

Quality improvement report submission template

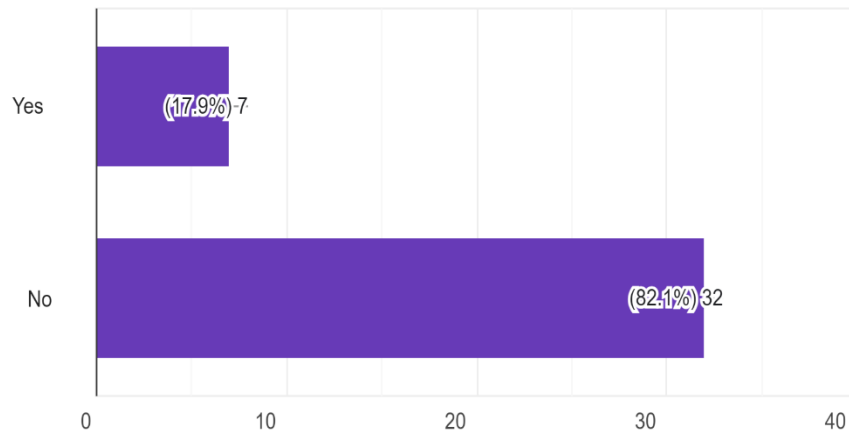
This template is structured around writing up an improvement report. It is based on the SQUIRE guidelines for best practice in writing up quality improvement projects.

Please write your own text entry in each blank section, ensuring you follow the guidance given.

<p><u>TITLE:</u></p> <p>IMPROVE NURSING SKILLS OF OUTPATIENT DEPARTMENT STAFF</p>
<p><u>ABSTRACT:</u></p> <p>Introduction:</p> <p>The variability of the care reality and the changes in the health needs of the population require health professionals to update their competencies by adapting them to new demands. These changes pose a challenge for nursing training, which must prepare nurse's to provide the expected effective health responses. Nurse training require nurses to strengthen, develop and broaden their own competencies.</p> <p>Competency is defined as the ability to use knowledge and other skills required to successfully execute a task, develop a job and achieve a goal or play professional role. The concept of competence encompasses knowledge, experience, skills, personal characteristics and behaviors, beliefs, motivations and values. Nurses have a responsibility to keep up to date on their skills and competencies, but institutions must provide adequate structure and support. As a support to enhance the skills of outpatient nurses, we develop a competency and training on treatment room, dressing room and vaccination clinic. One of the purpose of this project is to increased the number of staff who can competently work in these areas in OPD.</p>
<p><u>PROBLEM:</u></p> <p>In our institution, we have 50 nursing staff who are working in Outpatient Department. From that 50 nurses only few can work competently in treatment room, dressing room and vaccination clinic.</p> <p>The head nurse conducted a survey if the staff have experience on working in treatment room, dressing room and vaccine clinic and the result is shown on the graph below.</p>

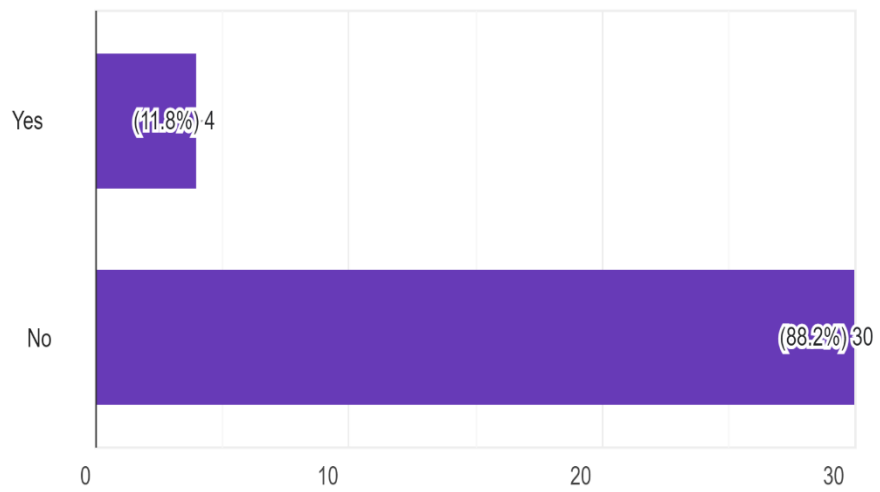
Do you have experience in working in Treatment Room?

om
39



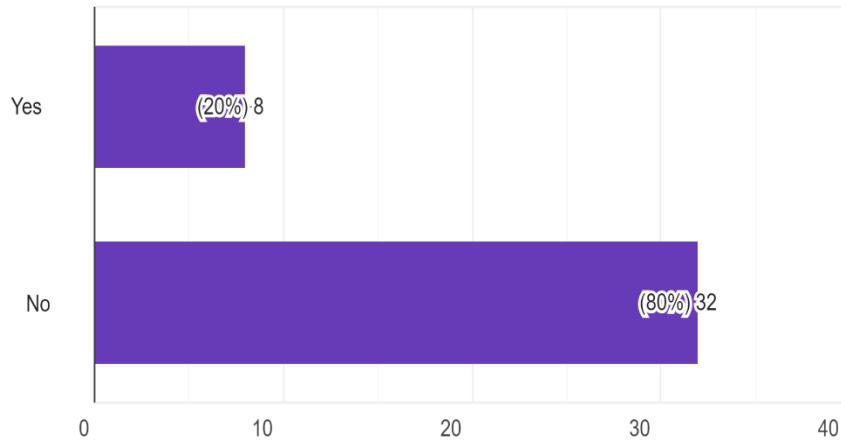
Do you have experience in working in vaccination Room?

om
34



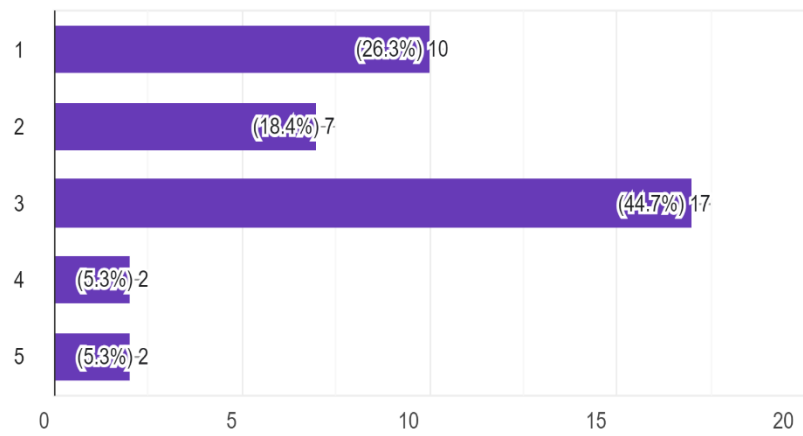
Do you have experience in working in Dressing Room?

om
340



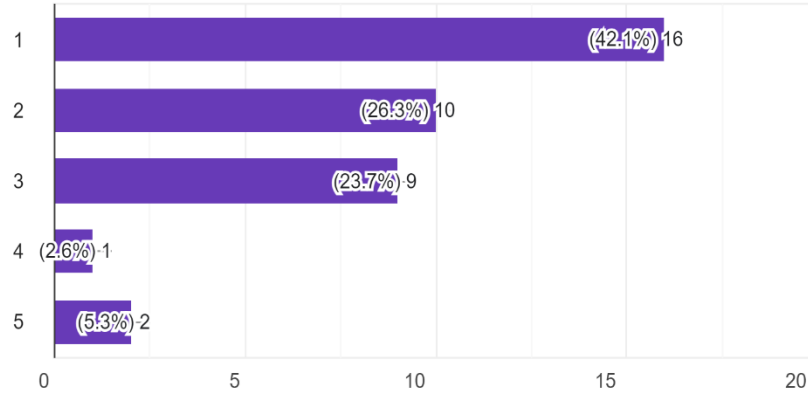
How do you familiarize yourself in treatment room?

om
38



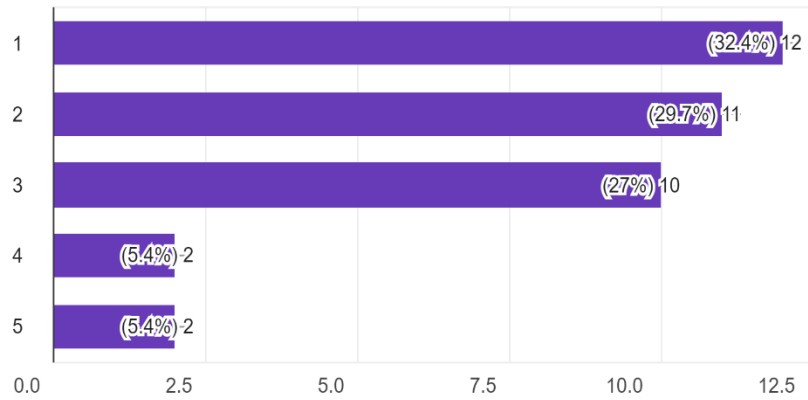
How do you familiarize yourself in vaccination room?

om
رد 38



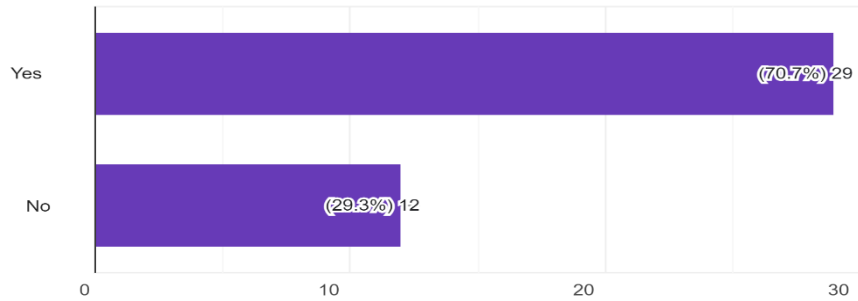
How do you familiarize yourself in Dressing room

om
رد 37



If you still not work in this area are you willing to learn and assign in this area?

Area
رد 41



After the survey the head nurse conducted an actual evaluation on each nursing staff if they are competent to work in these 3 areas in OPD. She found out that only 2 staff in treatment, 2 staff in dressing room and 1 staff in vaccine clinic can work competently in these areas. We create this project to improve the skills of the remaining staff nurse in order for them to work competently in these areas in OPD.

BACKGROUND:

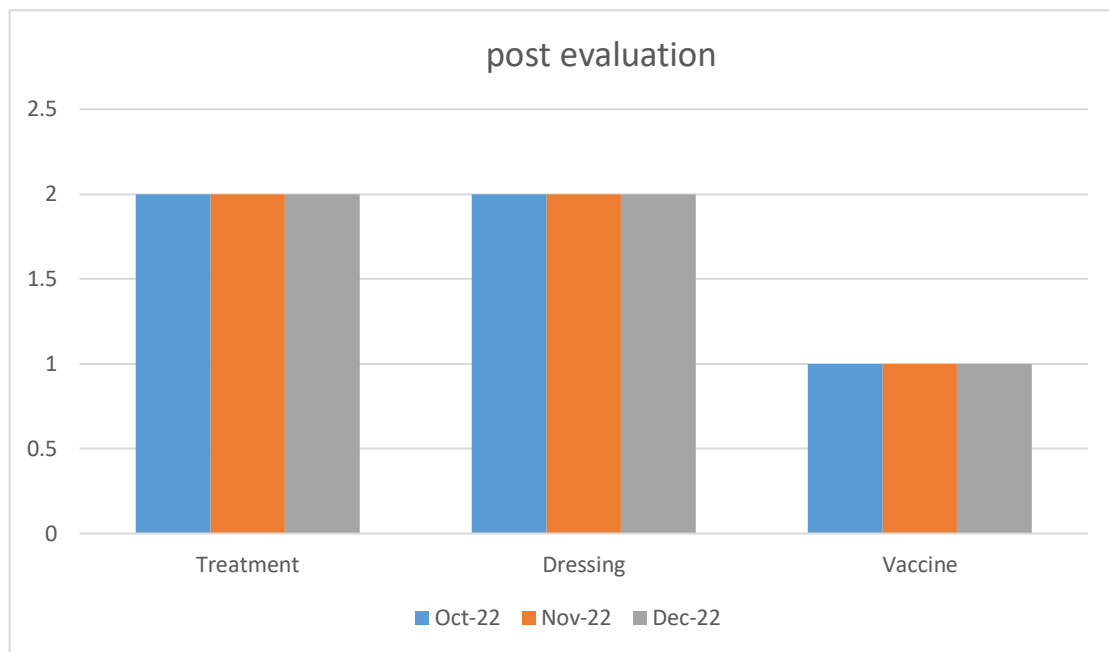
It is clear that competence is a mix knowledge, skills and attitude in numerous pieces of literature. However the purpose of this study is to provide the findings from a competency and training. The purpose of the competency was to review and evaluate the nurses especially the outpatient nurses on how they are competent in their nursing practice.

After a pre-evaluation of the outpatient nurses in our hospital, we found out that not all of them are competent to work in treatment room, dressing room and vaccination clinic. This problem has not been solved for a long time, so we come up with this project to help improve and solve it.

MEASUREMENT:

The competency measurement instrument in this project have focused on reliability and validity. A baseline data measurement is obtained as shown in the graph below. This graph shows that a very low number of nurses in Outpatient Department who can work in treatment, dressing and vaccine.

December 2022	November 2022	October 2022	
2	2	2	Treatment
2	2	2	Dressing
1	1	1	Vaccine



DESIGN:

In order to analyze outpatient nursing skills, a sequential multi-method was proposed combining qualitative and quantitative methodology. We used a combined method of qualitative and quantitative approach which allows reviewing outpatient nurses competencies and assessment to identify lack in nurses training. Mixed methods provide in depth knowledge of the problem.

STRATEGY:

A pre-evaluation is conducted to nursing staff in Outpatient Department to know how they are competent to work in treatment, dressing and vaccine. The Head Nurse also conducting a daily rounds to assess how her staff are working. We conduct a competency among outpatient nursing staff to test and evaluate their knowledge and skills in treatment, dressing and vaccine.

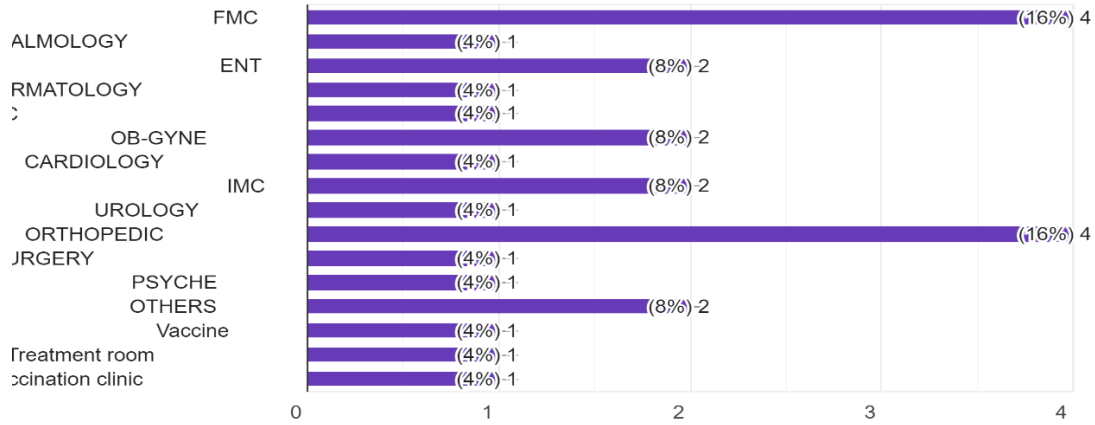
Nursing staff in OPD are having a monthly rotation to treatment room, dressing room and vaccination clinic. At the end of each month each nursing staff are evaluated by the one who is competent in that area.

RESULTS:

After a year of monthly rotation, competency and training of outpatient nursing staff in the treatment, dressing and vaccine, we conducted a survey on the staff who are finished the rotation in these 3 areas in OPD . the result of the survey is shown in the graph below.

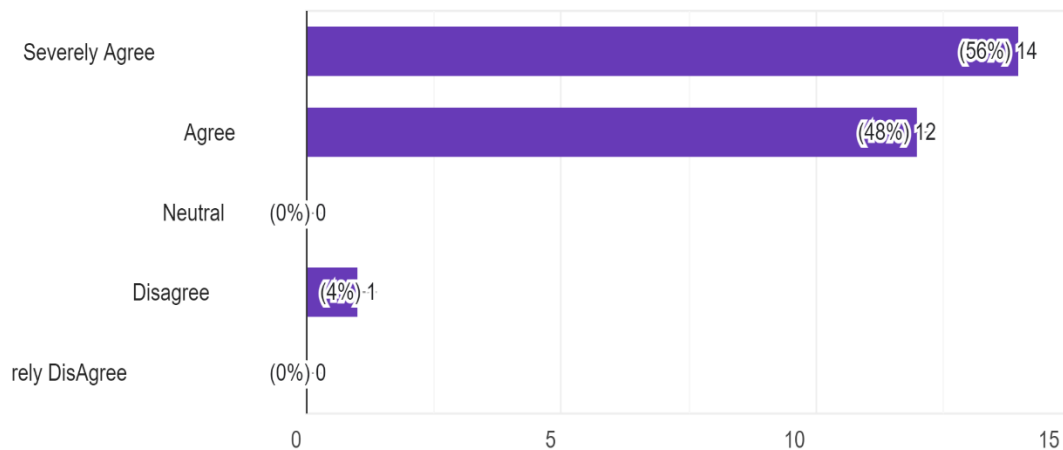
Department

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25



This Departmental Competency Is Helpful

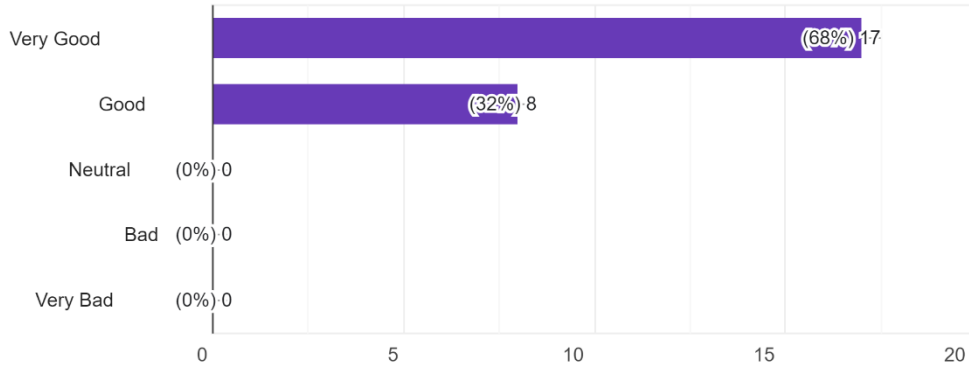
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25



Rate The/Your Instructor

استاذ

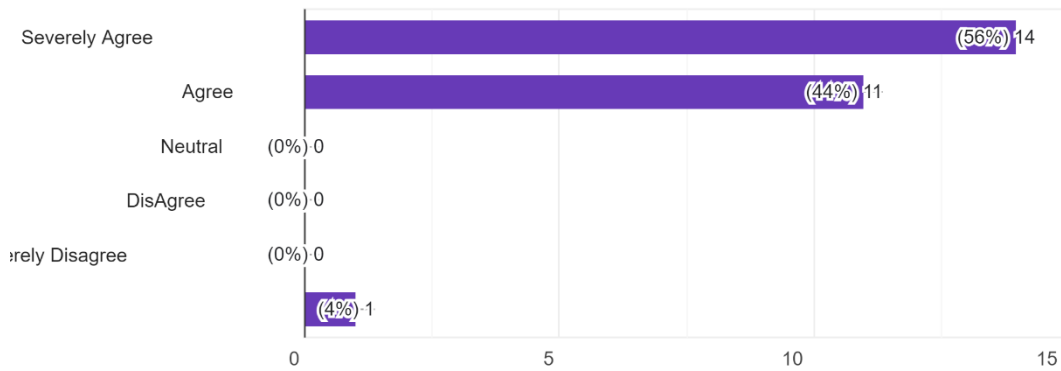
عدد 25



Return Demonstration/Lecture and simulation of each instructor is understandable

البيان

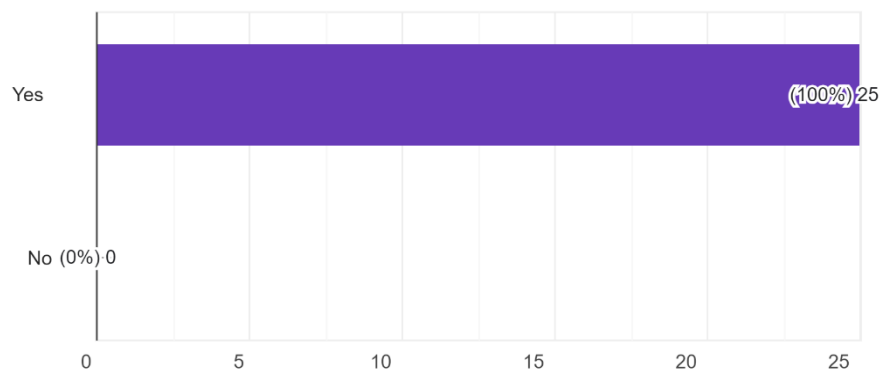
عدد 25



Did You Learn in this competency

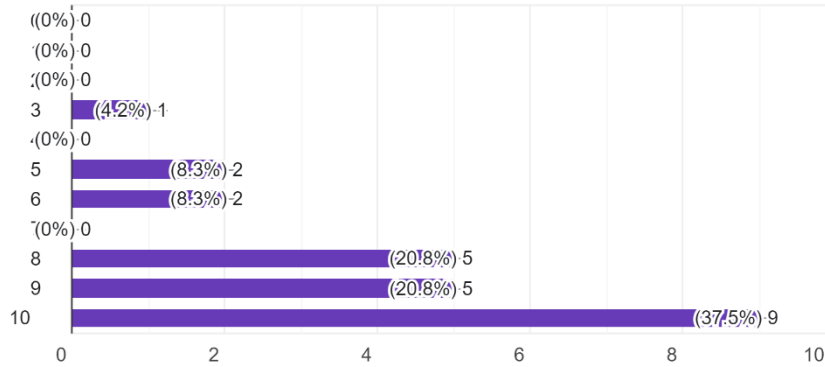
القدرة

عدد 25



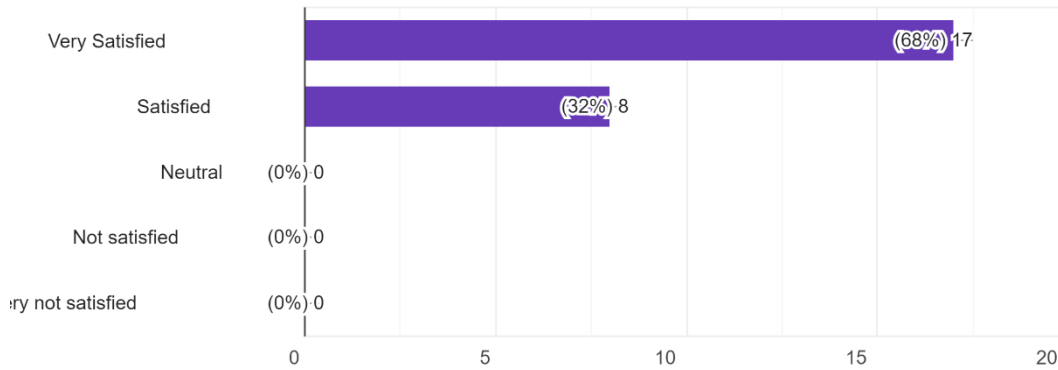
After this competency can you rate or evaluate your self skills on improving nursing quality care

are
رد 24



Overall are you satisfied in conduction of competency in your department

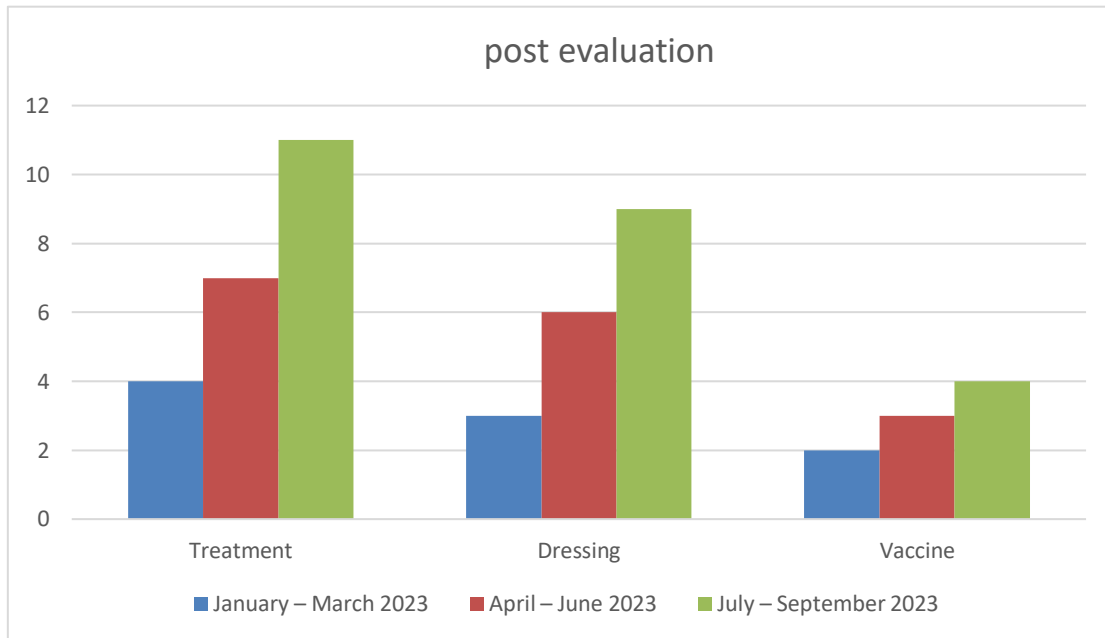
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رد 25



In the graph below is the result of the actual evaluation of OPD Nursing staff after the

rotation, training and competency in treatment, dressing room and vaccine clinic. The number of competent staff who can competently work in these areas are increased.

July – September 2023	April – June 2023	January – March 2023	
11	7	4	Treatment
9	6	3	Dressing
4	3	2	Vaccine



LESSONS AND LIMITATIONS:

The limitation of this project is that sometimes the department has shortage of nursing staff, that is why the Head Nurse cannot assign a staff to be trained and evaluated in treatment, dressing and vaccination clinic.

CONCLUSION:

Nursing competency is a core ability that is required for fulfilling nursing responsibilities. It is important to identify the development process of nursing competency for continuous professional development. Competencies are important in improving the quality of nursing practice.

The implementation of monthly rotation, competency and training made an overall improvement on the number of nursing staff that can work competently in treatment, dressing and vaccine room.

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REFERENCES:

ACKNOWLEDGEMENTS:
