

1 12012/K

**THE USE OF NURSING AUDITING  
AS A MEANS FOR IMPROVING PATIENT CARE**

THESIS

Submitted To The High Institute of Nursing  
In Partial Fulfilment of the  
Requirement for the Master Degree in Nursing  
(Nursing Service Administration)

By

*Asmahani Tewfik Ali Bakir*

616.733  
A.T

28313

Under Supervision of

Prof. Dr. Soheir Mekhemar

Prof. Dr. Soheir Mukabel

Prof. of Nursing

Prof. of Nursing

High Institute of Nursing

Higher Institute of Nursing

Ain Shams University

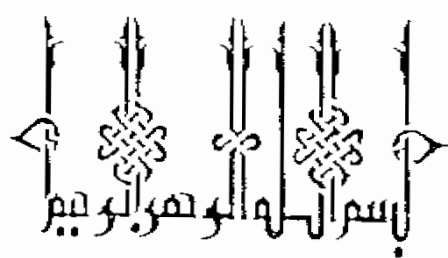
Alexandria University

Cairo

Alexandria

**High Institute of Nursing  
Ain Shams University  
1989**







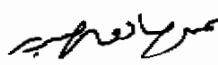
2


**APPROVAL - SHEET**

**Date : 10/5/1989**

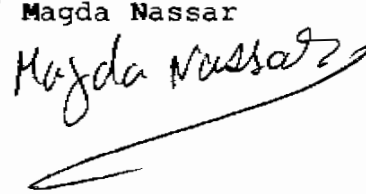
Name : Asmahan Tewfik Ali Bakir  
Title : The use of Nursing Auditing  
as a means for improving  
patient care .  
Degree : Master in Nursing Science .

This phesis submitted in partial  
fulfilment for the degree of Master  
in Nursing Science and have been  
approved by :

Proff. Doctor/ Mohamed Sadek Sabour   
Signed

Proff. Doctor/ Soheer Abdelhalim Mekhemar  
Signed 

Proff. Doctor/ Magda Nassar

Signed 

## Acknowledgement

The researcher is deeply indebted in preparing this study to the two supervisors : Professor Dr. Soheir Mekhemar Professor of Nursing and the Director of the High Institute of Nursing, Ain Shams University, Cairo, and Professor Dr. Soheir Mokabel, Professor of Nursing Service Administration, High Institute of Nursing, Alexandria University for their unlimited support, guidance, help and overall tolerance. The nursing management and nursing staff, and medical staff of Ain Shams Specialized Hospital were very co-operative, was it not for their understanding and co-operation, this study would have never been completed.

The record department members of the same hospital gave valuable hours to satisfy the needs of the research at its early stage.

The nursing, the medical and record department staff at Kasr Al-Aini and Arab Contractors Hospitals, Cairo, for their advice and allowing the pilot studies to be conducted, and so provided a mean for lots of corrections in the study tools.

The efforts made in data computation, data processing and editing of the research by Assistant Professor Nader Al-Sentricy Faculty of Agriculture Ain Shams University, Eng. Hassaneen Mohamed and Eng. Osama Khater, Mrs. Suzan Khater deserves a special mention.

Finally, I feel so grateful to all my family members who suffered a great deal and gave a lot of encouraging hints and help all through the period of completing this research

*To my father who was always an educator and  
who loved to see me doing this work.*

# Content

<b><u>Subject</u></b>	<b><u>Page</u></b>
<b>1. Introduction and Aim of Work</b>	1
<b>2. Review of Literature</b>	4
- Patients records	5
- Approaches to recording	6
- Types of patient nursing records	6
- Principles of recording	9
- Development of standards and criteria	10
- Evaluation of the quality of care	13
<b>3. Material and Methods</b>	18
- Technical Design	18
- Statistical Design	23
- Operational Design	24
- Administrative Design	27
<b>4. Results</b>	29
I- Survey findings	29
I-a <i>Findings obtained from both medical and nursing staff of the sample</i>	29
I-b <i>Findings obtained from the nursing staff only</i>	40
II- Findings of the Retrospective Auditing	50
<b>5. Discussion</b>	61
<b>6. Conclusions and Recommendations</b>	76
<b>7. Summary</b>	81
<b>8. References</b>	86
<b>9. Appendix</b>	
<b>10. Arabic Summary</b>	

## List of Tables

<b><u>Table</u></b>	<b><u>Content</u></b>	<b><u>Page</u></b>
<b>I</b>	Distribution of the Sample by their Responses of the Status of Availability of Hospital Records.....	30
<b>II</b>	Distribution of the Sample Members by their Responses of the Quality of Nurses Writing in the Records .....	31
<b>III</b>	Distribution of the Sample Members by their Responses of the Types of Retrospective Auditing Techniques at the Hospital .....	32
<b>IV</b>	Distribution of the Sample by their Responses Regarding the Purposes of Retrospective Nursing Auditing .....	33
<b>V</b>	Distribution of the Sample Members by their Responses Concerning Hospital Personnel Involved in the Retrospective Nursing Auditing .....	34
<b>VI</b>	Distribution of the Sample Responses Concerning the Department Responsible of Auditing the Nursing Records .....	35
<b>VII</b>	Distribution of the Sample by their Responses as Regards the Standards Considered in the Auditing of Nursing Records .....	36



<b>VIII</b>	Distribution of the Sample Responses as Regards Representation in the Committee of Quality Control .....	37
<b>IX</b>	Distribution of the Sample by their Suggestions Concerning the Proposed Nursing Records .....	38
<b>X</b>	Distribution of Responses Related to the Improvement of Records and Recording .....	39
<b>XI</b>	Distribution of the Sample by their Responses Concerning Interdepartmental and Intradepartmental Meetings .....	40
<b>XII</b>	Nursing Sample Distribution by Responses as Regards Communication Between the Nursing Staff of the Wards and the Record Department ...	41
<b>XIII</b>	Distribution of the Sample by Responses as Regards the Means of Communicating Hospital Instructions, Rules and Regulations of Records and Recording .....	42
<b>XIV</b>	Distribution of the Sample by Responses Related to Problems of Recording as Stated by the Sample .....	43
<b>XV</b>	Sample Distribution by Responses Related to Contributing Factors of Records and Recording Problems .....	44
<b>XVI</b>	Frequency Distribution of Nursing Staff Positive Responses Concerning Standards and Criteria for Nursing Records .....	46
<b>XVII</b>	Comparison Between Surgical and Medical	

	Nurses Notes in Relation to Demographic Data, General Criteria and Content Review .....	50
<b>XVIII</b>	Comparison of the Content Review Between Surgical and Medical Records Relation to the SIx Functions Included in the Nurses Notes .....	52
<b>XIX</b>	Comparison Between Surgical and Medical Records in Relation to the Demographic Data, General Criteria and Content Review .....	53
<b>XX</b>	Comparison Between Surgical and Medical Vital Signs Records in Relation to the Demographic Data, General Criteria and Content Review .....	54
<b>XXI</b>	Comparison Between Surgical and Medical Special Records in Relation to the Demographic Data and General Criteria .....	56
<b>XXII</b>	Comparative Statistical Analysis Between The Quality of Recording of Both the General and Special Records .....	57
<b>XXIII</b>	An Overall Frequency Distribution of All Types of Records According to the Quality Ratings, of Both Surgical and Medical Wards .....	59
<b>XXIV</b>	An Overall Qualitative Differences Between Surgical and Medical Records Relevant to Patients' Files .....	60

**INTRODUCTION  
AND  
AIMS OF THE STUDY**

The development of the nursing profession has routed the interest among nurses to seek the means to improve the quality of nursing services, to maintain and promote health and well being of the people and their societies (*Maanen, 1984*). In practice, the improvement of the quality of nursing service is an important element of the health services in general.

Interest in quality care improvement have grown strongly over the last three decades, although the first documented study in nursing and development of standards is back dated to *Florence Nightingale (1858)* (*Lang, et al., 1984*). The adoption of a conceptual frame work within which quality can be evaluated, is an essential requirement towards quality care development (*Haussman, et al., 1977*).

The nursing department, as the organizing body of nursing activities functions as a quality control system. Its general purpose is to evaluate and monitor compliance with standards of nursing practice, to ensure optimal care delivery. Quality control is composed of interdependent components with specific purposes, when effectively operating, they reflect compliance with nursing standards. Every component has distinctive roles in quality control for goal attainment (*Jernigan, et al., 1983*). Hospital administrators specify the nursing activities and resources which, when systematically combined into a manageable package, yield the highest quality of care (*Froebe, et al., 1979*), and (*Jernigan, et al., 1983*).

Records and record-keeping system is an integral part of programming health services; to assure quality care. Although no one method can guarantee excellence, certainly modernization of health-related

documents is highly important (*Weed, 1970*). The retrospective audit technique is used nowadays for reviewing and evaluating patient's nursing care, after patient discharge to demonstrate the quality of care, or some aspects of it, depending on the intended objectives (*Elhert, et al., 1978*). The retrospective audit technique is considered as one of the most valid measures of quality care (*Ganong, et al., 1980*). The information gained from measurements made by using the audit technique provides means for accounting of the quality of records and recording. It helps in identifying and describing areas of strengths and weaknesses of care which are basic for planning ways to improve the quality of service.

In Egypt, quality assurance in nursing is considered at both official and non official levels. Aspects of care improvement activities; including the development of better nursing training programs, establishment of university schools of nursing, field studies, and lately the development of standards for different nursing services. There is a reason to believe that the application of a system of retrospective nursing auditing at Ain-Shams Specialized Hospital, (a relatively newly established hospital), will provide the means by which the nursing service department of that hospital, can examine the quality of nursing records, and hence ensure quality care to the patients.

The present study will therefore focus on the development of a retrospective audit technique; to be used for systematic review and examination of the nursing records. The goal of the study is to evaluate the extent to which current nursing care practices comply with acceptable nursing performance standards. It is assumed that the findings of such a

study will provide a means for improving the quality of nursing care at that setting as well as similar ones.

Hence, the aims of the study are :

1. To develop standards and criteria for auditing nursing records.
2. To develop a retrospective nursing auditing technique.
3. To identify areas of deficiency and non-compliance with standards and criteria.
4. To propose corrective actions for improving the system of nursing recording as a means to improve the quality of care.

## **REVIEW OF LITERATURE**