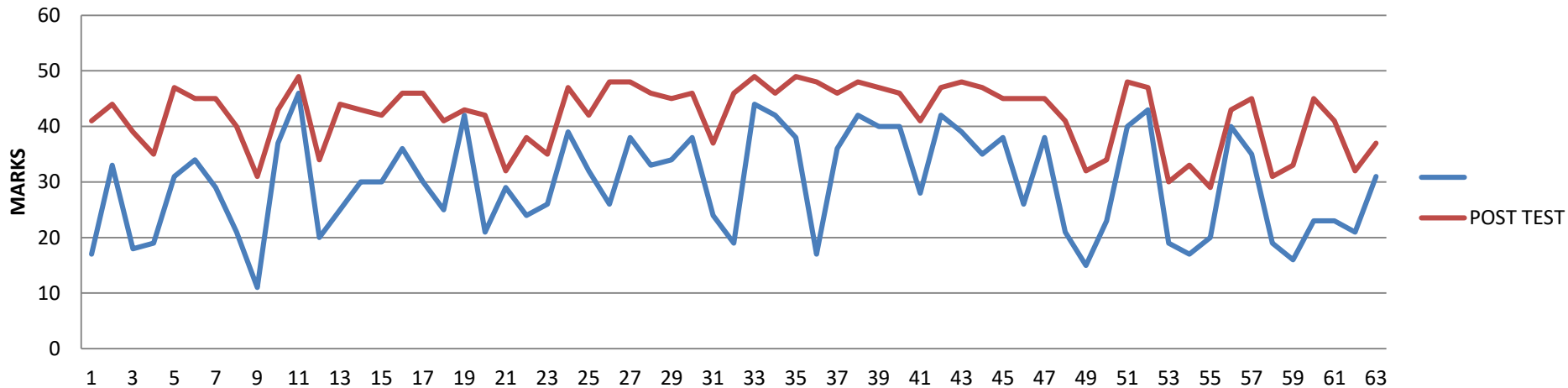


Infection Control

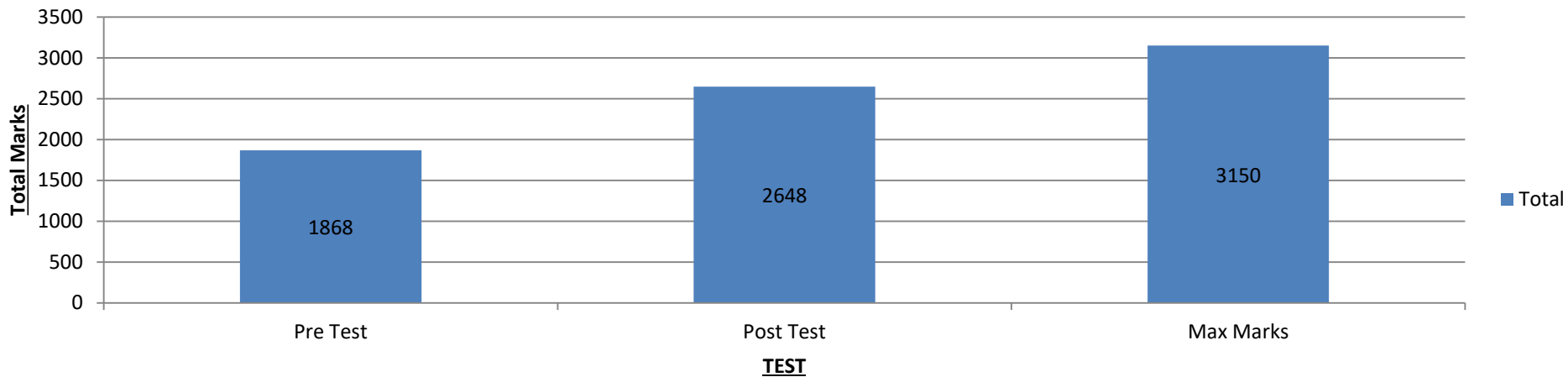


RESULTS - EFFECTIVENESS

OVERALL INDUCTION PERFORMANCE

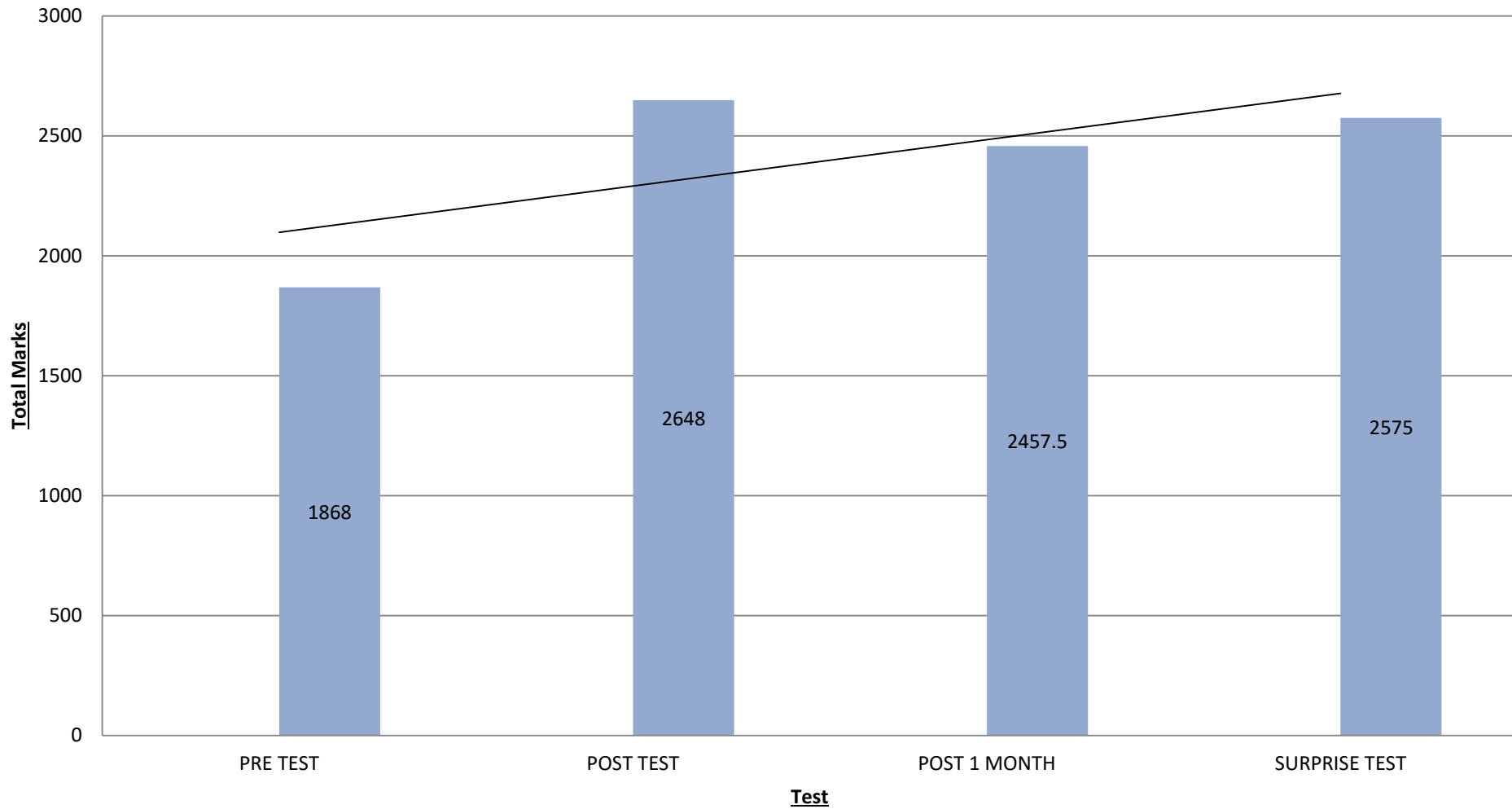


OVERALL INDUCTION PERFORMANCE



RESULTS - EFFECTIVENESS

Comparitive Study



DISCUSSION

- The Nurse training is a continuous process.
- There is scope for improvement.
- There was an upward trend of scoring marks when compared to pre test revealing that the induction training was effective.
- There was a dip in the Nurses performance in subsequent tests.

SUGGESTIONS

- Practical Training. It is recommended that practical technical training may be imparted to the fresher's on dummies.
- Enhanced Exposure. In order to give exposure to the fresher's, it is recommended to give them orientation in Emergency and Critical Care Departments.

CONCLUSION

- Nurses are very critical and costly resource.
- The Nursing care determines the quality of health care provided by a hospital.
- It has got an impact on patient satisfaction.
- Training after joining the hospital is very important for increasing Nurses efficiency and effectiveness.
- A well trained Nurse Maximizes the efficiency and effectiveness of the care required by a patient, resulting in enhanced patient satisfaction and loyal patients.

CONCLUSION

- EHCC Hospital has a well laid down training policy.
- Based on NABH & Nurse's Excellence Accreditation.
- The training team has put in lot of efforts to streamline the training process.
- Instituted a training calendar.
- The Nurse's Induction Training in EHCC Eternal Hospital is well planned and is being implemented effectively.
- There is significant improvement in performance by the Nurses post induction training.

JAI HIND

