



A Study On Inclination of Nurses During the Contingency Period in A Tertiary Care Hospital

1st Author: Aishwarya V. N.

Research Scholar

Department of Health System Management Studies

JSS-AHER

Mysore

2nd Author: Dr. Shalini. N.

Assistant Professor, Research Guide

Department of Health System Management Studies

JSS-AHER

Mysore

3rd Author: Nishanth Jain

Officer - Quality Assurance and Compliance

SDM College of Medical Sciences and Hospital

Dharwad

Introduction

The hospital is an integral part of a social and medical organization, the function of which is to provide for the population complete health care, both curative and preventive and whose outpatient services reach out to the family and its home environment; the hospital is also a centre for the training of health workers and biosocial research.

- World Health Organization

A tertiary care hospital is a highly specialized medical care usually over an extended period of time that involves advanced and complex procedures and treatments performed by medical specialists in state-of-the-art facilities.

Nursing department is considered as the key department to implement the prevention and control work; hence, implementing the contingency management strategies for commanding, coordinating and allocation of nursing workforce will ensure timely, orderly, safe and efficient treatment.

The raise in novel corona virus gave rise to the contingency situation globally, the healthcare industry, especially hospitals had to gear up with the contingency plans with regards to various departments. One such department is the nursing department which is the backbone of the hospital

as nurses encompass autonomous and collaborative care of individuals of all ages sick or well and in all settings. Nursing includes promotion of health, prevention of illness, and the care of ill, disabled and dying people.

Contingency is a potential negative event that may occur in the future such as natural disaster, pandemic etc., so the healthcare industry should be prepared to manage the same without much hindrance. Contingency planning is the course of actions designed in order to help the organization to respond and overcome an unusual event which impacts the normal functioning of the organization.

Thus, contingency management and talent management approach positively impacts on the patients, healthcare workers, beneficiaries and the organization as a whole due to the enhanced effectiveness, efficiency and quality of service.

Methods and Methodology:

The study focuses on the nurses working in various COVID wards and ICUs. This is a descriptive study with the total of 100 samples.

It's a questionnaire based prospective study, questionnaire was distributed through Google forms.

Responder's responses were collected using 5 scales of Likert scale as follows, 1. Strongly disagree

2. Disagree

3. Neutral

4. Agree

5. Strongly agree

Objectives:

1. To study the preparedness undertaken by hospital during contingency
2. To study the planning efficiency during contingency
3. To know about the education and training protocols during contingency
4. To study the measures of talent exhibited by the organization during contingency

Limitations of the study:

Owing to the limitations in time, the study is limited to the nursing department of the hospital and does not include the financial aspects and strategies adopted by the hospital.

CATEGORIZATION

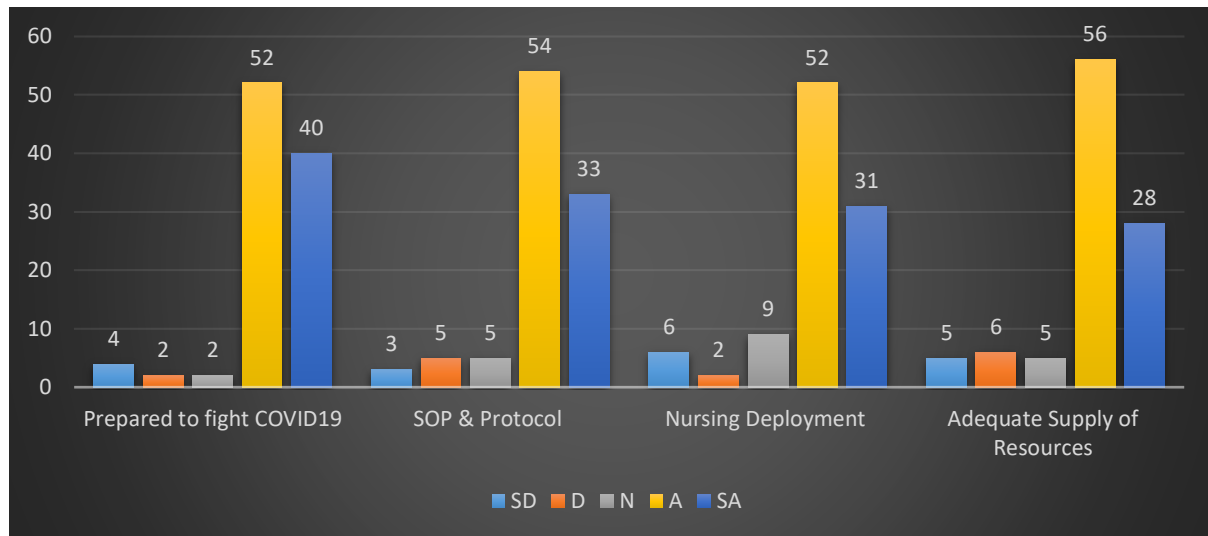
The questionnaire consists of 17 items to study the inclination of nurses and organizations measures taken during contingency period, the questionnaire is categorised into 4 categories as shown in the figure below.



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CATEGORY 1 – ORGANIZATION’S PREPAREDNESS

The organization’s preparedness consists of the goals and objectives of the organization which should be maintained. The organization’s preparedness during contingency period was, is and will always be important so as to ensure the safety of the patients as well as the staffs of the hospital. The organization’s preparedness should be effective with clearly defined roles and responsibilities.



4 basic aspects were considered to learn about the organization’s preparedness to treat the COVID infected patients. They were,

- Organization’s preparedness to fight COVID19
- Timely preparation and distribution of Standard Operating Procedures and Protocols
- Righteous nursing deployment to meet the patient care
- Adequate supply of resources to meet the patient care and needs

Interpretation-

As per the responders’ responses, more than 83% of them showed positive response as they agreed to the organization’s preparedness, 2%-5% of them showed neutral response whereas 7%-11% of them showed negative response and disagreed with the organization’s preparedness to the treat the COVID infected patients.

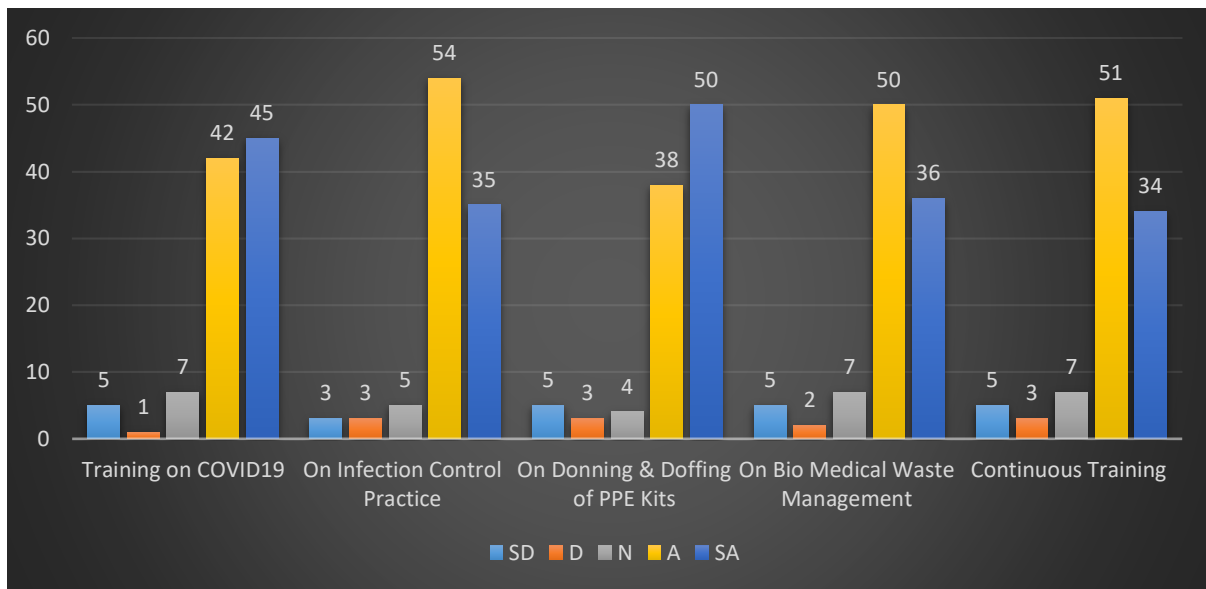
CATEGORY 2 – EDUCATION AND TRAINING

Nursing education and training is necessary for the two predominant reasons,

1. To improve the quality of patient care
2. To reduce the adverse effects

Continuous training and education is a part and parcel of nursing profession as it ensures both the individual understanding and team approach with the shared knowledge, skills and attitude for quality patient care.

The introduction of new set of statutory rules and regulations at the contingency period gave raise to vigorous training and education of nurses in the following vital areas.



5 vital aspects were included in this category to know about the nurse's education and training provided by the organization. They are,

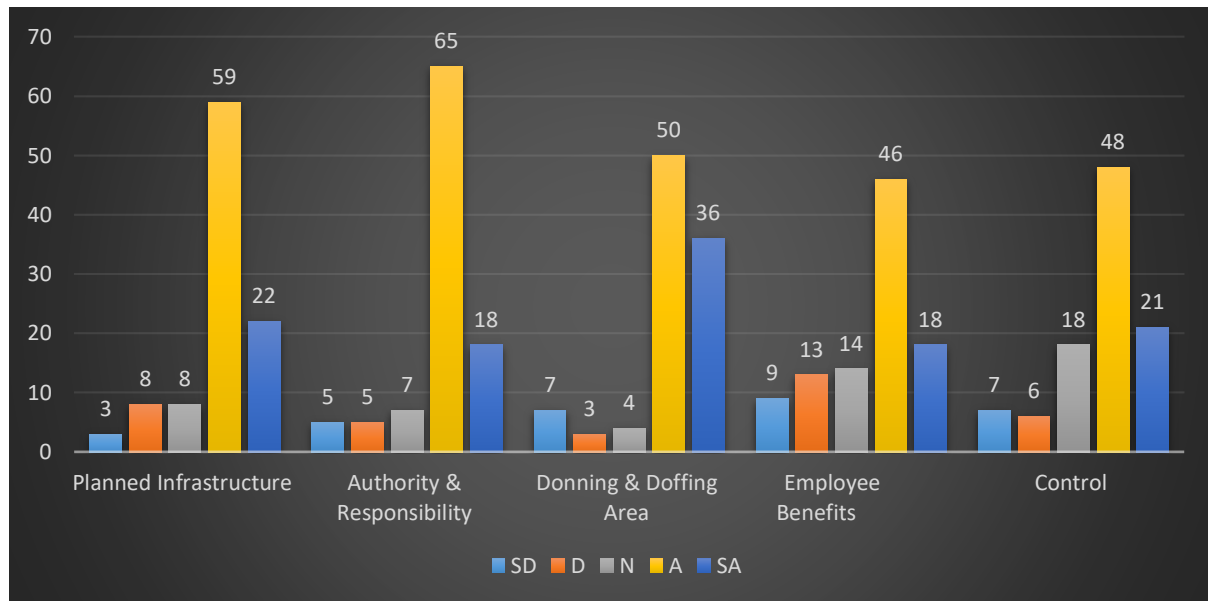
- Nurses training on COVID infected patient management
- Infection control practices to be implemented and followed
- Proper practices of donning and doffing of PPE kits
- Statutory guidelines regarding the bio medical waste management
- Nurses continuous training towards focused working

Interpretation-

As per the responders' responses, more than 85% of them showed positive response as they agreed to the education and training provided to the nurses, 4%-7% of them showed neutral response whereas 6%-8% of them showed negative response and disagreed with the education and training provided to the nurses.

CATEGORY 3 – ORGANIZATION’S PLAN

Organization’s strategic planning plays a predominant role at the period of contingency, it creates approach to enhance performance, save lives and minimize damage.



5 vital aspects were included in this category to know about the organization’s plan. They are,

- The organization’s infrastructural plan to treat the COVID infected patients
- Organization’s plan towards the authority and responsibilities of various managers and departments
- The planning of donning and doffing area of PPE kits
- The organization’s plan towards the benefits and schemes to be provided and introduced to the employees
- The organization’s plan towards controlling the activities and situation

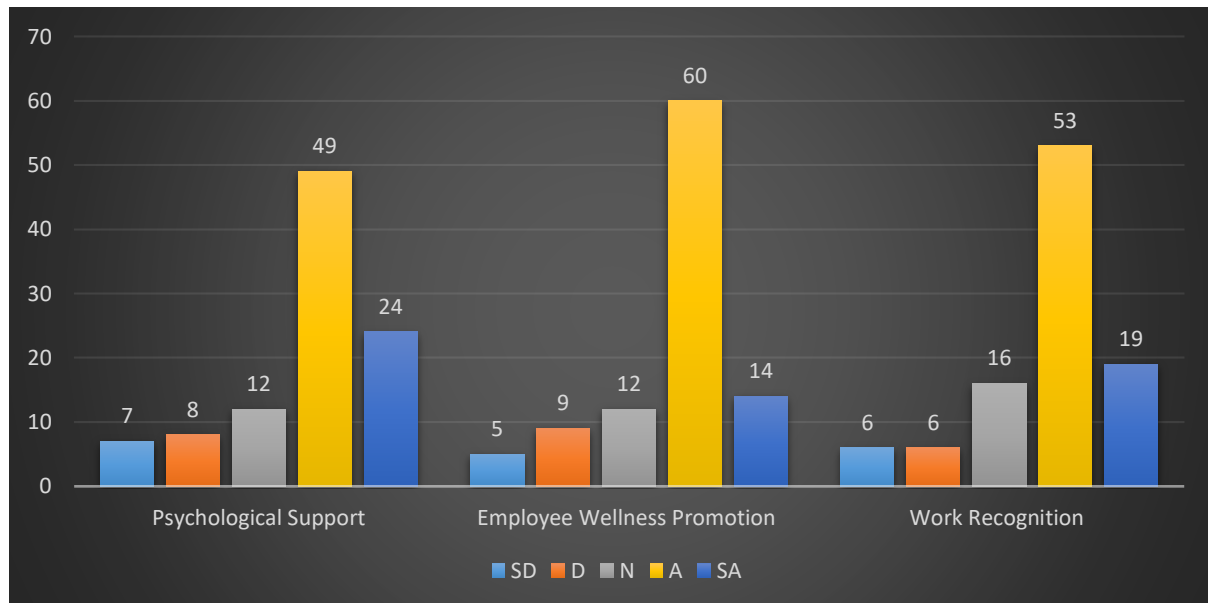
Interpretation-

As per the responders’ responses, more than 64% of them showed positive response as they agreed to the organization’s plan regarding managing the contingency period, 4%-18% of them showed neutral response whereas

10%-22% of them showed negative response and disagreed with the plan’s made by the organization to manage the contingency period.

CATEGORY 4 –TALENT MANAGEMENT

Emotional stability and talent management of nurses are to be considered vital during contingency as the risk of being infected is at stake. Motivating them through various ways helps them to stay focused towards quality patient care.



3 vital aspects were included in this category to know about the talent management. They are,

- The psychological support provided to the nurses
- The employee wellness promotion
- Work recognition

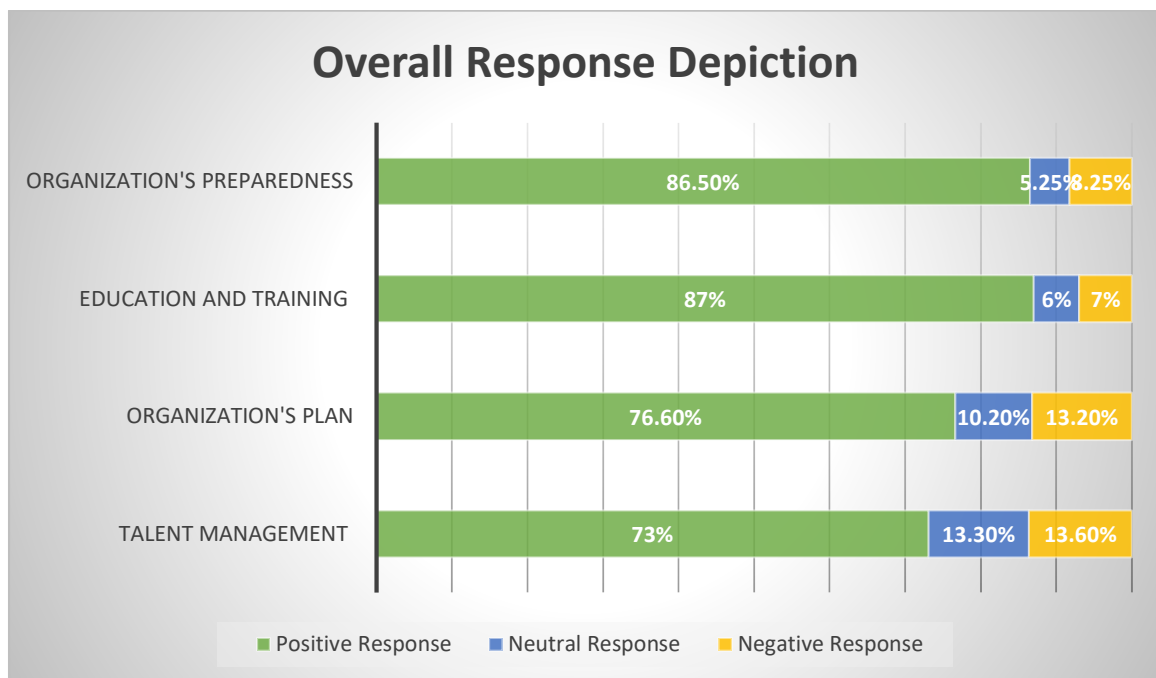
Interpretation-

As per the responders' responses, more than 72% of them showed positive response as they agreed to the organization's way of talent management during contingency period, 12%-16% of them showed neutral response whereas 12%-15% of them showed negative response and disagreed with the organization's way of talent management during contingency period.

OVERALL RESPONSE

Contingency management is a huge strategical task for every organization, It's not just about preparedness of the organization but also about managing the employees working for the organization.

Maintaining the adequate healthcare work force at the period of contingency comes as a greater challenge, to train the healthcare worker to maximize their ability was much necessary to reach the high volume of patients.



Interpretation-

To look at the responses as a whole between the categories,

- 86.50% of the responder's showed positive response to the organization's preparedness followed with 5.25% neutral response and 8.25% negative response.
- 87% of the responder's showed positive response for the education and training provided by the organization whereas 6% of them showed neutral response and 7% negative response.
- 76.60% of responder's showed positive response for the organization's plan followed with 10.20% of neutral response and 13.20% of negative response.
- 73% of responders showed positive response for the talent management aspects of organization followed with 13.30% of neutral and 13.60% of negative response.

Conclusion

It is found that the organization was well prepared in the short span of time complying with the various rules and regulations amended by the State and Central government. Most of the standard operating procedures and protocols were in place in accordance to handle the pandemic.

Managing the human resource was also not an easy task to the healthcare industry amidst the extreme anxiety amongst the healthcare workers.

Talent management during contingency period is challenging as the organization has to equally concentrate on both the aspects. The healthcare industry has done a tremendous job in handling the pandemic and successfully surpassing the contingency period.

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