

IMPACT OF WORK LOAD ON NURSING PATIENT INTERACTION IN TERTIARY CARE HOPITAL PUNJAB.

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ABSTRACT

This study was done to assess the nursing knowing among nurse-patient workload by stratified random sampling. The total of 100 samples were selected and given the self-designed and pre tested questionnaire. The data was collected and analyzed by using percentages and frequency. It is found that there is positive communication among Nurse- Patient. There is no significant ($p < 0.005$) relationship between communication with age, sex and education. But there is significant relationship of quality of communication with number of time patient was admitted in tertiary care Hospital.

Keywords: work load on nursing patient interaction
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Introduction

Nursing is a high-workload profession, and it's been proven that too much work can harm patient care. The association between effort and care degradation has previously been studied using patient-staff ratios and skill mix. The workload of nurses in a big general hospital was investigated using a multi-dimensional, comprehensive method. Workload drivers were established as distinct aspects that contributed to the overall workload of nurses. The Cognitive Work Analysis paradigm was used to map out the nurse's work domain and identify sources of workload. The final product was a collection of diagrams, figures, and interviews that depicted the nursing areas that generated the most workload. An accurate estimate of workload was possible because to a thorough integration of the data.

With advances in the treatment of critical diseases, the types of patients admitted to hospitals have shifted in recent years. There are many therapeutic methods to eliminate the cause of disorder by replacing critical functions of various organs and systems in the human body and sustaining these functions. The increased number of staff required for services these days' results in high hospitalization costs for treatment and care. Complex therapies are required for patients hospitalized to the intensive care unit. These highly specialized services necessitate the presence of nursing professionals to assure quality nursing care and, as a result, avoid the incidence of health-care-related adverse events.

SIGNIFICANT OF THE STUDY

The study will help in identify state of communication skills of nurses with the patient and factors associated with it. This will help in improving quality of communication in hospital thus improving the standard of medical care.

OBJECTIVES

1. To investigate the impact of nurses' workload on patient care.
2. The impact of workload on behavior in nursing homes.
3. The goal of this study is to look at how much work nurses have in different hospitals.

REVIEW OF LITERATURE

Jonathan Umansky *et al*, (2016), conducted a study at Participants. Participants were chosen depending on who was indicated to us and who we were allowed to observe. Fifteen nurses (all registered nurses, or RNs) from the Emergency Department , the Gynecologic Unit, and Vascular Surgery chose to participate, five from each unit, 13 women and two males, with experience ranging from one to thirteen years ($M = 5.4$, $SD = 3.719$). Each participant had a census taken at the time of observation, which ranged from three to eight patients ($M = 4.714$, $SD = 1.326$). There was no remuneration for the time spent by the participants.

Mahadeo *et al*. (2014) revealed in his study title," on patient satisfaction with nursing care provided in selected areas of tertiary care hospital,"100 patients were selected first from medical, surgical, and gynecology wards using a descriptive approach. Patients throughout the Obstetrics/Gynecology, medicine, and surgery units have different experiences with nursing

care. In relation to medicine and Obstetrics/gynecology hospitals, patients' satisfaction with nursing care was significantly higher in hospital patients 64 percent.

Anastasios Merkouriset al., (2013) described in her study titled, "A research study on assessment of patient satisfaction in public hospitals in Cyprus. An exploratory, descriptive design was used, including a face-to-face semi-structured interview," The analysis contained 159 medical (49.1%) and 165 surgical (50.9%) patients, the majority one of whom was male (61.7%) had an age range of 57.6 years. Patients are reasonably satisfied with the medical feedback they receive. Patients were most satisfied with the technical aspect of healthcare and easily degraded with information provision, hospital admission, and food and resting time. The department (medical or surgical), sex, age, educational level, and residency had almost no significant differences.

Senarath, (2013) comments in the study on patient satisfaction with nursing care and related hospital services at the National hospital of Sri Lanka. A range of 380 patients who were admitted to a hospital for third to 90 days were observed. According the study's findings, 81.8 % are comfortable with service performance, 89.7% with flexibility and competency, 59.2% with comfort and environment, and 48.7% with cleanliness and sanitation. Males have higher job satisfaction than females. Patients on medical wards may be less comfortable with the comfort and environment than on surgical wards.

METHODOLOGY

Study Setting: This hospital-based study was conducted in Adesh Hospital which is a tertiary care health center located in Bathinda, Punjab. The hospital is associated with Adesh Institute of Medical Sciences and Research, Bathinda under Adesh University.

Study Approach: The study has utilized quantitative approach in achieving its objectives.

Study Design: Descriptive study

Sample Size: Based on pilot study, revealing a rating of 'Good' communication by 50% of patients, sample size of 100 has been calculated.

Sampling Technique: Random Sampling technique was use for data collection.

Inclusion Criteria:

1. Patient admitted in hospital for at least 24 hours.
2. Willing to join the study (Informed consent given)

Exclusion Criteria:

1. Patient with psychiatric illness.
2. Patients admit in ICU.
3. Patient with hearing, visual or speech defect.
4. Patient with age less than 20 years.

Study instrument: A structured questionnaire with close-ended questionnaire was prepared for collection of data.

Data Compilation: The data was compiled on WINDOWS Spreadsheet (EXCEL).

Data Analysis: Data was analyzed for summary and inferential statistics. The summary statistics has been calculated as frequency and percentages.

Data presentation: Data has been presented as tables and suitable diagrams.

Ethical issue:

- (a) Approval of institution ethics committee has been obtained prior to start of study.
- (B) Informed Consent from was obtained from all patients selected by sampling, prior to collection of data.
- (c) Permissions from Medical Superintendent and Matron, Adesh Hospital were obtained.
- (d) Data has been kept confidential.

Results and Discussions:

Table1.Quality of Communications skills related to Age of Study Participants

	Quality of Communication skills		P value
Age	Highly satisfied	Satisfied	Chi-square test
20-30	17	8	> 0.05
31-40	10	8	
41-50	30	11	
51-60	9	4	
> 60	2	1	
Total	68	32	

Statistical analysis reveals that quality of communication skills is not associated ($p > 0.05$) with age of study participants.

Table 2: Quality of Communication skills as related to Sex of Study Participants

	Quality of Communication skills		P value
			Chi-square test
Sex	Highly Satisfied	Satisfied	> 0.05
Male	35	17	
Female	33	15	
Total	68	32	

Statistical analysis reveals that quality of communication is not associated ($p > 0.05$) with sex of study participants.

Table No: 3 Nurse introduce about her/himself to you

Nurse introduce about	Yes	No
Responders	39	61

The study shows that only 39% nurses introduce themselves to patient during the time of admission while 61% nurses did not introduce themselves to patient. This trend may be due to high work load on nurses and frequent shifting of patients from one ward to another.

Table No: 4 Nurse listens to patient.

Nurse listen patient	Yes	No
Responders	96	4

The results of the study shows that 96% nurses listen to patient problem while 4% nurses do not listen to patient. This may be due to lack of time available to nursing staff due to heavy work load. This shows that there is scope of improvement through training session of nursing staff.

Table No: 5 Nurse lost her temper regarding more enquiring.

Nurse lost her temper	Yes	No
Responders	4	96

The study shows that 96% nurses did not lost their temper on enquiring more and more while 4% nurses lost their temper. Heavy work load, domestic or workplace stressors may be cause of loosing temper by 4% of nurses in dealing with patients

Limitations of the study

1. Only 100 simples were included in study.
2. The study has not included patients reporting to OPD of the hospital.
3. The patient who is staying less than 24 hours in hospital is not included.
4. Patient who are admitted in emergency are excluded.

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