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Requisite Skills, Knowledge and Attitude of Nurses in Hospitals

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ABSTRACT

Nurses are the key persons for maintaining the patient's health, they work individually also collaborate with the other medical professionals for assuring the healthy society. Nurses provide a plan for implementing a solution for the health issues and clinical decision making with scientific and professional knowledge. Nursing profession doesn't stop with this but also they share their experience to others through teaching also contribute their knowledge in the area of research, this article the requisite competency level of nurses is analyzed through percentage analysis by data collection method through closed ended questions.

Objectives of the Study:

1. To know about the knowledge, skills and attitude of the nurses
2. To analyze the requisite skill, knowledge and attitude of the nurses
3. To study about the competency based education for nurses which enhances the skills, knowledge and attitude of nurses.

Method of Analysis: Percentage analysis is used for the analysis where the primary data collected from 336 nurses working in hospitals in Chennai and the secondary data is collected from already published articles.

Findings: Nurses have more knowledge towards the competency 47% and with 48.2 % Level of communication skills.

Keywords: Competency, nurses, attitudes, skills and knowledge.

1. INTRODUCTION

Skills of the Nurses

Skills are not only clinical justification but also other types of skills which are required like communication, decision making, confidence, critical thinking etc., a competent nurses must possess these skills. Nurses are

one of the primary players in the health care sector adding up to the clinical skills they all must possess all the above said skills. Nurses have to communicate with every patients more than the doctors the patients communicate with the nurses, hence communication skills plays an important role between the nurses and patients relationship. Good communication between nurses and patients is essential for the successful outcome of individualized nursing care of each patient and also for the better outcome of the patient's health. To achieve this, however, nurses must understand the situation of the patients and help their patients, showing courtesy, kindness and sincerity. Lambrini and Ioanna viewed Good communication also improves the quality of care provided to patients, which is observed in the results. Additionally, it is considered an inalienable right and a prerequisite for building a genuine and meaningful relationship between patients and nurses and other health professionals. Kathleen¹ has also viewed that Use of effective interpersonal communication strategies by nurses in both personal and professional settings, may reduce stress, promote wellness, and therefore, improve overall quality of life. The view about the inter personal communication is supported by Ros² It is widely accepted that building and maintaining a good patient relationship is an essential aspect of the treatment and healing process and that effective communication skills are key to achieving this. It also goes without saying that patients spend more time communicating with nurses than with any other healthcare professional.

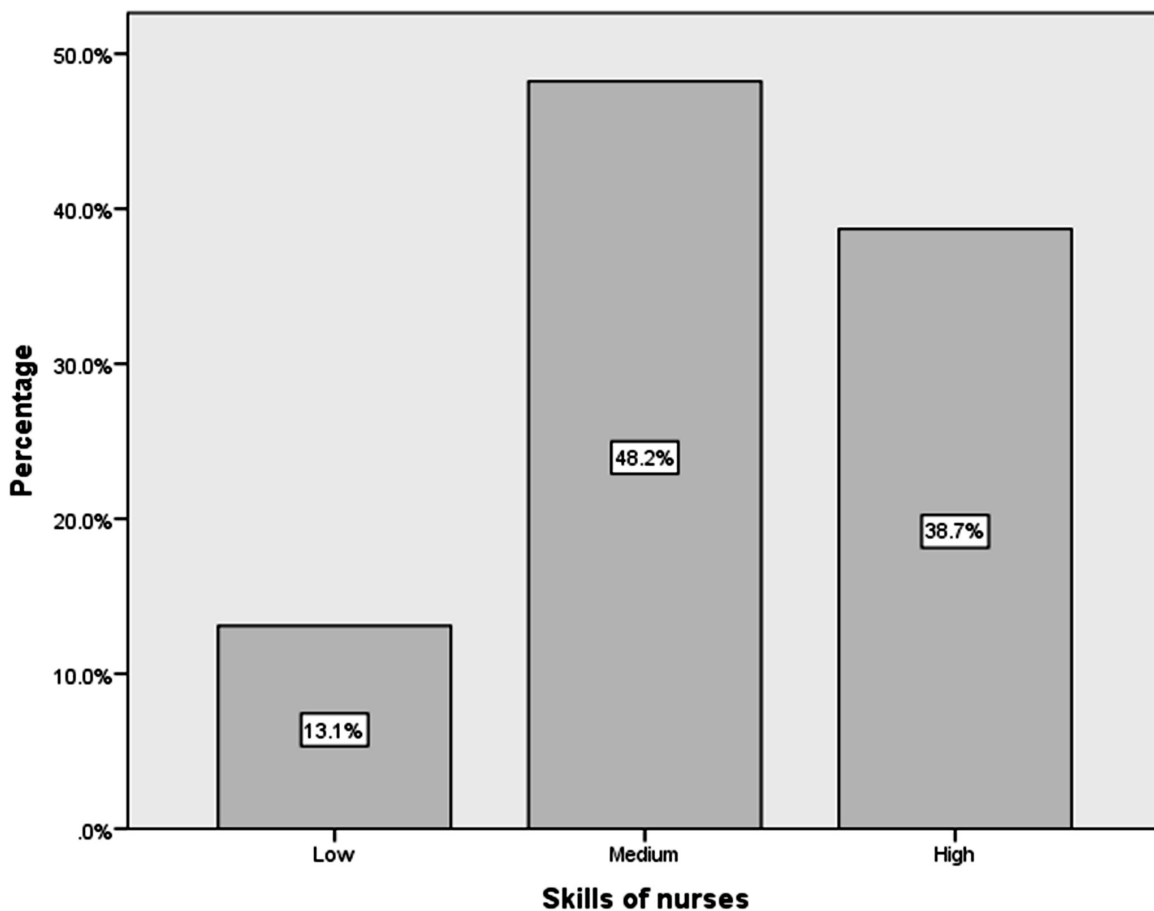


Figure 38.1: Skills of nurses

Decision making skills also a vital role for nurses during in case of emergency time proper decision regarding the treatment is very essential this is possible only with the experience and educational qualification

of the nurses. According to Russell Guttbutt and et.al.,³ Nursing students need to develop critical thinking ability, as well as an understanding of how judgments and decisions are reached in complex healthcare environments.

The use of techniques such as problem-based learning, simulation and feedback has been hypothesized to help with the development of critical thinking skills.

Knowledge of the Nurses

Understanding the patients need is very essential role of the nurse which ll help them to serve better hence knowledge of the subject is very important. Since nurses are the primary health care providers the knowledge of the subject to apply both and technically is very important. Gordon 4 has concluded in his study stating that Nurses have a pivotal role in ensuring that patients receive safe, effective person-centered care, based on the best available evidence. The ability to apply a combination of technical expertise, clinical reasoning and evidence appropriate to a range of healthcare settings develops over time, and as a result of formal teaching, experiential learning, effective mentorship and reflective practice. The upcoming field in nursing is informatics which enables them to take proper decision during the time of emergency also enhance and strengthens the nursing field.

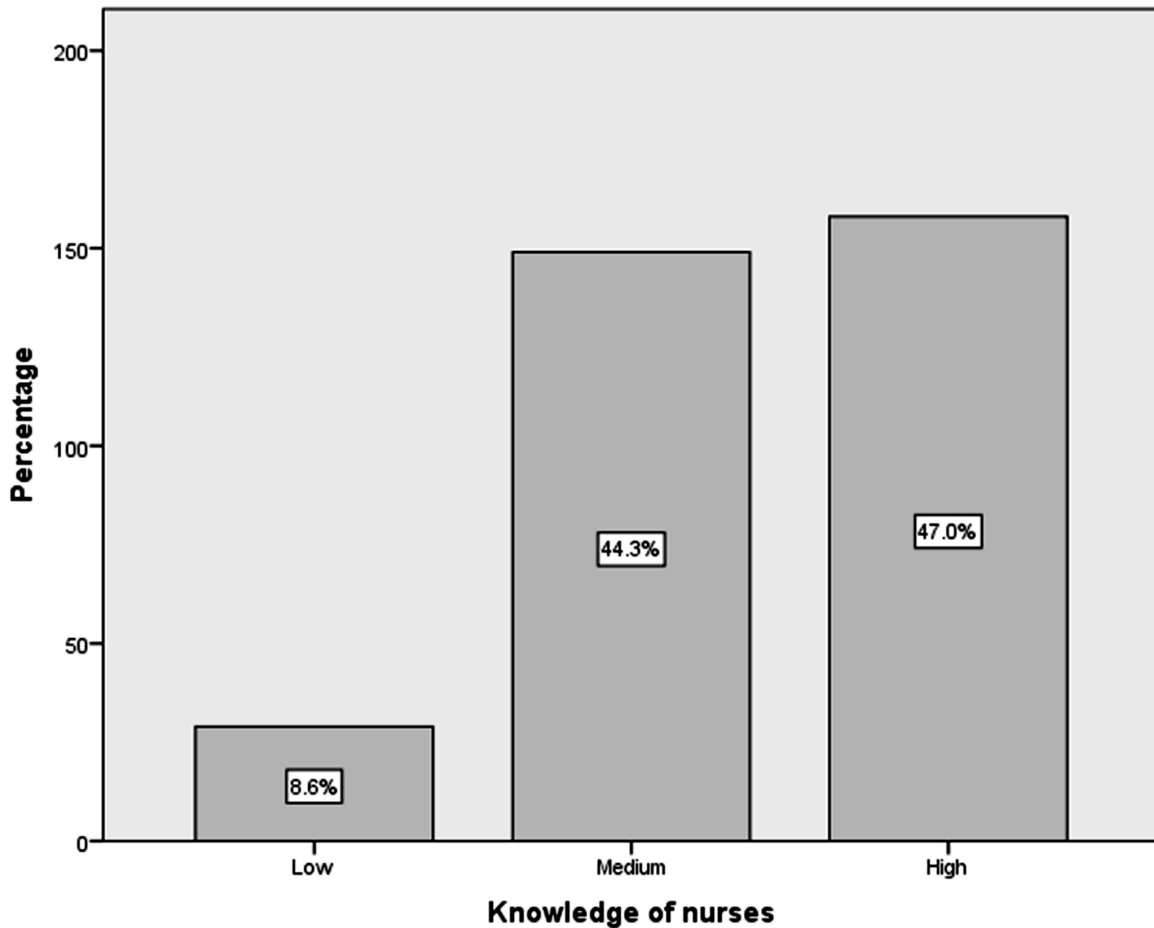


Figure 38.2: Knowledge of nurses

Attitude of the Nurses

Nurses as a common human being have two types of attitudes like negative and positive attitude. Negative attitude shows a bad impression to the team members and set a bad influence for the patients. In term of positive attitude which directly enhances the patients health improvement. Collaboration with the team, team work is the essential elements of positive attitude of the nurses. Charlotte⁵ The Nursing and Midwifery Council guidance on when employers should refer nursing staff to the regulator updates advice issued in 2002, placing more emphasis on the personal traits of nurses. “It’s possible to deliver care that is clinically competent, but uncaring – attitude and character are just as important as competence.”

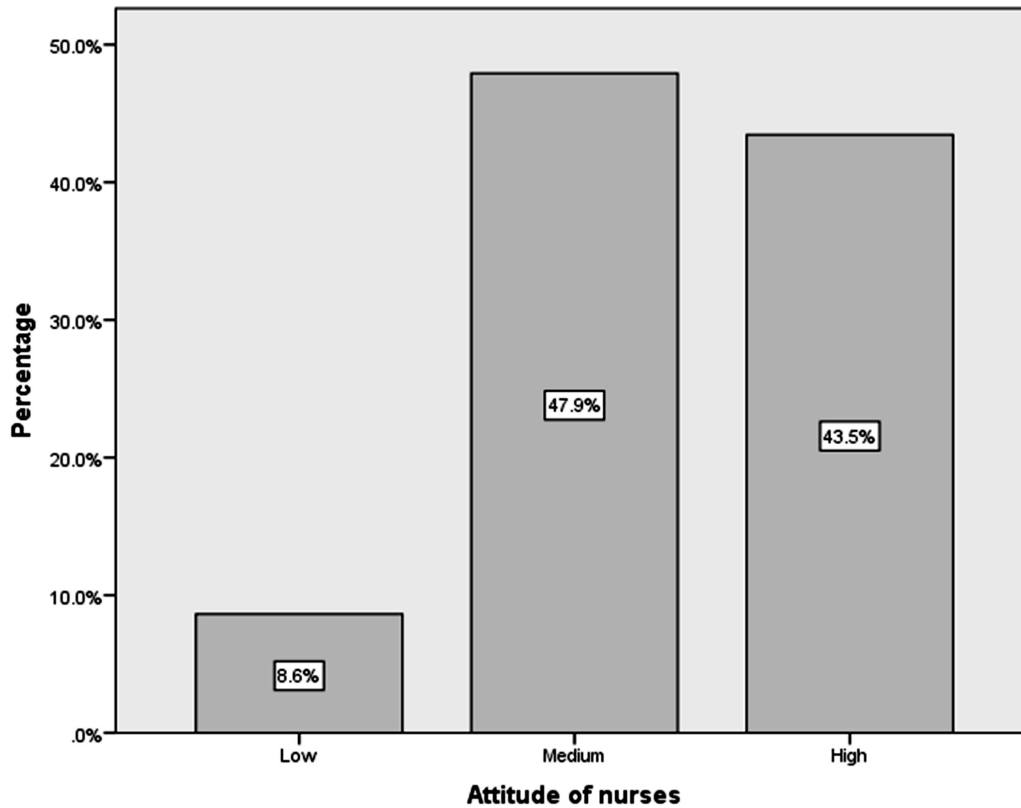


Figure 38.3: Attitudes of nurses

Data Analysis

Table 38.1
Knowledge of the nurses towards the competency

<i>Knowledge of the nurses towards the competency</i>		<i>Frequency</i>	<i>Percent</i>
Valid	Low 1-110	29	8.6
	Medium 111-173	149	44.3
	High > 173	158	47.0
	Total	336	100.0

From the above Table 38.1 it shows that nurses have more knowledge towards the competency 47%. Knowledge includes application of knowledge, competency of nursing care, professional competency,

ethical and legal proactive and innovation in health care delivery. Nursing is a profession within the health care sector focused on the care of individuals, families, and communities so they may attain, maintain, or recover optimal health and quality of life. Marilyn K. Rhodes, Arlene H. Morris and et. al.,⁶ has concluded in their study that Competence and caring are interrelated.

These traits need to be developed in students and sustained in nurses to recruit nurses into the profession and move nursing forward as a profession that truly makes a difference in patient outcomes. Nurses play an important role in the foremost care for safeguard of the public health.

They are responsible for safe and compassionate, respects and maintain dignity and human rights. They must show professionalism and integrity and work within recognized professional, ethical and legal frameworks. June Levine and Joyce Johnson in their study *An Organizational Competency Validation Strategy for Registered Nurses* (2014). The profession of nursing must require sufficient academic knowledge and experience that enables the new graduate and the RN new to a specialty to understand the complexities of patient care. Healthcare organizations must recognize that the complexity of caring for individuals in today's environment brings with it multiple challenges. RNs must recognize their responsibility to ensure their on-going competence, understanding how to critically assess and intervene to ensure patient safety and quality. Angela hall⁷ has concluded in her study regarding what is nursing knowledge concludes by stating that Gaining knowledge raises an awareness of personal and professional accountability and the dilemmas of practice. Knowledge is what improves care if the nurse is aware of the best knowledge or evidence to use in practice. Since the nurses play a primary role in the health care sector they should possess high level of knowledge from bio behavioral and nursing sciences. Ronald M. Epstein and Edward M. Hundert⁸ has proposed the definition of professional competence as the habitual and judicious use of communication, knowledge, clinical reasoning, emotion, value and reflection in daily practice for the benefit of the individual and community being served. Khomeiran RT, Yekta ZP, Kiger AM, Ahmadi F.⁹ Six descriptive categories were identified from the data: experience, opportunities, environment, personal characteristics, motivation and theoretical knowledge. The findings suggest that the factors influencing the process of developing professional competence in nursing extend across personal and extra-personal domains. An understanding of these factors may enhance the ability of nursing managers and educators to enable student and qualified nurses to pursue effective competency development pathways to prepare them to provide a high standard of care.

Marta Elena Losa Iglesias , Ricardo Becerro de Bengoa Vallejo¹⁰ found on the study that Nurses demonstrated sufficient knowledge to address the most frequent ethical and moral situations of nursing work, and the training received during a postgraduate course in ethics and legislation provided them with greater knowledge and tools to solve the dilemmas.

Vincent K. Omachonu and Norman G. Einspruch¹¹ Healthcare innovation can be defined as the introduction of a new concept, idea, service, process, or product aimed at improving treatment, diagnosis, education, outreach, prevention and research, and with the long term goals of improving quality, safety, outcomes, efficiency and costs. As the disease increase the technology in delivering the healthcare also develops drastically, the primary healthcare providers are expected to keep updated to these changes of technology in their sector for the better healthcare service for the society. Knowledge of legal for the nurses is very essential to deal a critical situation they face. It not only helps them to face challenges but also the legal knowledge helps them to help the patients.

Table 38.2
Skills of nurses

	<i>Skills of the nurses</i>	<i>Frequency</i>	<i>Percent</i>
Valid	Low 1-21	44	13.1
	Medium 22-33	162	48.2
	High >33	130	38.7
	Total	336	100.0

From the Table 38.2 it shows that nurses has 48.2 % level of communication skills. Nurses are the primary, constant healthcare providers across clinical settings, and effective skills in communication are critical to nursing practice and to ensure quality care. Education regarding communication skills is needed in basic and graduate nursing education programs as well as in continuing education for practicing nurses. Good communication skills are key to success in life, work and relationships. Without effective communication, a message can turn into error, misunderstanding, frustration, or even disaster by being misinterpreted or poorly delivered. Communication is the process by which we exchange information between individuals or groups of people. It is a process where we try as clearly and accurately as we can, to convey our thoughts, intentions and objectives.

Good communication between nurses and patients is essential for the successful outcome of nursing care of each patient. To achieve this, nurses must understand and help their patients, demonstrating courtesy, kindness and sincerity. Communication is the process of transforming information from one entity to another; but communication skills are a set of important attributes that highlight one’s personality.

Table 38.3
Attitudes of nurses

	<i>Attitude of the nurses</i>	<i>Frequency</i>	<i>Percent</i>
Valid	Low 1-100	29	8.6
	Medium 101-157	161	47.9
	High >157	146	43.5
	Total	336	100.0

From the Table 38.3 it shows that 47.9% level of attitude towards the competency of the nurses. Attitude includes collaboration with team members, collaboration with the community, community participation and critical thinking. Nurses should have a proper knowledge not only on the subject but also on the community for the better service. Many challenges in health care involve quick thinking and expert decision making skills, and for a team to operate most efficiently in these situations, a superior level of teamwork must be achieved. “Teamwork” and “collaboration” are often used interchangeably, and involve:

- Sharing plans
- Solving problems quickly and successfully
- Making decisions appropriately and as a group
- Assuming responsibility when needed
- Setting goals for the future

- Working together efficiently
- Communicating effectively
- Coordinating on joint activities

Collaborative health care practices facilitate better patient outcomes. The healthcare team works as a group utilizing individual skills and talents to reach the highest of patient care standards. Effective team work will help in effective and better service outcome. The bottom line is that collaborating effectively with other nurses, doctors and allied healthcare staff is one of your professional and legal responsibilities as a nurse. Beatrice J. Kalisch, Hyunhwa Lee, and Monica Rochman¹² nursing teams on acute care patient units, a higher level of teamwork and perceptions of adequate staffing leads to greater job satisfaction with current position and occupation. rheale.¹³ Nurses have traditionally worked within teams. Hospital units are characterized by teams of nursing staff who are often the 'permanent' staff on a unit. Other health care providers including physicians, social workers, respiratory care etc. filter in and out of the unit and work in collaboration with the nursing staff to ensure optimal patient care.¹⁴ Julie Apker, Kathleen M. Propp and et.al.¹⁴ The study explored how nurses communicate professionalism in interactions with members of their health care teams. Extant research shows that effective team communication is a vital aspect of a positive nursing practice environment a setting that has been linked to enhanced patients outcome.

American Sentinel on (2012) Leadership is commonly attributed to and expected of people who are in nursing management and administrative positions. Leadership education and training should be one of many initiatives related to process improvement that incorporate research, best practices, and methods that inspire our current and future leaders. In general managerial skill is the ability to make decision in business and lead subordinates within a company. It is a nurse manager's responsibility to ensure that the staff under her is equipped and capable enough to provide appropriate patient care. Nurses with the managerial skill will have the ability of solving problems, without creating any kind of conflict situations or negativity. As nurse manager will be dealing with patients, their families, on a daily basis, she should have the required ability to empathize with them and gain their confidence. Robyn Preston, Hilary Waugh, Judy Taylor, Sarah Larkins has defined 'community participation' as people from a community of place¹⁷ or of interest¹⁸ participating together in advisory groups, fundraising, attending consultations, planning, or in other activities. Niger J Med.¹⁵ (2005) Community participation in health offers various advantages in health care and development among which are helping communities to develop problem solving skills, making them to take responsibility for their health and welfare, ensuring that the need and problems of the community are adequately addressed, ensuring that the strategies and methods used are culturally and socially appropriate or acceptable and finally it enhances sustainability. Kym Betts¹⁶ has mentioned that Bandman & Bandman defines critical thinking as the, 'rational examination of ideas, inferences, assumptions, principles, arguments, conclusions, issues, statements, beliefs and actions' (1995). Similarly, Paul & Heaslip define critical thinking as, 'the ability to monitor what we are thinking, doing so by focusing on critical points in the process, checking to see if we really are on target, and if we are accurate in our assessment' (1995).

Competency Based Education

Framing an education system based on the competency is very essential the old system of learning through regular books education system will not help in improvising the health of the nurses. Robert Mendenhall¹⁷

has defined the Competency-based education is that it measures learning rather than time. Students progress by demonstrating their competence, which means they prove that they have mastered the knowledge and skills (called competencies) required for a particular course, regardless of how long it takes.

2. CONCLUSION

Nurses must have a strong knowledge, skills and attitudes of their profession where they face different types of patients from different cultural back ground. Hence, nurses not only through their competency based education system enhance the competency level of nurses but also through their experience in their field.

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