

Short Research Article

Development of Nursing Standards operating procedures(SOP's)forward management Practices:An Initiative towards Quality Assurance

Abstract:

Creating customized standard operating procedures(SOP's) is the first step of any quality assurance initiative. The development of Institutional SOP's needs involvement of staff, continuous support and mentoring. This study was conducted with the aim of improving processes in an/a healthcare institution by developing a Nursing care Standard Operating Procedures(SOP's) in a tertiary care medical college hospital in northern India. This/These SOP's will act as a tool to measure the performance and take corrective actions in the hospitals ensure the uniformity of the care by each staff member, in every ward area of the hospital.

Keywords: Quality, Standards Operating procedures(SOP's), Healthcare, Nursing

Introduction:

Quality¹ is a buzz word in modern healthcare organizations and it is the core and most important aspect of services rendered at any healthcare facility. In developing countries like India, it is still limited to the corporate hospitals and in private owned hospitals. With the implementation of National Rural Health Mission(NRHM)² in April 2005, the word quality came into the services delivery of healthcare but still in its infancy.

As quality guru Joseph Juran³ describe quality as "FIT for USE" indicates that the success and failure of any service /product could be measured through its fitment in the systems/customer base. Healthcare is a complex matrix system⁴ in which simple intervention could affect the outcome. According to Donabedian⁵ model, in every quality initiative the basis is the structures, processes and the outcomes or inputs, processes and the output. The output or the efficiency always depends upon inputs and the processes. The Structures or inputs are an expensive affairs, as they they are resource demanding (resources are always limited in any organisation). The primary focus for improving the output should be on the processes improvement. In process improvement, one needs the organizational involvement in creating their own standards operating procedures (SOP's). This study was conducted with the aim of

improving processes in **an** healthcare institution by developing a Nursing care Standard operating procedures(SOP's) in a tertiary care medical college hospital in northern India.

Methodology:

The study includes the nursing staff of 14 ward areas of the hospital. A team under the leadership of the author with 3 senior nursing staff was constituted. They were explained by the author about the importance of standard operating procedures in the ward areas. It was decided that Senior nursing staff will explain about this initiative to all the ward sisters and they subsequently to all the staff nurses. After informing and involving everyone in the process, it was decided by the team that every nursing staff in each ward area will generate its own Do's list they practice in their **day-to-day** patient care. They submit its **submit** in 10 days. 31 ward sisters complied and submit 400 Statements (each list comprising 10-15 statements). Then, the author and 3 senior **sister/SeniorSisters** read each and every statement and shortlist 200 statements. Then, the author thoroughly assess each and every statement and construct **14 standards and 70 objective creterias/ criteria**. Then, it was **send/sent** to 3 independent experts in the field and they cut down 3 standards and add **1**. The author again **discuss/discussed** with the team members and finally **7 standards and 31 objective Checklist** were finalized (**Table-1**). Then, this version again display in the wards and suggestions/corrections and rectifications were invited from all nursing staff. Thereafter, minor corrections were made and SOP's were approved and accepted for implementation.

Results

Table :1 Nursing Standard operating procedures(SOP's) and checklist for **patient care in hospital wards**

Standard	Objective checklist
1. Greet patient with a Smile	<ul style="list-style-type: none"> ○ Introduce yourself to the patient. ○ Don't Panic, Make him/her comfortable in the environment. ○ Provide psychological support.
2. Ensure Correct Documentation of the patient	<ul style="list-style-type: none"> ○ Verify and fulfill Admission procedure ○ Check and correct Name, CR no/No, Identity and address details, MLC details. ○ Make patient file according to medical record guidelines.

<p>3. Ensure Examination of the Patient in consultation with the treating doctor.</p>	<ul style="list-style-type: none"> ○ Provide a comfortable bed with a tidy, well-lit environment to the patient. ○ Record all general physical examination (GPE) findings and vitals correctly. ○ Take care of the confidentiality and privacy of the patients ○ Take informed consent, wherever applicable ○ Assist the treating doctor during examination and performing procedures required for stabilization of the patient.
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<p>4. Build rapport with the patient and the attendants</p>	<ul style="list-style-type: none"> ○ Never ever gossip with the patient, always be objective ○ Talk and listen to the patient with compassion and empathy. ○ Ask about his/her discomfort. ○ Explain about the disease and the various treatment options in consultation with the treating doctor. ○ Keep their moral up by imbibing positive thinking/Assure him/her of speedy recovery.
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<p>5. Explain and Inform About the ward management policies</p>	<ul style="list-style-type: none"> ○ Orient patients regarding toilets, washing areas, drinking water facilities/facilities. ○ Explain them about the visiting hours and the timings of rounds. ○ Inform about the policies regarding BMW mgt and infection control measures(hand washing) in common language. ○ Ask and record Dietary preferences of the patient. ○ Tell them about the supportive services ○ Like pharmacy, labs, diagnostics etc. and guide the attendants. ○ Explain the procedures of health schemes RSY, JSK
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<p>6. Ensure timely and error free administration of the medicines with proper recording in the charts</p>	<ul style="list-style-type: none"> ○ Keep your emergency tray always ready, check for expiry dates of the drugs. ○ Administer prescribed medicine with appropriate dosing and timings to the patient. ○ Never ever allow trainees to do so without supervision. ○ See for any adverse reaction.
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<p>7. Effective discharge of the patient</p>	<ul style="list-style-type: none"> ○ Give patient small health talk on his/her disease condition. ○ Explain the dosing,frequency of the medicines prescribed. ○ Advise the modified dietary habbits/habits if any. ○ Specifically tell about the follow up and its frequency. ○ Help them to clear their hospital dues.

Discussion:

As Aristotle said "Quality is not **a/an** act but a habit. Ensuring standard practices and adherence to standards, changing behavior and attitude of the staff is not an easy task. **It** needs rigorous monitoring tools, continuous support and engagement of the staff and most importantly the ownership of the staff working at the facility for implementation and sustainability of the effort. A quality based approach helps in identifying the gaps in service delivery and tracing the roots and linking them with organizational processes. This SOP's will act as a tool to measure the performance and take corrective actions in the hospitals. Once it will implement in letter and spirit, it will ensure the uniformity of the care by each staff member, in every ward area of the hospital. **It** will enhance the effectiveness of **day-to-day** monitoring of processes followed in the hospital wards. This will **pave/pave** the way towards quality assurance in public healthcare settings.

References

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