

# Problems Faced by Nurses in Providing Quality Care to the Patients

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**Abstract:** ***Background:** Nurses are the unsung heroes that play an integral role in the healthcare industry by providing care to the patients as well as carrying out leadership roles in hospitals, health systems and other organizations. To have a robust healthcare system, the importance of nurses in healthcare should be underlined for attempting to create a better task force for better quality care for all. There are certain problems which the Nurses in the present healthcare system face. This study aims to assess the problems faced by nurses in providing patient care among the associated hospitals of Government Medical College, Srinagar. **Methods:** A descriptive, study was conducted among 415 Nurses working in the 4 associated hospitals of GMC Srinagar. Simple random sampling was used to select a sample size of 96 nurses, 24 from each hospital. Data was collected using a self administered questionnaire. **Results:** 88 responses say that quality care cannot be provided because of lack of equipment & supplies. 77 Responses express that nurses don't have higher education opportunities, 73 responses express that lack/shortage of nursing professionals is one of the reasons for lack of quality care in hospitals. Lack of infrastructure (physical facilities) is also one of the reasons expressed by 39 respondents for inadequate quality of nursing care. Lack of co-ordination & co-operation among nursing, medical and other workers in hospital is a point for poor quality care that exists in hospitals and it is expressed by 19 respondents. 8 responses say that negligence of nursing staff results in poor quality of care. Therefore multidisciplinary approach to improve health care to consumers is essential aspect which is to be stressed upon. Besides multidisciplinary approach social commitment along with political commitment is required to improve quality care to health care consumers in hospitals.*

**Keywords:** Problem, Nurses, Hospital, GMC Srinagar

## 1. Introduction

Nursing is the bidding bond of the society. They touch people of all ages, ethnic groups, backgrounds and communities. They work tirelessly to care for the physical, emotional, and spiritual needs of the sick and vulnerable. A nurse's professional skills and training contribute significantly to successful patient outcomes in a variety of care settings--from acute and tertiary care to prevention and wellness programs. Their smiling face and compassionate touch and care provide great satisfaction to the patient.

Nurses play an integral role in the healthcare industry, providing care to the patients and carrying out leadership roles in hospitals, health systems and other organizations. Although nursing profession can be very rewarding but it is equally challenging and it entails a huge level of dedication and commitment.[1] Nurses need to be focused on not only the patient needs but also on the management of system of care. This often creates unfortunate hassles irrespective of how hard the nurse's works towards patient care. They are coordinators and custodians of patient care. This entails lot of managerial skills where they need to possess apart from technical skill.

There are several daunting challenges faced by nurses at workplace which leave them less efficient in rendering quality care to patients, thereby hoisting an unhealthy reputation to that particular healthcare setting. Nevertheless, these challenges are arguably the primary motivators for nurses to leave their profession, less students opting for nursing profession, thereby contributing to staff shortage.

They move to other countries as remuneration and working condition and respect better.[2]

Through review of literature it is found that so far in nursing literature this kind of study has not been taken up in J & K. The observations revealed that standard of nursing care needs a great improvement

## 2. Methods

A descriptive survey design was used. The population of the study includes 415 nurses belonging to four associated hospitals of Govt. Medical College Srinagar i.e SMHS hospital, GB Pant hospital, LD hospital, Bone & Joint hospital.

Simple random technique was used to select a 24 from each hospital

Questionnaire was selected as tool for data. As the respondents were literate so self administration of the tool was easy. But the researcher was available to the subjects when the questionnaire was filled to clarify the doubts and get responses of all questions. It was made sure that the questionnaire was filled in front of the researcher to avoid contamination of responses. The questionnaire consisted of two parts. The first part was related to the bio-data of the respondents. The 2<sup>nd</sup> part consisted of open ended question which were about the problems faced by the subjects to render quality care among patients.

### 3. Statistical Analysis

The statistical analysis of this study includes first part the frequency and percentage distribution of sample characteristics and the second part includes the percentage of problems faced by nurses in providing quality care to the patients. The data regarding the problems encountered by nurses in providing the quality care to the patients were in 24 statements which were categorized under 8 headings.

### 4. Results

**Table 1:** Professional education of the nurses

Professional education		%
ANM	14	14.5
GNM	65	67.7
Post – Basic nursing	8	8.3
B.sc Nursing	10	10.4
M.sc Nursing	4	4.1
Phd .Nursing	-	

The above table indicates the professional qualification among the respondents. Majority of the respondents have qualified general nursing (GNM) and midwifery, i.e. they possess diploma in nursing 65 in number (67.7%). Very few 08 in number (8.3%) have qualified post Basic and only 4 of them have done post graduation. None of the respondents is Phd holder. It indicates there is a great need for nurses with higher education and also indicates the need for in-service education from time to time to make the knowledge up to date. Probably depositions from the government side to be given to encourage nurses to go for higher studies.

**Table 2:** Frequency distribution of the nurses according to different capacities

Name of the hospital	Technical nurses	In charge nurses	Supervisors
G. B Panth	20	1	3
L.D	14	9	2
SMHS	12	9	3
Bone and Joint	18	2	3
Total	64	21	11

The above table no. indicates that among total respondents the majority of the nurses were (64) were technical nurses and only 21 were in charges and 11 nurses were of supervisor cadre.

**Table 3:** Distribution of respondents as per sex

Sex	f	%
Male	19	19.79
Female	77	80.02

The above table indicates the sex of the respondents. Female nurses are 80 (80.02%) when compare to male nurses 19(19.79%). As majority of nurses are females which indicates that nursing is female oriented profession in J&K. Hence there is need to introduce male nursing. In any profession there is need for both sexes, so also in nursing.

**Table 4:** Distribution of problems faced by the nurses in providing quality care

Response category	SMHS	GB Panth	Bone & joint	LD	Total f	Total %
Lack of equipments	21	22	16	24	88	91.6
Staff shortage	14	21	19	19	73	76.0
Inadequate infrastructure	08	-	07	24	39	40.0
Defective administration	04	21	07	24	56	58.3
Non compliance of INC standards	09	08	-	17	34	35.4
Lack of political will	03	15	11	08	23	23.9
Negligence of staff	01	03	01	03	08	0.08
Lack of coordination among nursing staff	11	02	-	06	19	19.7
Less higher education opportunity	18	21	19	19	77	80.2

The table no. 4 has 9 categories of responses. 88 responses say that quality care cannot be provided because of lack of equipment & supplies. 73 responses express that lack/shortage of nursing professionals is one of the reasons for lack of quality care in hospitals. Lack of infrastructure (physical facilities) is also one of the reasons expressed by 39 respondents for inadequate quality of nursing care. Lack of co-ordination & co-operation among nursing, medical and other workers in hospital is a point for poor quality care that exists in hospitals and it is expressed by 19 respondents. 8 responses say that negligence of nursing staff results in poor quality of care. 77 respondents say that one factor responsible for quality care is less opportunity for higher education of nurses.

### 5. Discussion

This study explores the various problems faced by the nurses in providing quality patient care. 88 responses say that quality care cannot be provided because of lack of equipment & supplies, 77 respondents say that one factor responsible for quality care is less opportunity for higher education of nurses. 73 responses express lack/shortage of nursing professionals, 39 responses say lack of infrastructure is one of the reasons for lack of quality care. The other reasons expressed were lack of co-ordination & co-operation among nursing, medical and other workers in hospitals, negligence of nursing staff, and lack of administrative skills. A similar kind of study was being done in Europe and United states of America and it supports the results of this study that there are certain challenges that nurses have to face while providing Quality care [3-4]. Many problems faced by health care consumers sue to medical and nursing neglect were observed and could hear from health care consumers and their attendants and at the same time read from news papers [5-6].

These problems arise due to issues at the organizational, state and national level. It is of utmost importance to first recognize and understand each and every possible challenge faced by the nurses in order to deal with them efficiently. Not just recognize and understand them but also find solutions to mitigate them.

### 6. Conclusion

Quality nursing care that is being provided by nursing

professional needs improvement. Multidisciplinary approach to improve health care of consumers is essential aspect which is to be stressed upon. Besides multidisciplinary approach social commitment along with political commitment is required to improve quality care to health care consumers in hospital

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