شبكة المعلومات الجامعية

التوثيق الإلكتروني والميكروفيلم

بسم الله الرحمن الرحيم

HANAA ALY

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HANAA ALY

Effect of Shift Report Training Program for Nurses on Quality of Reporting

Thesis

Submitted for Partial Fulfillment of the Requirement of

Doctorate Degree in Nursing Administration

By

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(M.Sc. Nursing Science)

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Ain Shams University
2021

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Azza Galal Ahmed Khalil

List of Contents

List of Tables

List of Figures

Effect of Shift Report Training Program for Nurses on Quality of Reporting

Abstract

Background: Shift report is crucial in achieving effective, safe, and high quality communication when the responsibility for the patient care is transferred from one nurse to another in effective manner. **Aim of study**: the study aimed at measuring the effect of shift report training program for nurses on quality of reporting. **Subjects and methods: Design:** Quasi-experimental research design was used. **Setting:** The study was conducted at Shoubra General Hospital which affiliated ministry of health hospitals. **Subjects:** 129 nurses and 50 head nurses were participated in the study. **Tools:** Three data collection tools were used to carry out this study namely, knowledge questionnaire sheet, Observational check list and Audit sheet. **Results**: No one of the staff nurses in the study sample had satisfactory total knowledge scores at the pre-intervention phase and 100% of them at the post-intervention and follow up phases. No one of the head nurses in the study sample had adequate total performance scores at the pre-intervention phase and reach 100% at the post- intervention phase, while the follow-up phase showed some declines, down to 70% in total performance scores. **Conclusion and recommendations**: Nurses' knowledge and performance regarding shift hand over and quality of report was improved after implementing the program. The study recommends Periodic assessment of head nurses and their staff for reporting skills. Regular implementation of training programs regarding shift report.

Keywords: Shift report, Quality of reporting, Nurses,

Introduction

Communication is a process that involves written, verbal, or nonverbal interactions between two persons or within a group (**Thomas, 2018**). Effective communication required the existence of a good relationship between the clinical staff, particularly the nurse, the patients, and their families. Moreover, Communication is a human, interactive process that sends some meaning, information, message, emotions, and/or beliefs from one human being to another person or to a group of people. Connectedness and interrelationships between and among human beings occur because communication occurs. The word communication originates from 'communis', a Greek word, meaning 'to make common'. Communication is "a process by which people exchange ideas, facts, feelings or impressions in ways that each gains a 'common understanding' of meaning, intent and use of a message (**Fleischer, et al., 2019**).

Effective communication between nurses and patients is a central element of care. The nurse-patient communication regarded as the essence and root to the nursing science and practice. Effective communication is

helping patients facing their stress, enhancing utilizing of coping strategies, and improve clinical outcome. Communication is central to the provision of safe, high quality medical care. However, the increasingly complex healthcare environment can complicate the communication process and hinder information exchanges that are necessary for optimum care. Communication is an important and integral part of life, without which no one might survive. Verbal and non-verbal communication starts from birth and does not end until death (**Sharour, 2019**).

Nursing is an art and a science by which people are assisted in learning to care for themselves whenever possible and cared for by others when they are unable to meet their own needs. Nurses coordinate care and apply their knowledge and skil50ls to deliver care. Breakdown of communication between nurses can interfere with the client's treatment ***(Delaune et al., 2016).*** Communication in nursing is a journey to a destination of clear meaning. Nurses travel this road to help patients and families heal and promote health and wholeness. Communication is at the heart of nursing and is essential in conveying caring and applying nursing skills and knowledge ***(Okaro and Okafor, 2019).***