

## Methods to Ensure Quality Assurance in Nursing Service

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### Introduction

Health care systems throughout the world are facing increasing challenges due to advances in medicines and technology, longevity of the population, rising expectations and finite resources. These multiple and very powerful forces are imminently accelerating the need for transforming health care delivery system and nursing practice towards Quality assurance. Healthcare is the largest industry in the world rapidly attracting new entrants and generating competition. Global health industry is estimated to be US \$ 3 trillion (150 lakh crores).

There is increasing consumer awareness leading to heightened expectations and aspirations on one hand and greater accountability on the other. Galloping costs of health care, health care financiers demanding cost optimization and ethical and societal need can be dealt by quality assurance in health care and nursing practice. Quality Assurance (QA)

Quality Assurance encompasses necessary changes or improvements to ensure survival. It involves standards for excellence, evaluating nursing care against those standards and then taking action to correct deficiencies and achieve the standard care policy.

### Principles of Q.A. in Nursing Service:

Q.A. relies on the same basic nursing management principles of success.

These principles are:-

#### 1. *Customer Orientation*

One of the prime principles is that it is based on customer's needs and expectations. Nurses need to identify actual and potential needs of patient and relatives.

#### 2. *Encourage Staff participation*

The knowledge, expertise and experience of nursing personnel are organizations most important resources. Staff development through continuing Nursing Education is important and helps to solve the problems. A group working together may be able to accomplish more than an individual alone.

#### 3. *Decisions based on reliable information*

This is a very important aspect of quality care. In the absence of accurate reliable and relevant data and information and decisions are based on assumptions. Use statistical data analysis to make sound decisions. Evidence based care is key point to remember to provide quality care.

#### 4. *Improve Co-ordination and communication*

Effective co-ordination and communications is crucial to quality care. Lack or neglect of the same leads to confusion which is reflected in poor patient care, deteriorating interpersonal relationships, lack of motivation in service providers. Communication with supervisor and colleague both are important for quality patient care and in maintaining therapeutic environment

and adherence. Communicating protocols/guidelines/standards amongst subordinate is important for implementation.

### **5. Demonstrate Leadership & Commitment**

Without strong Leadership Commitment quality care is not possible. Leadership, commitment and enthusiasm get into the staff and influence the whole organization.

#### **Benefits of Q.A in nursing Service**

1. Lower Cost of treatment
2. Increases revenue of Health organization
3. Enhance hospital operations
4. Improve clinical outcomes
5. Confirm Service value
6. Create organization synergy
7. Increase efficiency of staff
8. Promotes sharing of ideas
9. Nurture team spirit
10. Create evidences for Nursing Knowledge

#### **Methods and steps of Quality Assurance in Nursing Service**

Measuring quantitative data is often fairly simple. Qualitative data are, however, more vague and their measurement is more difficult. Accurate assessment of qualitative data requires managers to consistently use specific and systematic process. It is essential to have proper structure also which is the processes broken down into four basic steps.

#### **1. Standard setting**

It includes to measure the extend which health organization is able to provide standard environment to provide the care to the patient.

#### **2. Surveillance**

This is the part of monitoring and identifying the problems that hinders nurses to provide quality care.

#### **3. Corrective action**

At this stage mid level manager in coordination with first and higher level manager discuss the possible measure to counter identified problem so that quality care can be executed.

#### **4. Re-evaluation**

Here at this stage, first level of manager along with mid level of manager re-evaluate the corrective measure applied and its execution.

### **Accreditation**

Accreditation is the formal process of surveying a hospital against predetermined criteria and standards. With increasing medical tourism accreditation is the solution to meet the challenges, demands and public accountability. It is known that world over professionally driven; autonomous healthcare accreditation has been the most successful mechanism to resolve the dilemmas\ complexities in the healthcare delivery today as well as for continuous improvement.

The healthcare excellence needs to be validated and recognized through highly credible mechanisms. Comprehensive accreditation addresses all the dimensions of healthcare such as appropriateness, availability, continuity, effectiveness, responsive and caring delivery, safety and risk minimization and timeliness.

## Conclusion

Now think of new hospital environment armed with practical advices on structure, process and outcome of Quality Assurance implementation to make. So, it's time to contemplate actions. In few lines to conclude, Quality Assurance is must and not an optional choice.

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प्रकाशन गर्न लागेको शुभ अवरमा हार्दिक  
बधाई तथा उत्तरोत्तर प्रगतिको कामना गर्दछौ ।

दक्ष एवं अनुभवी शिक्षिका द्वारा पठन पाठन गराइने

- सुविधायुक्त पुस्तकालय
- कलेज परिसर भित्रै व्यवस्थित छात्रावास
- छद्म शैय्या भएको आफ्नै अस्पताल (वीरेन्द्र अस्पताल घाउनी)
- भण्डारखाल स्थित आफ्नै मेडिकल कलेजको व्यवस्था
- अत्याधुनिक Skill Lab तथा Computer Lab को सुविधा



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