

**“CHALLENGES FACED BY
NOVICE NURSES IN
HEALTHCARE DURING COVID-19
PANDEMIC SITUATION”**

**PROJECT WORK SUBMITTED TO THE
IIHMR UNIVERSITY
IN PARTIAL FULFILMENT OF THE REQUIREMENTS
FOR THE AWARD OF THE
DEGREE OF
MASTERS OF BUSINESS ADMINISTRATION IN
HOSPITAL AND HEALTHCARE MANAGEMENT
(MBA-HHM)**

SUBMITTED BY:

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RESEARCH GUIDE:

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Ref.: JLHL/INT/QUA/6888

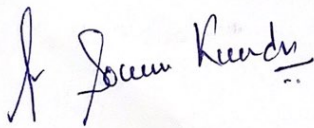
17th July 2021

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Ms. Alisha Kunte** has completed her Internship in the department of **Patient Safety & Quality Improvement** in our hospital from **5th April 2021 to 10th July 2021.**

We wish her best of luck in her future ventures.

For Jupiter Lifeline Hospitals Ltd.



Manisha Shah

Chief Human Resources Officer



ACKNOWLEDGEMENT

“At times our own light goes out and is rekindled by a spark from another person. Each of us has a cause to think with deep gratitude of those who have lighted the flame within us.”

-Albert Schweitzer

This effort in my academic pursuit would not have been a reality, but for the constructive support, guidance and encouragement rendered by a number of people.

With profound joy and immense contentment, I thank God Almighty for his divine providence and grace throughout my journey in completion of this project.

I am deeply indebted to Jupiter hospital, Thane for providing a platform to conduct my project work and to my guide Dr. Jayashri Kekan, Sr. Quality Manager, Jupiter Hospital, Thane for her strong and enduring support, constant guidance, sustained patience, valuable suggestions and whole hearted support and encouragement throughout the project.

A word would be too less to express my gratitude to all the participants of the study for their willingness to participate without whom the project would not have been possible.

I would also like to extend my gratitude to thank my parents for their constant support to drive me forward in this project.

Last but not the least I would like to thank all my friends, colleagues and well wishers who helped me along.

Alisha Kunte

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Title of the project:

Challenges faced by novice nurses in healthcare during COVID-19 pandemic situation.

Objectives of the project:

- 1) To determine the challenges faced by the novice nurses working in a healthcare during the pandemic situation
- 2) To assess the impact of covid-19 pandemic situation on these novice nurses.
- 3) To recommend measures to combat the challenges faced by these novice nurses.

Need of the project:

The year 2020 has been striving to survive to a new disease caused by a mutation in the coronavirus and, in late January, the World Health Organization (WHO) declared it a public health emergency of international concern and terming it “pandemic” over the time. Guidance on how to deal with patients with Covid-19 still remains a major challenge due to the emergence of new mutant strains. The psychological effects posed by such circumstances increase levels of stress amongst health professionals especially the novice nurses who have just laid their first step in their career often causing many of them to have burnout syndrome . Novice nurses face different challenges during their initial year of their career including work load, lack of self-confidence, lack of communication skills, lack of interpersonal; relationships with co-workers and little knowledge about different complex procedures, chasing time to accomplish the tasks given and low competency level in

performing certain clinical skills and to add to this, the covid pandemic situation has made it even more challenging.

Research Methodology

Research methodology is a way of systematically solve the research problem. It may be understood as all those methods or techniques that are used for conduction of research.

- a) Research design:** Exploratory type
- b) Sample:** Subjects of the project work comprised of novice nurses working in critical and non- critical care areas.
- c) Sampling technique:** Non-probability convenient sampling technique was selected for the project work.
- d) Sample size:** Subjects of the project work comprised of 50 novice nurses working in critical and non- critical care areas.
- e) Data collection:** Data was collected from 50 subjects working in critical and non- critical area using survey questionnaire
- f) Data Analysis and Data Interpretation:** The collected data was tabulated, analyzed, organized and presented using descriptive statistics.

Description of data collection tool:

The survey consists of two sections:

Section 1:

Demographic data performa which consists of 4 questions on personal data of the subjects.

Section 2:

Consists of survey to assess the challenges faced by novice nurses in healthcare in (Covid-19) pandemic situation.

It was categorized to cover the following topics:

- To evaluate the workload during Covid-19 pandemic situation
- To determine the confidence level in handling patients especially with respiratory symptoms
- To judge the satisfaction during preceptor-preceptee (buddy) phase
- To estimate the time management in accomplishing the tasks assigned
- To understand the impact on functional ability during pandemic situation
- To assess the effect of trainings and recreational sessions in reducing stress levels.

Section 1:

Questions based on demographic variables of the subjects

Section 2:

- To evaluate the workload during Covid-19 pandemic situation
- To determine the confidence level in handling patients especially with respiratory symptoms
- To judge the satisfaction during preceptor-preceptee (buddy) phase
- To estimate the time management in accomplishing the tasks assigned
- To understand the impact on functional ability during pandemic situation
- To assess the effect of trainings and recreational sessions in reducing stress levels

Section 1:

Distribution of subjects working in critical and non-critical care areas in relation to the demographic variables.

- Data shows that out of the total subjects (n=50) i.e 100%, 37 (74%) were females and 13 (26%) were males.
- Maximum of the subjects 30(60%) are B.Sc nurses, 17(34%) have done G.N.M as primary degree and 3 (6%) have completed their P.B.B.Sc nursing course
- Majority of the subjects 34 (68%) were working in critical care area and a small proportion of the subjects 16(32%) were from non-critical care area.
- Most of the subjects 42 (84%) had some information about COVID-19 before joining the organization and 8 (16%) had no information on the same.

Section 2:

The section illustrates the challenges faced by novice nurses during COVID-19 pandemic situation

- Out of the 50 subjects, 34 (68%) were of the opinion that COVID-19 has increased their workload and 16 (32%) were not of the opinion, thus it can be concluded that workload has increased during pandemic situation
- Out of the 50 subjects, 44(88%) were confident in handling patients with respiratory symptoms and 6 (12) were not confident, hence inferences can be drawn that majority of the subjects were abreast with the infection control practices but sessions on regular basis will be helpful increasing their knowledge and thereby their skills to function efficiently
- Out of the 50 subjects, 42 (84%) were satisfied in budding training, 7 (14%) were neither satisfied nor dissatisfied and 1 (2%) were dissatisfied, therefore it can be stated that buddy training is a crucial element in the initial phase with some additional supervision can play a vital role in the learning phase of the newly joined staffs
- Out of the 50 subjects, 36 (72%) completed their tasks on time and 14(28%) often delayed in completing the tasks, thus it can be concluded that those who are finding it difficult to accomplish their tasks on time can be benefitted through team building approach
- Out of the 50 subjects, 28(56%) were of the opinion that COVID-19 pandemic has affected their functional ability and 22 (44%) were not of the opinion, thus it can be concluded that COVID-19 put forth more challenges for the newly joined to adapt to the working environment
- Out of the 50 subjects, 41 (82%) felt that frequent trainings and recreational activities will help them reduce stress and 9 (18%) were not of the opinion, therefore it can be concluded

that such sessions would indeed be helpful in acting as a stress buster for the novice nurses

Findings and Data Interpretation:

Section 1:

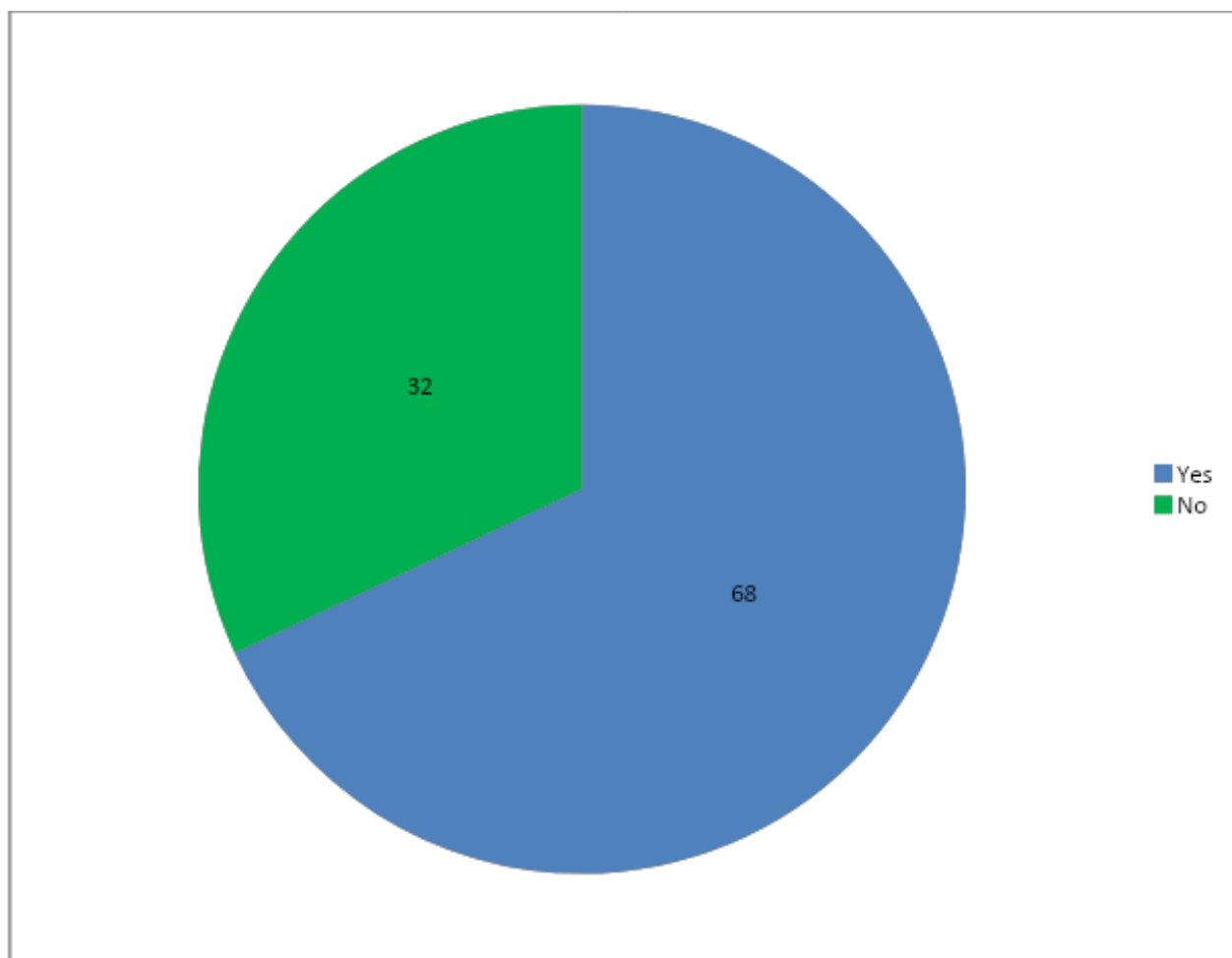
Table illustrates the distribution of subjects working in critical and non-critical care areas in relation to the demographic variables.

- Data shows that out of the total subjects (n=50) i.e 100%, 37 (74%) were females and 13 (26%) were males.
- Maximum of the subjects 30(60%) are B.Sc nurses, 17(34%) have done G.N.M as primary degree and 3 (6%) have completed their P.B.B.Sc nursing course
- Majority of the subjects 34 (68%) were working in critical care area and a small proportion of the subjects 16(32%) were from non-critical care area.
- Most of the subjects 42 (84%) had some information about COVID-19 before joining the organization and 8 (16%) had no information on the same.

Section 2:

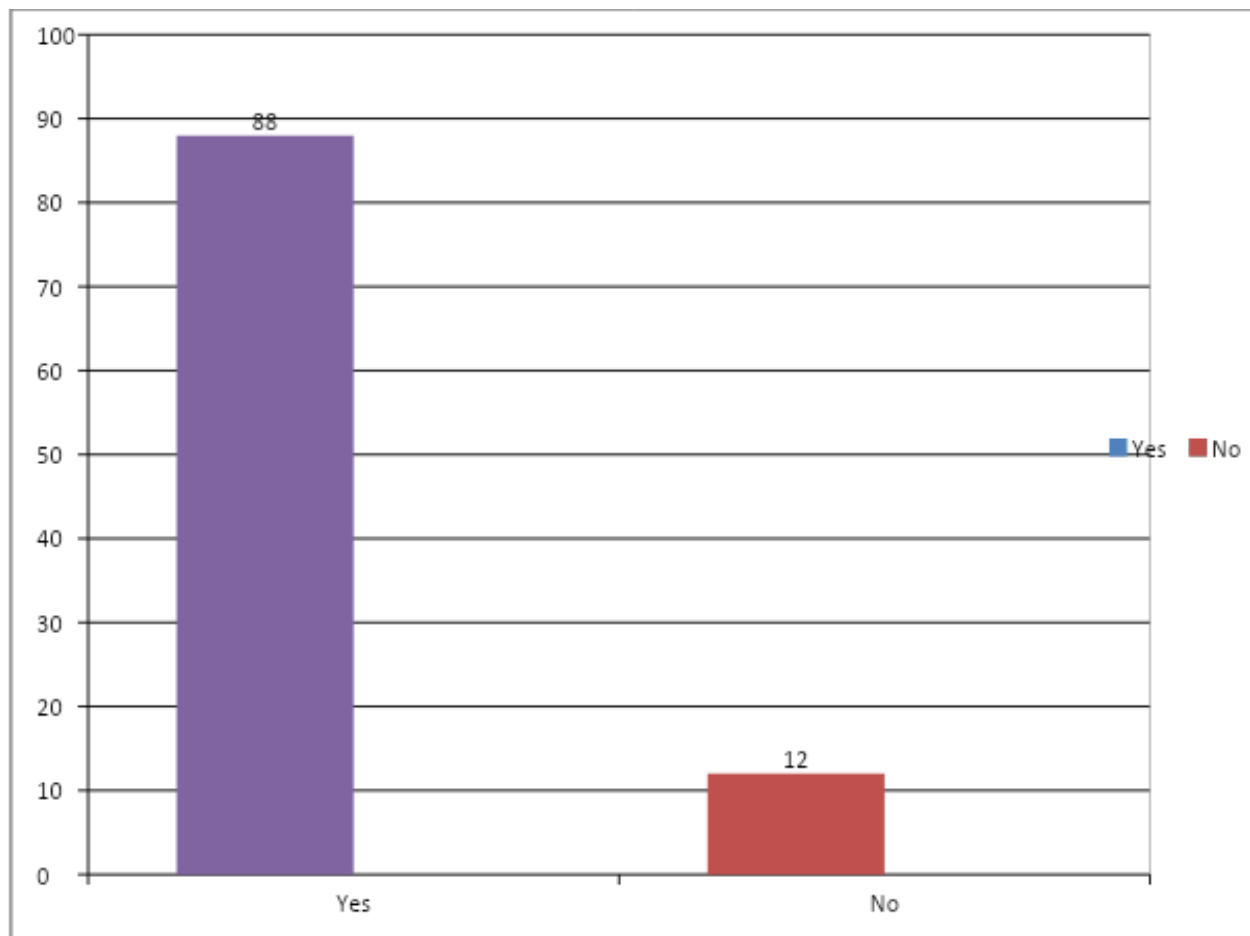
The section illustrates in graphical representation the challenges faced by novice nurses during COVID-19 pandemic situation

***Figure 1: Illustrates the responses of subjects to the question –
Has the Covid-19 pandemic situation increased your workload?***



Out of the 50 subjects, 34 (68%) were of the opinion that COVID-19 has increased their workload and 16 (32%) were not of the opinion, thus it can be concluded that workload has increased during pandemic situation

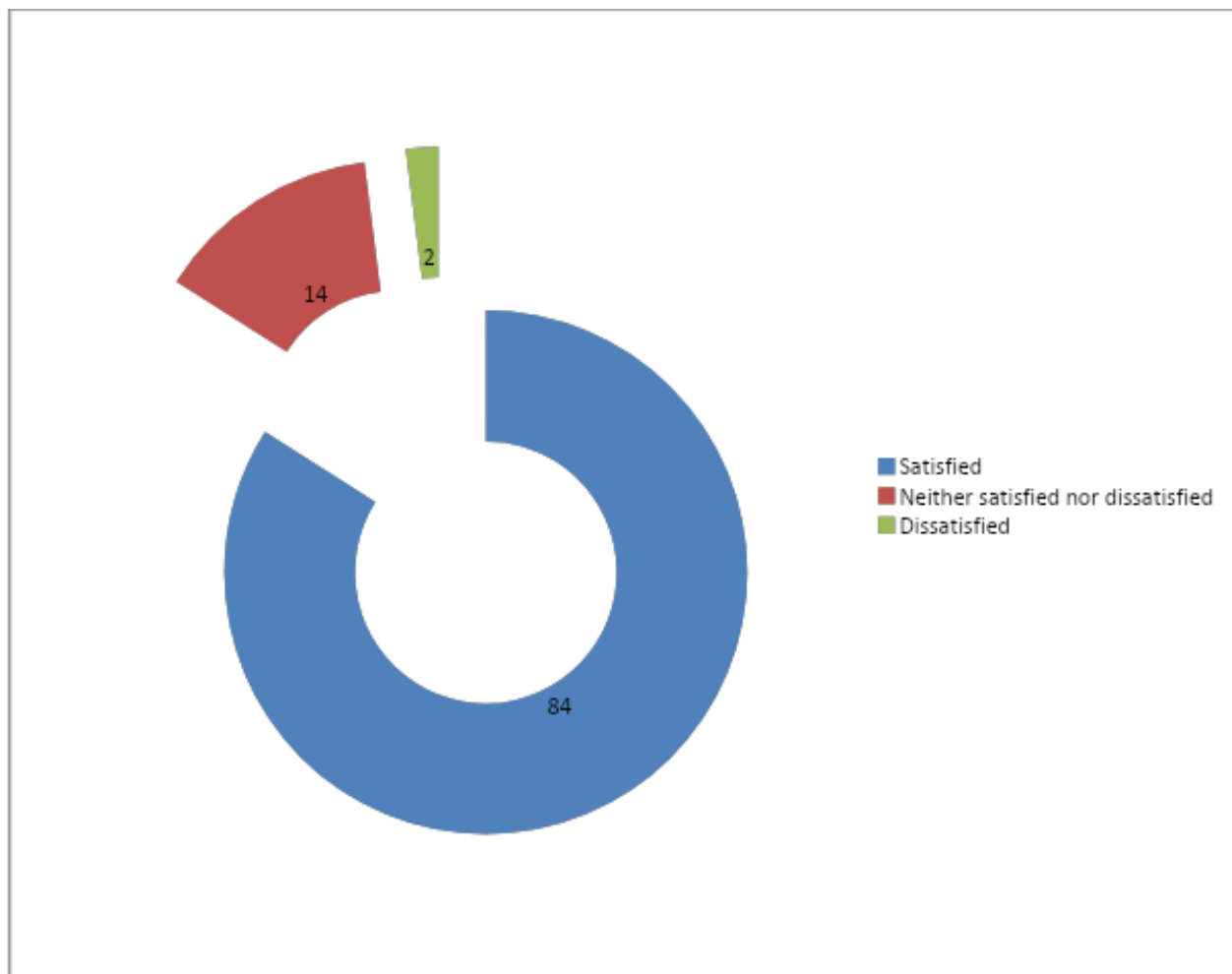
***Figure 2: Illustrates the responses of subjects to the question –
Do you feel confident in handling a patient with respiratory symptoms?***



Out of the 50 subjects, 44(88%) were confident in handling patients with respiratory symptoms and 6 (12) were not confident, hence inferences can be drawn that majority of the subjects were abreast with the infection control practices but sessions on regular basis will be helpful increasing their knowledge and thereby their skills to function efficiently

Figure 3: Illustrates the responses of subjects to the question –

How satisfied are you with your buddy during your learning phase at work?

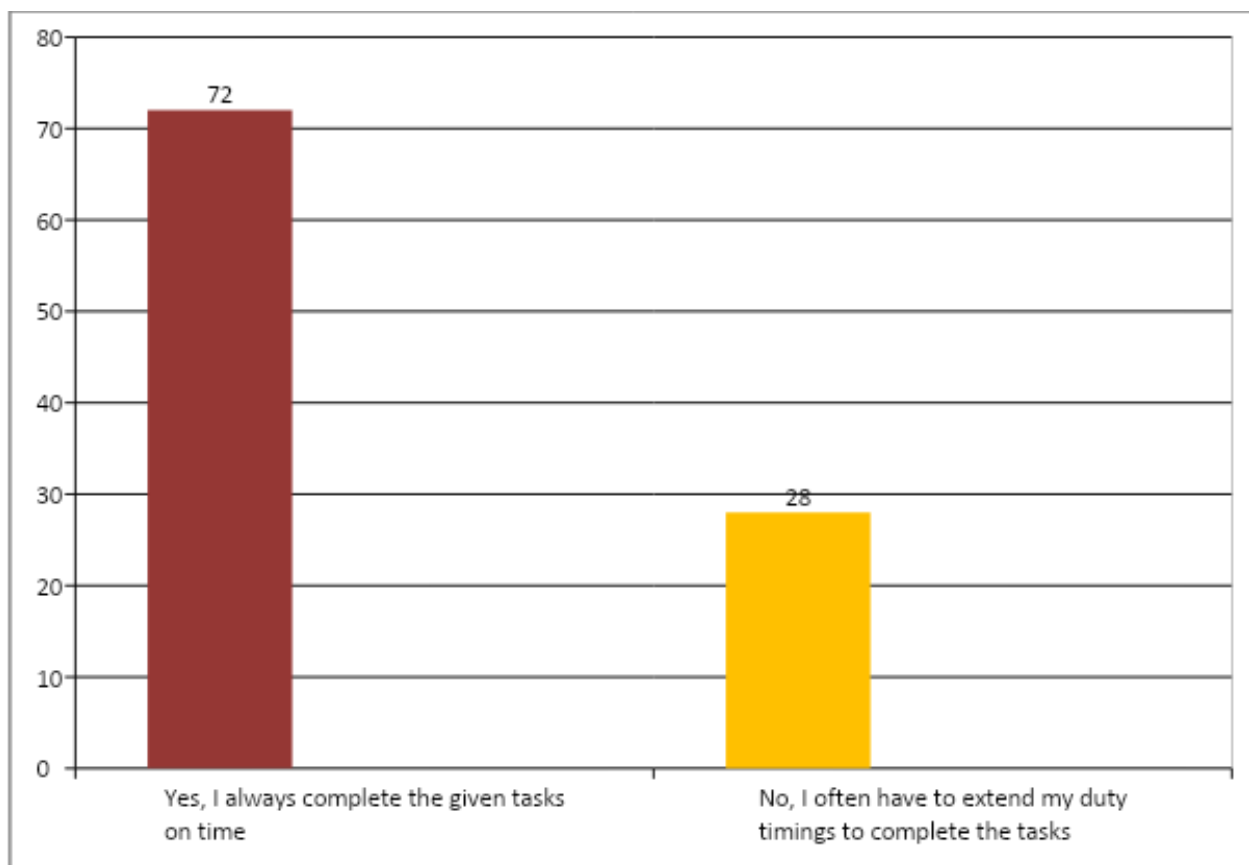


Out of the 50 subjects, 42 (84%) were satisfied in budding training, 7 (14%) were neither satisfied nor dissatisfied and 1 (2%) were dissatisfied, therefore it can be stated that buddy training is a crucial

element in the initial phase with some additional supervision can play a vital role in the learning phase of the newly joined staffs

Figure 4: Illustrates the responses of subjects to the question –

Are you able to complete the given tasks on time in your regular duties or need to extend your time to complete the tasks?



Out of the 50 subjects, 36 (72%) completed their tasks on time and 14 (28%) often delayed in completing the tasks, thus it can be concluded that those who are finding it difficult to accomplish their tasks on time can be benefitted through team building approach

Figure 5: Illustrates the responses of subjects to the ques

Data Analysis and Data Interpretation

Polit and Beck (2008) defines statistical analysis as the “ organization and analysis of quantitative data using statistical procedures, including both descriptive and inferential statistics.”

This chapter presents analysis of data collected and its interpretation from 50 subjects working in critical and non-critical care areas.

Organization of the study findings:

The collected data was tabulated, analyzed, organized and presented under the following different headings using descriptive statistics.

Section 1:

Questions based on demographic variables of the subjects

Section 2:

- To evaluate the workload during Covid-19 pandemic situation

- To determine the confidence level in handling patients especially with respiratory symptoms
- To judge the satisfaction during preceptor-preceptee (buddy) phase
- To estimate the time management in accomplishing the tasks assigned
- To understand the impact on functional ability during pandemic situation
- To assess the effect of trainings and recreational sessions in reducing stress levels

SECTION 1

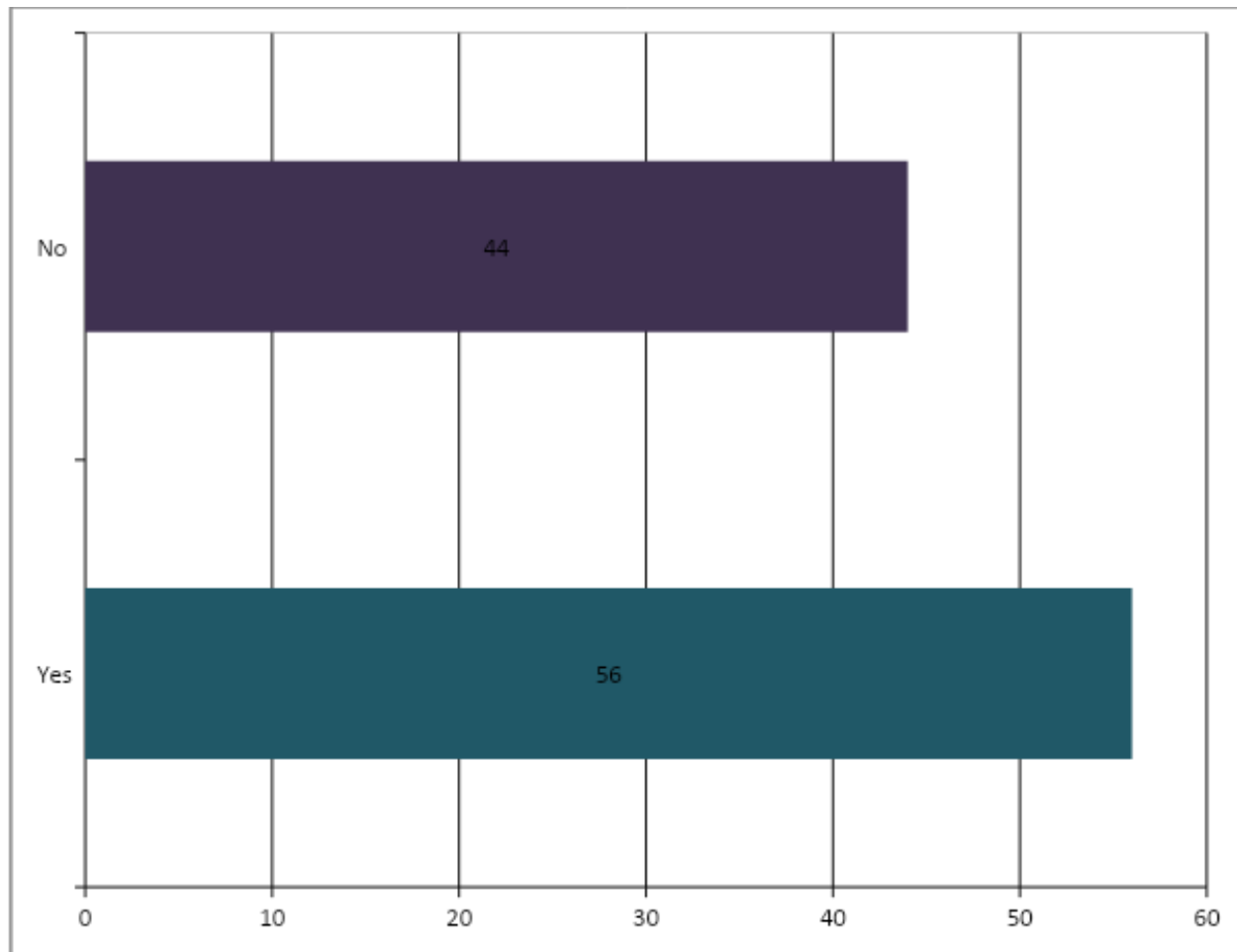
Table : Distribution of subjects working in critical and non-critical care areas in relation to the demographic variables

Parameters		No. of cases	Percentage (n=50)
Gender	Male	13	26 %
	Female	37	74%
Professional Qualification	G.N.M	17	34%
	P.B.B.Sc Nursing	3	6%
	B.Sc Nursing	30	60%
Department	Critical Care Area	34	68%
		16	32%

	Non- critical Care Area		
Do you have any information on COVID-19 before joining the organization?	Yes	42	84%
	No	8	16%

tion –

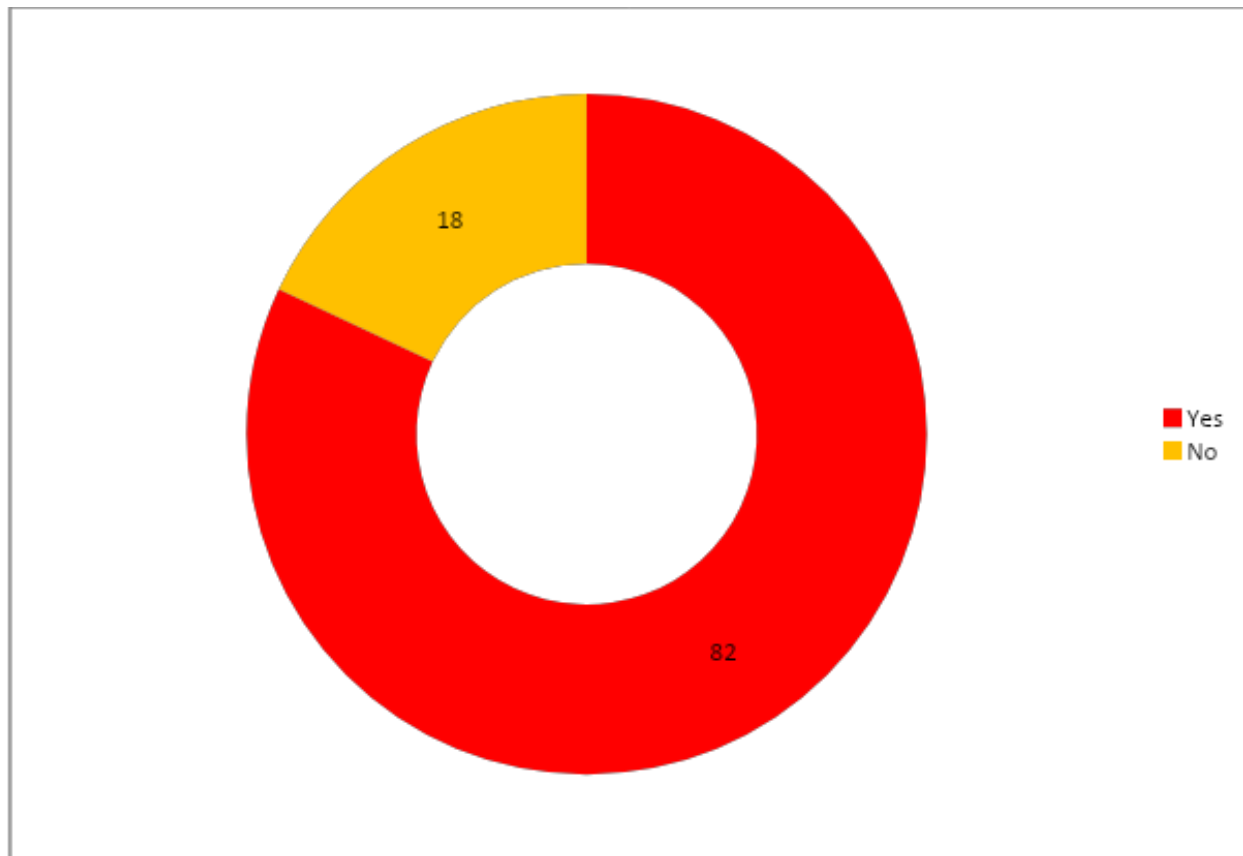
Do you think the present Covid-19 pandemic situation has impacted your ability to function due to increased complexity at work?



Out of the 50 subjects, 28(56%) were of the opinion that COVID-19 pandemic has affected their functional ability and 22 (44%) were not of the opinion, thus it can concluded that COVID-19 put forth more challenges for the newly joined to adapt to the working environment

Figure 6: Illustrates the responses of subjects to the question –

Do you feel frequent trainings and sessions in Covid-19 pandemic disease combined with some recreational activities like yoga and music therapy will help in reducing your stress levels?



Out of the 50 subjects, 41 (82%) felt that frequent trainings and recreational activities will help them reduce stress and 9 (18%) were not of the opinion, therefore it can be concluded that such sessions would indeed be helpful in acting as a stress buster for the novice nurses.

Recommendation:

Based on the findings of the project work, the investigator would like to put forward a few recommendations:

- ☐ Communication with the newly joined nurses by the respective nurse manager/ nurse-in-charge of the unit, nurse educator and clinical instructor on a weekly basis for at least a

period of 3 months to clear their queries and inhibitions if any and thus boost their confidence level.

- Frequent sessions on infection control practices should be conducted as a priority both at departmental level and mass trainings to keep them abreast with the protocols and policies.
- Professional counseling and continuous appreciation by the superiors will inculcate a sense of team spirit and bonding, which should be made as a practice by the HR for creating a feeling of oneness.
- Adequate rest periods, offs as per HR policy, nutritional management should be incorporated to prevent burnout syndrome and to reduce the attrition rate.
- Buddy (preceptor) should be adequately be trained in not only teaching and guiding the newly joined but also should mandatorily undergo psychological counseling sessions by certified counselors to help their preceptee's.
- Books and literatures with English interpretation to enhance the communication skills of the staffs newly joined the organization to make them familiar with basic local language.
- Recreational activities like indoor games, mind games, music therapy and yoga should be included as it would boost their physical, mental and intellectual ability and thus enhance their functional ability at work.

Implications of the study

The findings of the study have implications in nursing practice, nursing education, nursing administration and nursing research .

Nursing Practice:

Project work can contribute in the area of nursing practice by early identification of the challenges faced by the novice nurses and thus providing them with adequate counseling and teaching, and be a constant support to help them to reduce their stress levels and thus enabling these nurses to adapt and accept the working environment better and early. This would also aid in reducing not only the attrition rate but also burnout syndrome and thus make them productive in their professional life.

Nursing Education:

The inferences drawn from the project can be very useful to the nurse educators to prepare various sessions and mass trainings keeping in view the challenges encountered by the novice nurses and thus be a helping hand to these budding group of nurses.

Nursing Administration:

As part of the nursing administration, the nurse managers/ nursing in-charge play a vital role in the training of the newly joined nurses, to understand their difficulties, and accordingly help them take care of patients with confidence and also keep them updated of all the policies and protocols of the organization thus reducing their anxiety and helping cope better in the working environment.

Nursing Research:

Nursing research is an essential component of today's nursing education. The research is the only possible method to generate evidence for improving the existing knowledge and

practice and therefore other researchers can utilize the inferences drawn from this project work for conducting further study.

Conclusion

The era of 2020 has accepted the fact that nurses are not only the backbone of every healthcare organization but also at the frontline for fighting the deadly COVID-19 virus. Thus nurses have a valuable and crucial contribution in the field of healthcare and so it is the responsibility of an organization as a whole to develop mechanisms to promptly identify the challenges faced, and provide a helping hand to the newly joined nurses, to provide them with adequate and constant support and guidance to combat all the inhibitions and prepare them to deliver quality care to patients and be better professionals.