

Research Article

Enhancing the Assurance of Quality in Nursing Care: Strategies for Excellence and Patient Well-being

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A B S T R A C T

The Quality Assurance Program will contribute to the enhancement of professional growth and nursing care quality. As a tool for quality assurance to guarantee high-quality nursing care within the modern healthcare system, the ANA Standard is a program for the methodical monitoring and assessment of the various aspects of a project, service, or facility to make sure that standards of quality are being met. It will contribute to raising professional standards and the standard of nursing care. In addition to contributing innovations and bettering patient care, nurses actively participate in interdisciplinary quality improvement teams, improvement projects, and patient safety programs. Nursing professionals' professional expertise and care quality are updated through in-service and continuing education programs. A quality assurance system encourages nurses to provide high-quality care with excellence and to be more adaptable and open when trying out new ideas to replace antiquated processes.

Keywords: Credentialing, Licensure, Accreditation, Ana Standards, Ana Quality Assurance Model, System Model

Introduction

Quality assurance provides the mechanisms to effectively monitor patient care provided by health care professionals using cost-effective resources. Quality assurance system motivates nurses to strive for excellence in delivering quality care. Nursing Programmes of quality assurance are concerned with the quantitative assessment of nursing care as measured by proven standards of nursing practice.

Define Quality Assurance

Nurses are encouraged by quality assurance systems to provide high-quality care and to be more adaptable and open-minded while exploring new and creative approaches to replace antiquated practices.

Objectives of Quality Assurance

According to Jonas (2000), the two main objectives are:

- To Ensure the delivery of Quality client care.
- To demonstrate the efforts of the health care providers to provide the best possible results.

Other Specific Objectives are:

- Formulate plan of care.
- Attend the patients physical and non-physical needs.
- Evaluate achievement of nursing care.
- Support delivery of nursing care with administrative and managerial services.

Approaches of Quality Assurance

Two major categories of approaches exist in quality assurance they are:

- General.
- Specific.

General Approach

Credentialing

Credentialing process has four functional components

- To produce a quality product.
- To confer a unique identity.
- To protect provider and public.
- To control the profession.

Licensure

The licensing process requires that regulations be written to define the scopes and limits of the professional's practice.

Accreditation

- ISO
- JCI
- NABH
- Accreditation Canada
- NAAC

Certification

A person's educational achievements, experience and performance on examination are used to determine the person's qualifications for functioning in an identified specialty area.

Specific Approaches

Peer review ANA Standard as a device for quality assurance

1. Audit as a tool for quality assurance.

The ANA Standard for Practice Include

Standard 1: The collection of data about health status of the patient is systematic and continuous. The data are accessible, communicative and recorded.

Standard 2: Nursing diagnosis are derived from health status data.

Standard 3: The plan of nursing care includes goals derived from the nursing diagnoses.

Standard 4: The plan of nursing care includes priorities and the prescribed nursing approaches or measures to achieve the goals derived from the nursing diagnoses.

Standard 5: Nursing actions provide for patient participation in health promotion, maintenance, and restoration.

Standard 6: Nursing actions assist the patient to maximize his health capabilities.

Standard 7: The patient's progress or lack of progress

towards goal achievement is determined by the patient and the nurse.

Standard 8: The patient's progress or lack of progress towards goal achievement directs re-assessment, re-ordering of priorities, new goal setting, and a revision of the plan of nursing care.

Audit as a Tool for Quality Assurance

Nursing audit may be defined as a detailed review and evaluation of selected clinical records in order to evaluate the quality of nursing care and performance by comparing it with accepted standards.

Models of Quality Assurance

System Model

The basic components of the system are

1. Input
2. Throughput
3. Output
4. Feedback

The input can be compared to the present state of systems, the throughput to the developmental process and output to the finished product. The feedback is the essential component of the system because it maintains and nourishes the growth.

ANA Quality Assurance Model

Quality Assurance Process

- The creation of guidelines or norms.
- Determine methods for gathering information.
- Identify information pertinent to the criteria; gather and evaluate the information.
- Compare the information with the criteria that have been defined.
- Assess the quality.
- Offer details and, if required, implement remedial measures in response to relevant sources' findings.
- Choose strategies for gathering the data.

Factors Affecting Quality Assurance in Nursing Care

- Lack of Resources.
- Personnel problems.
- Improper maintenance.
- Absence of accreditation laws.
- Lack of incident review procedures.
- Lack of good and hospital information system.
- Lack of nursing care records.
- Lack of good supervision.
- Absence of knowledge about philosophy of nursing care.
- Lack of policy and administrative manuals.
- Substandard education and training.
- Lack of evaluation technique.

- Lack of written job description and job specifications.
- Lack of in-service and continuing educational program

Impact of ISO in a Local Hospital

Positive Impacts

- Nurses are accountable for their actions and, professionally we have responsibility to evaluate the effectiveness of our care.
- Nurses can deliver a high standard of care, and being empowered to identify and resolve problems can add to personal satisfaction with work.
- Documents state clearly how the health service should perform and what the patient can expect.
- Guaranteeing standards of care to the public must be a duty of all those who work within the health service.
- Nurses are actively involved in audit, service reviews, standard-setting and customer relations.
- Improves the overall quality of nursing care.
- Improves all types of documentation and communication.
- Helps in professional growth.

Negative Impacts

- Lack of adequate resources.
- Lack of trained, skilled and motivated employees, staff indiscipline affects the quality of care.
- ISO activities may overburden the nursing personnel.
- Nurses will not get adequate time to spent with the patient, most of the time may be spending for recording and reporting.
- The hospital will be restricted only to ISO standards.
- Hospital has to provide special training for all the staffs those who are involved in ISO inspection.
- All types of services will be under the control of ISO.

Impact of ISO in a Local Nursing Educational Institutions

Positive Impacts

- Improves the quality of nursing education.
- Improves the quality of nursing practice.
- Helps to maintain international standard.
- Helps to compare the standard with another institution.
- Helps in personnel development of teachers.
- Helps to maintain all the records in time.
- Avoids malpractice and bias.
- Encourages extra-curricular activities also.
- Act as a control for all the activities.
- Improves professional growth.

Negative Impacts

- Gives more importance to documentation.
- Over-burden for the teachers.
- Teachers need to take special training in maintaining the standards.
- Not observing the actual practice.

- Organizational philosophy and policies has to be modified according to the ISO standards.

Nurses Role in Quality Assurance

Conclusion

The Nurses Participate continuing educational programs and in-service educational programs for continuing professional development. The Periodic and continuing appraisal and evaluation of health care situation of the patient is essential and also Participate in research works related to quality assurance. Develop mechanism for continually monitoring the effectiveness of nursing care both a collaborative and an individual professional activity. Quality assurance programme will helps to improve the quality of nursing care and professional development.

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