



ISSN No: 2319-5886

International Journal of Medical Research &  
Health Sciences, 2016, 5, 9S:212-216

## The study of nurses' performance from the viewpoints of head nurses in the special and general wards of the instructional hospitals of Zahedan in 2015

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### ABSTRACT

*This study examined the attitudes of head nurses toward nurses' performance in special and general wards in instructional hospitals of Zahedan. Nurses have different roles in providing nursing cares. Since prevention is one of the important goals of nursing cares. They take care of people with physical, mental, social and emotional aspects. These people have special needs which are associated with each of these dimensions. This study purpose is to examine the views of head nurses and to recognize strengths and weaknesses of these wards for planning right things to do. The aim of this study was to assess the performance quality of nurses, from the viewpoints of head nurses in special and general wards in instructional hospitals Zahedan city. This study is a cross sectional analytic study. In the study 252 graduated nurses who were working in the special and general wards of instructional hospitals in Zahedan were selected during the study. Sampling was census 102 nurses were selected in special wards and 150 nurses in general wards were selected randomly. The questionnaire was a ministry health checklist which was given to all head nurses for assessment. Statistical analysis was done using Pearson correlation and T test. Based on study results, quality performance scores of the nursing in special and general wards were respectively 103/1 and 109/2. There was a significant statistical difference between the mean of nursing quality performance in special and general wards ( $p < 0/001$ ). A significant statistical correlation was observed between experience and the nursing performance quality score ( $p = 0/03$ ,  $r = 0.17$ ). For each year of experience performance score has increased by 0/17. Results showed that the score of nurses' performance in special wards was lower than general wards and since nursing care is more specialized in special wards and patients are dependent to nurses, it is necessary to improve the strengths and omit the weaknesses for proper planning.*

**Key words:** Quality-Performance-Nurses

### INTRODUCTION

Evaluation of nurses' activity in providing nursing cares for patients is the most important factor for taking care of patients and their satisfaction from cares is of important indicators [1].

Nursing cares are more important among all provided cares in clinics and hospitals [2]. Nurses have various roles in providing nursing services. Since one of the important purposes of nursing is the prevention of diseases [3] they take care of humans who have physical, mental, social and emotional domains and also have special needs for every domain [4].

The nurse is supposed to support patients' rights in supportive role and in instructional role the nurse is able to help patient in making decision for treatment and care [3]. If the health services are done well according to various roles certainly the patients satisfaction is achieved [5]. Performance evaluation is one of the important responsibilities for every health organization to make sure of the quality of performance and provided services [6].

Results of the study showed that nurses' job satisfaction is related to variables like age, sex, job status, working nature, college rank, years of experience, special cares and their ward and this relationship is significant and positive between job satisfaction and services [7].

Results of another study which was done in Delhi showed that there is not any difference among job satisfaction, knowledge and providing services for patients in special wards and general wards [8].

In the studies which have been done in the case of nursing performance quality, patients considered nursing care quality as interest and attention to the patient, friendly behavior, availability, responsibility, enthusiasm to work, determining patients need for support and spending time for patients [9]. All the patients considered affability, benignity, empathy and the sympathy of nurses as the main most important indicator of nursing cares quality [10, 11]. Knowledge of those being cared is very significant in evaluating nursing cares quality [12].

Another study indicates that teaching communicational skills to nurses is effective on patients' satisfaction, so it is recommended to consider communication as a part of nursing duties and to enact it in nursing report [13].

Since head nurses are in contact with nursing staff and have an important role in annual and monthly evaluation. Other studies are related only to patients' comments but in this study this issue is examined with other viewpoints. It is often guessed that nurses of special wards like ICU ones are more skillful and have better performance than the nurses of non-special wards. We are looking for the answer to this aforementioned question in this study to distinguish nurses' strengths and weaknesses and by considering study results we can promote strengths and to omit the weaknesses of the plan properly.

#### **MATERIALS AND METHODS**

This is a cross-sectional study. Sampling was done using poll in special wards. Considering obtained information from instructional hospitals of Zahedan. There were totally 50 special ward nurses in Khatamol-Anbia hospital (dialysis 10, ICU 30, CCU 10). There were totally 52 nurses in special wards of Imam Ali hospital (dialysis 12, ICU 26, CCU 14). There were 213 nurses in general wards of Imam Ali hospital and 134 in general wards of Khatam hospital. The performance of 150 nurses (regarding the community of nurses in every general ward, 58 of them were selected randomly from Khatamol-Anbia hospital and 92 of them were selected from Imam Ali hospital) have been evaluated by head nurses.

Sampling was on this condition that all the nurses had the following conditions:

1. They were working in special and general wards
2. They had M.SC degree of nursing
3. They have had at least 6 months of nursing services in special or general wards of under supervision of the same head nurse.

Data gathering tool was a questionnaire. It included demographic information which was consisted of (sex and years of experience). The latter part of the questionnaire examined the quality of nurses' performance which included ministry checklist that was given to all head nurses to assess nurses. There were 2 questions about demographic information of nurses in the first part of the questionnaire and 18 questions which were related to nurses' performance were mentioned in the second part. Triplex Likert scale was used to rate the questionnaire. Three options of (always, sometimes, never) were in the questionnaire. Rating method in every Score measuring scales is the following order, (always 2 marks, sometimes 1 marks, never no marks) so zero was the lowest mark and 118 was considered highest mark, thus the average of marks is 59. To achieve reliability for aforementioned scale, this questionnaire was given to head nurses two times and Cronbach's alpha index was determined %85. After enacting the research project and taking introduction letter from college research center, it was coordinated with hospitals of Zahedan city and checklist was given to satisfied head nurses. Having gathered the data they were analyzed by SPSS software in two descriptive and analytical parts. Pearson correlation and T test were used to reject or approve the assumptions.

## RESULTS

**Table 1: determining the mean score of the nurses performance quality in special and general wards**

P value	SD	Mean of score	number	The score of ward
<0.001	12.7	103.1	102	special
	9.6	109.2	150	Non special

There was a significant statistical correlation between the mean of nursing performance quality in special and general wards ( $P < 0.001$ ).

a significant statistical correlation was seen between year of experience and the score of nurses performance quality in special and general wards based on Pearson correlation test ( $P = 0.03 / r = 0.17$ )

For every year of experience the performance score was increased by 0.17 .

## DISCUSSION

Now days due to emphasis on resources management, cost control, effectiveness of taking care of patients, promoting health services quality, having responsibility and taking care of the patients well is essential. Results of this study showed that nurses' performance quality was different in special and general wards. the average was reported 103 out of 118 for special wards and 109 out of 118 for general wards which indicates desirable provided nursing cares at least from head nurses viewpoints, while Ghomris study has shown that nurses performance quality was 28% weak, 64% mediocre and 8% had been good (1). Results of another study (examining nurses' performance for intubated patients with ventilator or without it) showed that in some cases nursing cares quality was fairly good and it needs more attention in most cases. There is also a significant statistical difference between nurses' performance quality and the ward in which they work, so special ward nurses had a better performance quality than the nurse of other wards (14) and these results were different from our study. Results of safaris study have shown that only 20% of CCU nurses performance had been desirable (15). results of the study of Rigels and his colleagues which was done in USA in 2000 to determine the quality of providing usual cares for patients with myocardial infraction has shown that the quality of providing nursing coronary cares is not adequate (16).it was recognized in this study that the mean score of nursing cares is high, it can be said in the interpretation that nursing has had remarkable progresses about teaching principles and theories which had been significant and substantial for nursing promotion in Iran. there is a strong relationship between nursing and spirituality which is effective on nurses professional performance. Taylor and his colleagues have also emphasized this result in a study and his study results have shown that nurse religious beliefs affects their motivation, and viewpoints toward patient and nursing cares so that we should expect individuals with weak religious beliefs more to behave and perform amorally (17). George and his colleagues have mentioned the spiritual beliefs in nursing as a factor for nursing moral development (18). Najibzadeh and his colleagues also recognized in their studies that most of the nurses often encounter some moral aspects, moral decisions have become a common task and part of nurses professional clinical activity.

Achieving proper performance in professional nursing needs that the nurses at first know the patients problems and then do appropriate nursing performance all relationships and interferences between the patient and the nurse (19). Results of fourth and fifth purpose of the study (determining the relationship between the mean of the nurses performance quality with their sex in special and general wards) showed that no significant statistical relation was seen. results of the study of Alizadeh and his colleagues (comparing emergency nurses performance with the international standards in clinical instructional centers of medical science university of Urumiah in 1388) showed that there is not any correlation between emergency nurses performance in the case of triage and CPR with sex ( $P = 0.628$ ) but the mean of the male nurses performance (13.28) had been more than that of female nurses (37.26) (20). Results of Chin Min Chais study (examining the effect of the physical structure of revivalist nurse on cardiopulmonary massage in Taiwan) that included 18 male technicians and 21 female educated nurses) showed that taller and heavier individuals had a better performance in performing cardiopulmonary massage (21). It seems that men in special wards have a better dominance and skill than women based on the researchers observations, but this study which is based on head nurses viewpoints denies this point. Results of the 6th and 7th purpose of the study (the relationship between the quality of the nurses performance and years of experience in special and general wards) showed that there is a significant statistical correlation in general wards so that for every year of experience performance score is increased by 17. results of a study (effect of colleague assessment process on the quality of

nurses performance for patients satisfaction) showed that there is not any statistical correlation between years of experience and the quality of performance (7) but the researchers believe that based on their observations nurses who have more years of experience have a more desired performance quality than those who had less years of experience. Perhaps reasons such as career satisfaction, motivation and interest in nursing are related factors of this assumption. It has been observed in the study of Ghaljeh and his colleagues that there is a significant correlation between nurses' performance and years of experience (22). Nasiriany and his colleagues write a quotation from Sokhanvar increasing served years, encountering problems like lack of supportive resources, working pressure; discrimination and lack of the recorded laws make the individuals to adjust their activity conservatively. Having achieved experience and knowledge these are finally put in practice (23).

Practical recommendation based on study results:

The following recommendations are presented according to the results of the study:

This study was generally but it is better to pay attention to the quality of nurses performance in different aspects of taking care of the patients, in other words the comparison of the quality of the performance is considered in communicational, instructional and taking care domains which are three important principles for taking care of the patients. Head nurses viewpoints toward nurses in different wards are assessed in this study which can affect study results, so it is recommended that in another study head nurses who assess nurses should be more confined. The reliability among head nurses comments should be assessed so that study results will be less biased.

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