Impact of Hospital Structure on Quality of Nursing Care

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ABSTRACT

Quality nursing care has always been regarded as an integral component of patient safety. The hallmark Institute of Medicine (IOM) has regarded quality of nursing care as a determinant of patient outcomes in a healthcare delivery system. However, this quality care is compromised when certain small, yet essential, care interventions are either neglected or missed. For any healthcare setting, adverse patient outcomes are something to be worried about. Such outcomes may include falls, pressure sores and nosocomial infections. All such complications increase to the cost burden as well as compromise in the goodwill of the related organization. Moreover, such complications can be prevented if essential nursing care is performed regularly.

For this study, Missed Nursing Care Model was used as the conceptual framework. This framework deals with three important concepts: 1) Structure, 2) Process and 3) Outcomes. Structure talks about hospital building, staffing characteristics and Patient care unit structure. Processes are the main missed care elements and Outcomes include both staff and patient outcomes. Using the MISSCARE Survey tool, the research aimed at identifying relationship between these three components. 314 nursing staff from 02 private tertiary care hospitals was recruited in the study. Out of 24 elements of nursing care, most frequently missed nursing care were response to call bell within 05 minutes, assessment of effectiveness of medication,
attending care conferences, providing emotional support to patients and turning patient every 02 hourly. While the least frequently missed care elements were monitoring intake and output, medication administration within 30 minutes, skin/wound care, per shift assessments and IV site care.

**Keywords:** Nurses, Emotional support, quality nursing care and hospitals.