

Right Care at the Right Time (Critical Care Nursing) Effectiveness of Centre of Excellence (COE) on Critical Care Nursing

Usha Banerjee¹, N. Rathina², Dipin. P. Nair³, Wairkpam Nalini Devi⁴

¹Group Director Nursing, Apollo Group of Hospitals, Indraprastha Apollo Hospital, New Delhi-76, India

²Senior Learning Officer, Indraprastha Apollo Hospital, New Delhi-76, India

^{3,4}Nursing Supervisor, Indraprastha Apollo Hospital, New Delhi-76, India

Abstract: Nursing plays a pivotal part in health care set up in any hospital, Apollo Delhi paves the path for nurses to enhance professional knowledge and meet international bench mark of the best hospitals in the world. Critical care nursing a specialty that is recommended for nurses as critical situation may arise any time and nurses need to be competent to handle any given situation in hospital. A Critical care nurse must understand the critical situation where she is able to rise an alarm to the treating team so that timely management will enhance recovery and prevent complications that is life threatening to patient. To certify nurses and update the current trends in caring for critically sick, develop learning habit, be knowledgeable and skilful to critical situation nurses need to have OJT (on the job training) and learning. To facilitate teaching learning one month COE (Centre of excellence), was planned and a tool kit rolled out on critical care nursing as a guide for month long activity. A quasi –experimental one group per test and post-test research design was used to validate the programme which showed significant difference between the two with a positive t' test which proves the effectiveness of the COE.

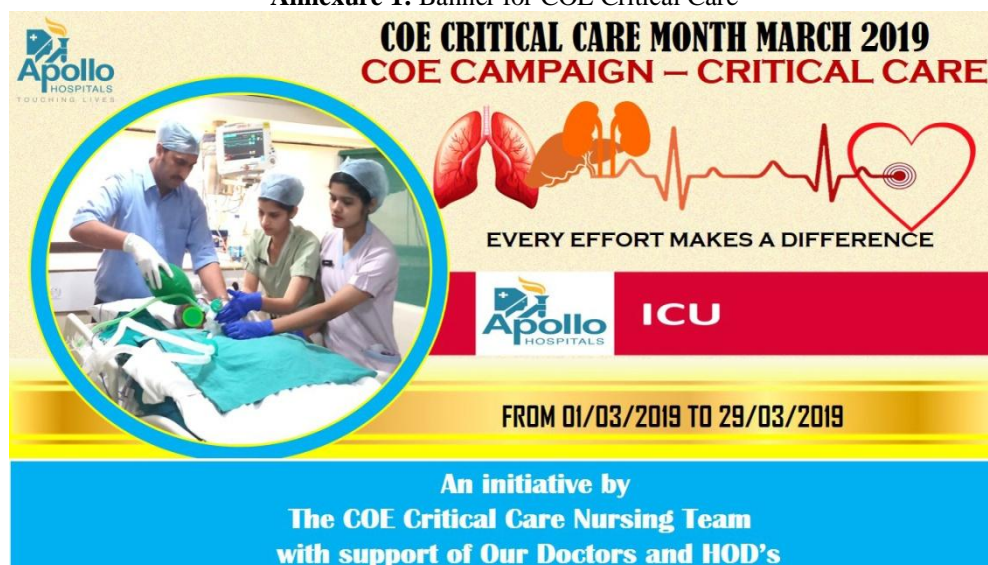
Keywords: COE (Centre of excellence), Critical care nursing, Certificate programme, OJT (On the job training)

1. Introduction

Nurses need to be vigilant in patient observation as they work 24x7 and they are the eyes and ears of the doctors. People forget 50% of all that they have learned within an hour, in 24hrs 70%, and 90% within a week it's the hard reality, practise makes man perfect, and excellence in doing ordinary things extraordinarily well is the dictum of an Apollo Nurse. The Theme – Right Care at the Right Time (Critical Care Nursing) was chosen for this COE. Critical care nurses comprise about 37% of total number of staff working in the hospital. They must have the ability to

perform complex patient assessment, implement intervention and treatments at the same time monitor them, simultaneously remain poised in life threatening situations. A critically ill patient may deteriorate any time without any warning she must adapt quickly to the changing needs and provide appropriate care as warranted. Aim was to ensure competent staff at critical care setting. Objectives were to enhance teaching learning activity during working hours at hospital set up with the critical care team members to ensure appropriate care to critical care patients with advanced equipment's and scientific knowledge.

Annexure 1: Banner for COE Critical Care



Critical care nursing is a challenge faced by all nurse practitioner who have to focus on critically ill unstable

patients facing life threatening disease condition and they work in different specialised environment. [1] Nurses need

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to learn on extensive injury, surgery or life threatening diseases. They work with specialised critical care like medical, surgical, trauma, coronary, cardiothoracic, burns, paediatrics, neonatal department and these patients require mechanical ventilation by endotracheal intubation requiring management of inotropes and vasoactive intravenous medications. Nurses in the critical care area need to have clear knowledge as they need to monitor patients time to time and plan intervention to preserve life there by enhance treatment and recovery of patients they care. [2]

2. Material and Methods

Research approach:-The study was conducted using quantitative research approach

Research design: - Quasi experimental one group per test post-test research design.

Sample and sampling technique, the sample size was 30, convenient sampling technique was used. One staff was

selected from each unit to enhance general knowledge to look after critical patients. Chronic patients can become critical any time keeping this in mind, aim was to enable all staff to manage emergency in any given situation and environment.

Tool: The knowledge of the staff nurses was assessed before the course was commenced and on completion of the set scheduled classes with structures questionnaire

Description of Tool kit- A customized tool kit was designed to serve as a guide for the COE activities of the month. All consultants working in critical care area were coordinated beforehand with their expert knowledge to discussion on topic of their interest and choice, in addition to them we had the dietician, physiotherapist, medical social worker, biomedical engineer, organ transplant coordinator, pharmacologist and nursing experts took sessions and discussed challenges and updated on current protocol enriching their knowledge.

Annexure 2: Customised Tool Kit for the one-month certificate Program on critical care
The implementation details regarding the classes and activities were as follows:

MARCH 2019						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Opening ceremony & Pre-test (Critical care Nursing)	2 Admission and discharge criteria of ICU patients
3	4 Critical Investigations (How to interpret, Diagnose and Intervene)	5 Medication Management - Special focus on inotropes, Concentrated electrolytes & High alert medications	6 Lines, Drains and Tube feeds - Do's and Don't and Practicum	7 Detection & Management of early warning signs	8 Counselling session for patient attendants by Medical Social Worker at a suitable venue	9 Handling of POCT, Interpretations and Escalations - ABG/ ACT/ Glucometer
10	11 Pre & post operative management	12 Case presentation (An interesting case)	13 Panel discussion on fluid and electrolyte management	14 Hands on training on critical care equipment - Trouble shooting, tagging of equipment with usage tips	15 Sedation : Management & monitoring protocols	16 Care of patients on ventilator
17	18 Pain management	19 Nurses role in personal hygiene (mouth care/ catheter care/ back care etc)	20 PPE Activity for attendants and visitor management	21 Detection & Management of Sepsis and usage of Sepsis Bundle	22 Stress management session for staff (Activity)	23 Role of Physiotherapy in critical care
24	25 Importance of nutrition for critically ill patients	26 Infection control in critical care settings	27 End of life care and Care of the Deceased	28 Sensitization drive on Organ donation (activity)	29 Closing ceremony	30
31	Expectations: Inter disciplinary rounds, Nursing participation in case discussions with Doctors, interpretation of reports and escalation					

Theme – Right Care at the Right Time (Critical Care Nursing)

- Certificate course for Nursing - All charge nurses and the nurses involved in care of Critical Care of patients were a part of the COE.
- Consultant engagement with nursing - Senior consultants and their teams took special sessions for nurses on a daily basis.
- Nurses taking care of patients in the ward and ICU were sent to critical area to witness critical procedures and to gain exposure and understanding regarding the complexities of the interventions and the need for competent inter and post- operative care.
- Biomedical equipment hands on training by Biomedical engineers and troubleshooting management was discussed and practically demonstrated.

- Medication management with updated medications and review current policy and protocol was discussed in length.
- Therapeutic diet and its management for critically ill patients was discussed by chief dietician.
- Active and passive physiotherapy and the importance of suction immediately post physiotherapy for all critically ill patients in the hospital was demonstrated and discussed by chief physiotherapist.
- Organ donation the gift of life in brain dead patients and counselling of family was discussed by organ donation councillor.
- End of life issues and counselling of patient, attenders and staff dealing with death situation for all critically ill patient and their family was demonstrated and discussed by medical social worker.

- Caring for the caregiver - conducted a Counselling session for all nurses and stress management activity to de-stress and self-management whiling caring for critically ill patients was conducted by experts.
- A pre and post test was conducted and the impact was very prominent.

Annexure 3: Glimpse of activity

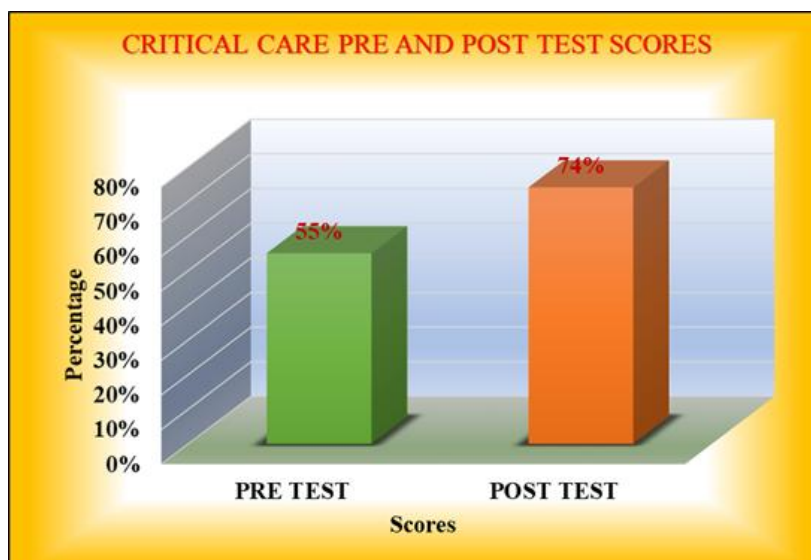


3. Result

Effectiveness of the certificate programme was proved by the pretest and post-test scores

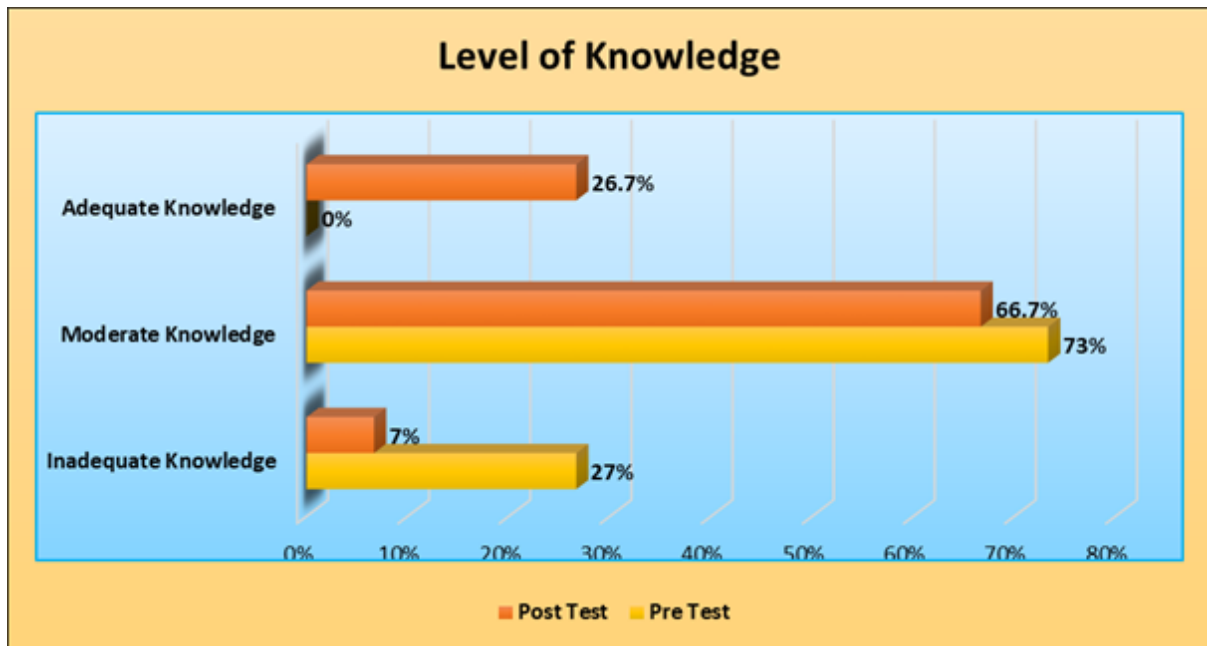
Annexure 4:

Frequency and percentage distribution of the knowledge score of the staff nurses pre and post certificate programme schedule as indicated in the graph



Effectiveness of structured teaching program

Annexure 5: Level of knowledge as revealed with the pre and post test scores



Interpretation: The 't' Value calculated is greater than 't' Value tabulated. Therefore, it is concluded that there was significant difference in knowledge level in post-test among staff nurse regarding the critical care.

4. Conclusion

Gaining knowledge and updating one's information is part of everyday life and its more vital for a professional, but nurses at work are preoccupied and committed to professional patient care and are exhausted end of the day due to their physical activity and have no vigor to commit themselves to learning activities. Critical care COE was an effective knowledge management and updating practise to enhance nurses to cultivate a culture of learning by doing and shifting focus on current changes, policy, protocol and unlearn outdated practise and to work together as a team for the best outcome of patient care.

5. Acknowledgment

COE Critical care is an excellent –grade thought of Apollo group of hospitals with a transitional leader Capt. Usha Banerjee Group director nursing Apollo hospitals who believes in ongoing education and development of all her staff members to update and refresh with current trends of medical, nursing and biomedical updating is mandatory to function effectively and deliver appropriate care to patients. With her guidance and support of critical care team facilitated us to coordinate our project successfully. I would like to thank Mr. Dipin P. Nair & Ms. Nalini for their untiring efforts and contribution to the COE.

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- [1] "Australia's Future Health Workforce - Nurses" (PDF). www.health.gov.au. Commonwealth and all State and Territory Health Ministers. 2014.
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