

The Effectiveness of Information Education Communication (IEC) on Knowledge and Practices Regarding Patient Safety Measure among Nursing Officers in Selected Hospital of Pune City

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Abstract

Background & Objective: Patient safety is very important in the provision of quality care. Our aim was to assess the Information Education Communication (IEC) on knowledge and practices regarding patient safety measure among nursing officers.

Methods: A Pre-Experimental one group pre-test post-test design was adopted involving 60 nursing officers. After obtaining informed consent nursing officers were allocated by using the Non-probability Convenience sampling technique. IEC module was given to the nursing officers after the Pre-test was taken. An interval of 7 days was given then post-test was obtained. Tool used in the study are Self-Structured Questionnaire on assessment of knowledge and practice.

Results: The average change in the level of knowledge was significantly increase in post-test as compared to pre-test. In pre-test 70% of nursing officers have average knowledge, 28.33% have poor knowledge and 1.67% have good knowledge. The mean knowledge of the nursing officers was 6.37 and standard deviations was 0.71. While in the post-test 78.33% of nursing officers have good post-test knowledge, 21.67% have average knowledge and no nursing officers have poor knowledge. The mean knowledge of the nursing officers was 11.7 and standard deviations 1.75.

The change in the level of practice was also significantly increase in post-test as compared to pre-test. In pre-test 60% of the nursing officers have average practice score, while 36.67% have poor practice and 3.33% have good practice. The mean practice of the nursing officers was 6.35 and standard deviations was 2.37 while in the post-test 53.33% of the nursing officers have good practice, 46.67% have average practice and no nursing officers have poor practice. The mean practice of the nursing officers is 13.5 and standard deviations from to 0.71.

Conclusion: The findings of the study shows that there is highly significant difference between the score of pre-test and post-test. Therefore, and null hypothesis (H_0) is rejected and IEC module is effective.

Key words: Information Education Communication (IEC), knowledge, practices, patient safety measure

Introduction or Background

The care givers attempt caring the sick, they inadvertently make mistakes that either worsen the situation of the patient or result in death. These errors are inevitable but with acknowledgement of the possibility of the incidence of errors in the care process, it could be

reduced to the minimum.⁽¹⁾

Patient safety is one of the vital component in treating patient and is affected by various factors such hospital environment, the complexity of the quality and quantity of healthcare workforce, medical processes, technology and team work. The nurse is responsible

for all decisions and performance associated with the delivery of a safe level of care. To avoid the errors the staff must be competent in the use of devices and update their knowledge and skills through regular review and assessment of competence. In working to improve patient safety and quality care, the goal is to change the system that is the right thing prevent individuals from committing errors and build high reliability organizations

Safe nursing practice includes an understanding of the legal boundaries in which nurses must function. In 1986 the Government of India passed the Consumer Protection Act (CPA) to protect the consumer against unreasonable practices which create risk or harm. One of the common sources of negligence that have resulted in lawsuits against hospital and nurses is medication error.⁽²⁾ Even though much care is taken by nurses for administration of medication still medication errors challenge patient’s safety during their stay in the hospital.

Medication errors are associated with increasing number of medications, childhood and older age, and specific medications and medications for certain disease states (e.g., musculoskeletal, oncology and immunosuppression, dermatology, ophthalmology, otolaryngology conditions, infections and cardiovascular.⁽³⁾

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and the World Health Organization (WHO) has estimated that medical errors happen in 1 out of 10 patients every year globally

but according to Harvard Study conducted by Professor Jha revealed that 5.2 medical errors happen annually in India and among that, medication and hospital-acquired infection errors are the major ones.

In India, the statistical figure shows 400,000 deaths due to adverse drug reactions and 720,000 adverse events per annum.⁽⁴⁾

Many studies reveal that education programmes can help the nurses to increase their awareness regarding medication error.

Material and Methods

A Pre-Experimental one group pre-test post-test design was adopted. Total 60 nursing officers who met the inclusion criteria were selected by using Non-probability Convenience sampling technique. IEC module was given to the nursing officers after the Pre-test was taken. An interval of 7 days was given then post-test was obtained. The study was conducted in the selected hospitals of Pune city. Tool used in the study are Self-Structured Questionnaire on assessment of knowledge and practice.

Results

The analysis and interpretation of the data collected to determine the effectiveness of IEC module on Knowledge and practices among nursing officers is carried out based on objectives set by the researcher taking the level of significance as 0.05.

Table 1: Descriptive statistics on effectiveness of Information Education Communication (IEC) on Knowledge regarding patient safety measure among nursing officers.

n=60

Knowledge level		Frequency		Percentage	
		Pre-test	Post-test	Pre-test	Post-test
Poor	n=60	17	0	28.33	0.00
Average		42	13	70.00	21.67
Good		1	47	1.67	78.33
		Pre-test		Post-test	
Mean		6.37		11.7	
SD		0.71		1.75	

The above table provides data about the effectiveness of Information Education Communication (IEC) on Knowledge regarding patient safety measure among nursing officers. In pre-test 70% of nursing officers have average knowledge, 28.33% have poor knowledge and 1.67% have good knowledge. The mean knowledge of

the nursing officers was 6.37 and standard deviations was 0.71. While in the post-test 78.33% of nursing officers have good post-test knowledge, 21.67% have average knowledge and no nursing officers have poor knowledge.

Table 2: Descriptive statistics on effectiveness of Information Education Communication (IEC) on practice regarding patient safety measure among nursing officers.

n=60

Practice level		Frequency		Percentage	
		Pre-test	Post-test	Pre-test	Post-test
Poor	n=60	22	0	36.67	0.00
Average		36	28	60.00	46.67
Good		2	32	3.33	53.33
		Pre-test		Post-test	
Mean		6.35		13.5	
SD		2.37		0.71	

The above table provides data about the effectiveness of Information Education Communication (IEC) on practice regarding patient safety measure among nursing officers. . In pre-test 60% of the nursing officers have average practice score, while 36.67% have poor practice and 3.33% have good practice. The mean practice of the nursing officers was 6.35 and standard deviations was 2.37 while in the post-test 53.33% of the nursing officers have good practice, 46.67% have average practice and no nursing officers have poor practice. The mean practice of the nursing officers is 13.5 and standard deviations from to 0.71.

Discussion

The above findings of the study is supported by a study conducted by a Systematic Literature Review

by on patient safety culture among nurses which was published in December 2014. The main purpose of the study was to investigate nurse’s perceptions about patient safety culture and factors that need to be emphasized in order to develop the culture of safety among nurses. A descriptive and cross-sectional design was used. The sample size was 414 registered nurses who are working in government hospital. Survey method was used to collect data. Results shown that the nurses perceived that their supervisor should have more expectation, feedback and communication regarding errors, teamwork across hospital units and hospital handoffs. Nurses who had more years of experience and were working in teaching hospitals had more perception of patient safety culture. The researcher concluded that Learning and continuous improvement, hospital management support, supervisor/

manager expectations, feedback and communications about error, teamwork, hospital handoffs and transitions were found to be major patient safety culture predictors⁽⁵⁾

Conclusion

The findings of the study shows that there is highly significant difference between the score of pre-test and post-test. Therefore, and null hypothesis (H_0) is rejected and IEC module is effective.

Conflict of Interest – Nil

Source of Funding – Self

Code of Conduct – No ethical issue was there in the study

Ethical Clearance – Obtained from Institutional Research Committee

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