

Factors Affecting Nurses' Performance in Emergency Unit

Thesis

*Submitted for Partial Fulfillment of the Master
Degree in Medical Surgical Nursing*

By

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List of Abbreviations

<i>Meaning</i>		<i>Abb.</i>
ABC	: Airway. Breathing. Circulation.	
ABG	: Arterial Blood Gases	
ACE	: American College of Emergency	
ACLS	: Advanced Cardiac Life Support	
ARDS	: Adult Respiratory Distress Syndrome	
ATLS	: Advanced Trauma Life Support	
BP	: Blood Pressure	
BUN	: Blood Urea Nitrogen	
CDC	: Centers for Disease Control and Prevention	
CODC	: Center of Disease Control	
CPR	: Cardio Pulmonary Resuscitation	
CRT	: Capillary Refill Time	
CVP	: Central Venous Pressure	
ECG	: Electrocardiography	
ER	: Emergency Room	
ED	Emergency Department	
GCS	: Glasgow Coma Scale	
HB	: Hemoglobin	
HCT	: Hematocrit	

List of Abbreviations

HDL	:	High Density Lipoprotein
HF	:	Heart failure
I & O	:	Intake and output
IGT	:	Impaired Glucose Tolerance
IV	:	Intravenous
LOC	:	Level of consciousness
MI	:	Myocardial infraction
NANDA	:	North American Nursing Diagnosis Association International
NGT	:	Nasogastric tube
NIDDM	:	Non-Insulin Dependent Diabetes Mellitus
NPO	:	Nil Per Oss
OGTT	:	Oral Glucose Tolerance Test
SMBG	:	Self- monitoring blood glucose
WBC	:	White Blood Cell

Statistical Abbreviations

<i>Abbreviation</i>	<i>Full term</i>
%	: Percentage
<	: Less than
>	: more than
No	: Number
P	: Probability that observed data is consistent with null hypothesis
R	: Multi correlation coefficients
SD	: Standard deviation
X	: Deviation score
X ²	: Greek chi squared test, to test the difference in proportions in two or more independent groups

Abstract

Background: Emergency Unit / Emergency Room (ER), the department of hospital responsible for the provision of medical and surgical care to patients arriving at the hospital in need of immediate care. **Aim of the study:** Assess factors affecting nurses' performance in emergency unit. **Study design:** a descriptive exploratory design was used. **Subjects:** Convenience sample of 40 nurses were recruited for conducting this study. **Setting:** This study was conducted in emergency unit at Ain Shams University Hospital. **Tools:** consisted of (1) Nurses' self administered questionnaire to assess nurses' knowledge, and factors affecting their performance in emergency unit, (2) Nurses' practice observational checklists to assess nurses' practice regarding most common procedure in emergency unit. **The Results** of this study revealed that: 60.5 % of nurses had unsatisfactory level of knowledge, 90.0 % of them had inadequate level of practice, and 100.0 % of them agreed on personnel factors affecting their work negatively in emergency unit. **Conclusion :** This study concluded that; more than half of the nurses under the current study had unsatisfactory level of knowledge regarding emergency unit, and almost all the nurses agreed that the personnel factors affect their performance negatively in emergency unit. Moreover the majority of the nurses had inadequate level of practice regarding emergency unit. **Recommendation:** This study recommended; Continuous evaluation of nurses' knowledge and practice is essential to identify nurses' needs and factors affecting their performance in emergency unit. Developing continuing educational programs including evidence based guidelines based on needs assessment for nurses.

Key words: Emergency Unit, Performance.

Introduction

Emergency unit is : one of the most vital units in the hospital responsible for the provision of medical and surgical care to patients arriving at the hospital in a bad need to immediate care. Emergency department personnel may also respond to certain situations within the hospital such as cardiac arrests (**Shriver, Chuang & Hedges, 2010**).

Lewis, Driksen, Heitkemper, Bucher, & Camera, (2013): pointed that; emergency nursing is one of the most challenging nursing specialties. This specialty requires that the nurse, whether in the hospital or pre-hospital emergency settings should use a scientific knowledge base, have effective communications, apply clinical skills and the nursing process to give a high quality care for the physiologic and emotional needs of patients and their relatives. Crisis intervention and the use of emergency skills are very important to patients and their families especially in such emergency stressful situations, appropriate interventions and emotional support for the family and patient must be occur in a short period of time.

Emergency nurses need to extensive knowledge, broad scope of practice required to care for diverse patients

across the life span with a wide variety of complex illness, injuries within a limited time period, understand and appreciate the judgment that are called for in the field under unique circumstances, as compared to judgments made regard the same patient once inside Emergency unit. Comprehensive triage, as defined in **Emergency Nursing Assosiation's Standard of practice (2010)**, is performed by an emergency nurse; comprehensive triage, follow nursing process of assessment, analysis/plan, intervention/ collaborative intervention and evaluation. Each component standard is assigned competence outcome criteria **(Nagelhout, & Plaus, (2013))**.

Triage is the process by which patients are evaluated and classified according to the type and urgency of their conditions according to ENA, 2008 .Nurse's role in triage is a pivotal role and become the facilitator of patient access to the medical care system and direct patient flow in the most expedition and appropriate manner using staff and space as effectively as possible. Triage is derived from the French word "trier" which mean pick or sort, sorting patient according to their degree of seriousness of their needs for treatment and available resources to offer the treatment **(American College of Surgeons Committee on Trauma, 2010)**.

Emergency nursing is an independent, collaborative, and specialized area of practice. Providing safe care, requiring expertise in triage and prioritization, resuscitation, intervention and stabilization, discharge training, crisis intervention and emergency preparedness. It is self-evident that the position is demanding and one of extreme importance for both patient and staff requiring nurse with very special qualities. Intelligence, the ability to relate people, a capacity for calm and respond judgment in meeting emergencies, and orientation toward services are essential attributes of the triage nurse (**Roming, 2012**).