

# Effectiveness of Nursing Management Educational Program upon Head Nurses Knowledge Regarding Patient Management

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## Abstract

**Background:** Over the past few decades, the role of the Director of the Nursing Unit (head nurse) has developed considerably globally, from the head nurse who supervisor to patient care and nursing staff and the needs of the ward from all the necessary supplies for nursing care in the ward to the role of the manager nurse who plays a broader role through his oversight of all Nursing ward in the hospital, staff employment and ward quality, development and retention. Previously the head nurses were responsible for the care of clinical patients only in the ward, and their duty was only patient. **Objectives:** Implement the nursing management education program for the study group. **Methodology:** A quasi-experimental design is carried out throughout the present study with the application of test-retest approach for the study and control groups from March 24<sup>th</sup> 2019 to Feb 19<sup>th</sup> 2020. **Settings of the Study:** This study was conducted at the nursing units of Al-Najaf AL-Ashraf City Hospitals which include (Al-Sadr Medical City, Al-Hakeem General Hospital and Al-Zahra Teaching Hospital, they represented AL-Najaf AL-Ashraf city). **Result:** showed that the study group participants had benefits from the implementation of nursing management education program **Conclusions:** The program considered an effective mean for the improvement of the head nurse's knowledge. **Recommendations:** Head nurses should have the required knowledge about wards management regarding patient care. And nursing management education program is an important tool for the development of head nurses' skills. Accordingly, head nurses need to be encouraged to participate in nursing management education program focused on patient management. Finally, the study proved that there is an essential need for collaboration between the Ministry of Higher Education and Scientific Research with Ministry of Health and Environment to improve the nursing management courses as a part of curriculum in nursing institutes and universities.

**Keyword:** Effectiveness, Nursing, Management Educational Program, Head Nurses, knowledge, Patient Management

## Introduction

The first-line nursing manager, also called a head nurse, is a person who is responsible for managing nursing services activities in one nursing unit and who is a key individual in the nursing department administration structure; this nurse who translates the goals and objectives of the department into action. It is at this level of management that patient unit costs may be investigated and controlled; while maintaining a careful eye on the quality of care delivered, thus combining clinical expertise with managerial competence.<sup>1</sup>

## Methodology

### Design of the Study:

A quasi-experimental design is carried out throughout the present study with the application of test-retest approach for the study and control groups from March 24<sup>th</sup> 2019 to Feb 19<sup>th</sup> 2020.

**Settings of the Study:** This study was conducted at the nursing units of Al-Najaf AL-Ashraf City Hospitals which include (Al-Sadr Medical City, Al-Hakeem General Hospital and Al-Zahra Teaching Hospital, they represented AL-Najaf AL-Ashraf city).

## Results

Table (1) Changes in Mean Scores of knowledge about Tasks of Patient Care Management Pre to Post

## Training

Changes in Overall Mean Score	Study group (n = 30)		Control group (n = 30)		Effect size	P. value
	Mean	SD	Mean	SD		
Pre-test	2.46	0.32	2.48	0.31	-	0.636
Posttest 1	2.89	0.23	2.46	0.30	1.62	< 0.001
Posttest 2	2.82	0.28	2.45	0.30	1.28	< 0.001
Mean difference Post 1-Pre	0.43	0.16	-0.02	0.10	3.42	<0.001
Mean difference Post 2-Pre	0.36	0.14	-0.03	0.12	3.00	<0.001
Mean difference Post2-Post1	-0.07	0.22	-0.01	0.14	0.33	0.001
<b>Multiple comparison (pairwise) within groups</b>						
Post 1 vs. Pre	<0.001		0.438			
Post 2 vs. Pre	<0.001		0.349			
Post 2 vs. Post 1	0.001		0.326			

Indicated that the overall mean knowledge score for this study at posttest 1 was significantly higher than that at pre training and at posttest 2, and that of posttest 2 was significantly higher than that at pre training, (Table 1). No such changes had been reported in control group and the differences in mean knowledge score were not significant at pre, post1 and post 2. On the other hand when both groups compared the effect size of training program was large (1.62), in the change of mean knowledge score for this study at posttest 1, large (1.28) at posttest 2, and cumulatively much large effect size of 3.42 and 3.0 when the mean differences post1-pre and post2-pre taken into account, but small effect size of 0.33 reported at post1-post2vbut it still significant in study group than controls. Moreover, the trends of changes in mean knowledge score in both groups are graphically compared in (Figure 1)

### Discussion of the Results

The primary function of a head nurse is to ensure optimal patient outcomes on hospital unit. A good head nurses' wears several hats as an expert clinician, a mentor and support for his/her personals and a tireless advocate for patients and families. Head nurses are important in promoting quality outcome and patients safety satisfaction. Patients nursing care delivered by reviewing and nursing management education program to providing direction of the nursing staff for development and growth nursing management services and supervise for quality of nursing care outcomes in nursing ward management in hospitals.

Table (1), study indicates that the overall mean of patient care management knowledge score for this domain at post-test (1) was significantly higher than that

at pre training and at post-test (2), and that of posttest (2) was significantly higher than that at pre training.

This means that head nurses acquired on high improvement in patient care management knowledge by education program compared to their knowledge at pretest.

A study by Halema, (2016) reported that the implementation of the clinical supervision training program has positive effect on patient safety and nursing documentation.<sup>2</sup>

And another study ElZeeny, (2017), who mentioned that after program, the head nurses gain aspects such as lifelong learning, development, solve problems, quality nursing care and patient safety.<sup>3</sup>

As well Abo Gad & El-Demerdash, (2014) and Dutta, (2013), reported that there was a significant improvement in the head nurses' nursing management knowledge regarding all items of nursing management educational program content in posttest and posttest 2.<sup>4,5</sup>

### Conclusions

Much improvement in the knowledge of study group was detected after implementation of teaching program (post-test1) regarding patient management; therefore, highly significant differences were reported between study group and controls in the proportions of correct responses towards the items of domain with a large effect size.

#### Recommendations:

1. Head nurses should have the required knowledge about wards management regarding patient care.

2. Nursing management education program is an important tool for the development of head nurses' skills. Accordingly head nurses need to be encouraged to participate in nursing management education program focused on wards management.

3. The study recommends focusing on scientifically qualified nurses with minimum of BSc degree to work in the nursing wards.

4. The study proved that there is an essential need for collaboration between the Ministry of Higher Education and Scientific Research with Ministry of Health and Environment to improve the nursing management courses as a part of curriculum in nursing institutes and universities.

**Financial Disclosure:** There is no financial disclosure.

**Conflict of Interest:** None to declare.

**Ethical Clearance:** All experimental protocols were approved under the College of Nursing, University of Babylon, Iraq and all experiments were carried out in accordance with approved guidelines.

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