

Contribution of Nursing Research on Nursing Administration and Organization in Improving Patients Care at Consolata Hospital Chuka - Meru Kenya

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Abstract

The purpose of the study was to identify the Contribution of Nursing Research to Nursing Administration and Organization in improving patients care among nurses at Consolata Hospital Chuka - Meru, Kenya. The researcher used a descriptive survey, study area being Consolata Hospital Chuka. The target population was composed of eighteen (18) nurses working at the hospital. Eighteen nurses were interviewed as represented by 77.8% (n=14) Registered Community Health Nurses at the diploma level, and 22.2% (n=4) Enrolled Community Health Nurses at the certificate level working in the Hospital. Inclusive criteria were all nurses who had completed two months working in the hospital. Questionnaires were used for data collection. Systematic sampling was adopted in selecting respondents and administering questionnaires. The quantitative data collection method was used and data analyzed through descriptive statistics such as mean, median and percentage to describe the results. Presentation of findings was done using frequency tables, pie charts, and a discussion. The results showed that 100% of the participants agreed that research contributes significantly to the improvement of patients care and 50% were convinced that research contributes much to the improvement of patient care and in administration at Consolata Hospital Chuka. Despite the fact that nursing research is significant in a healthcare organization, it requires a lot of interest and consideration. In addition, all the participants 100% (n=18) recommended Continuous Professional Development (CPD) and further research to be carried out regularly in order to equip nurses with the necessary knowledge, skills, and experience to deal with patients.

Keywords: Nursing research, nursing administration, organization, patient care.

Introduction

Nursing research has grown over the years as a vital component in patient care. It helps in the implementation of new changes and the development of treatments that provide the most optimal care in individual patients. Burns & Grove (2011) defines nursing research as a scientific process capable of validating and refining the body of existing knowledge that influences nursing practice directly and indirectly. Knowledge of evidence-based research helps nurses and other health care personnel reduce the patient's length of stay in the hospital, morbidity and mortality rate and healthcare cost by far. St. Clair et al, (2014); Burns & Groves (2009) perceives Evidence-Based Practice (EBP) as a conscientious integration of best research evidence in combination with clinical practice, together with values of the patient and needs in delivering high quality and cost-effective care to the patients. Burns & Grove further recommend extensive research to develop sound empirical knowledge for synthesis into the best research evidence required for practice at the same time develop proper guidelines, protocol, standards/ policies giving way to implementation of various nursing interventions.

For the last few decades, nursing research has revealed increasingly strong links between specified nursing care activities and patient outcomes. Nursing research has increased thus enhancing optimum patient care, administration as well as improving the quality care of the patient. Elliott et al., (2012), envisages nursing research as the fundamental goal to improve the nursing care and outcome based on sound scientific evidence; of the patients. In addition, the research also helps in improving methodologies required for nursing practice and evaluation of patient care (Burns & Groves, 2011). Such aspect has triggered studies that focus on the development and promotion of high standards of patient care, aiding in recovery and reducing the number of diseases, promoting a healthy lifestyle, preventing the onset of preventable diseases in Consolata Hospital Chuka and the community, thus

increasing the quality of life for the chronically ill patients. Basavanthappa, B.T. (2007), emphasized the contribution of nursing research in the restructuring of organization and administration. It aimed at creating an attitude to nurses on their involvement to strengthen their career and desire to be more skilled in taking care of their patients and in improving administrative skills.

The literature review identified that nursing research helps in the implementation of changes and development of treatments that provide the most optimal care in individual patients. Burns, Nancy; Grove, Susan K. (2010) state that research validates knowledge and generates new knowledge that has a direct influence on nursing practice with the purpose of developing an empirical body of knowledge, for a discipline or profession. The study on nursing research helps nurses to question aspects that help to gain knowledge to improve patient care. Joanna Biggs Institute (2014) increasingly emphasizes on need of evidence-based practice(EBP), in order to substantiate clinical decision making, which can come from tradition, experience, authority, logic or reasoning, trial, and error or most significantly from nursing research as supported by (Urden et al.,2014, Maxoham, 2012) also, links the evidence-based-practice and the research findings into clinical decision making.

This research was conducted as a way of enabling decision making for patient care in administration and organization through evidence-based research. It also reinforces the identity of nursing as a profession enabling knowledge and understanding of patient care. (Basavanthappa B. T. 2004), defines an organization as the process of structuring both human and physical resources to accomplish organizational objectives. This involves nursing administration in supporting the nurses to advance and specialize in the profession through research and various specialties in promoting evidence-based practice and quality care to the patients.

Research methods and design

The researcher employed a descriptive survey, which seeks to gather information that describes existing phenomena by asking individuals about the perception, attitudes, behavior or values (Mugenda and Mugenda 2008). A survey was preferred in this case because it is economical, efficient and effective in collecting descriptive data from a population that was not possible to observe directly, and also Consolata Hospital Chuka consisted of a small number of participants whose participation was vital and who could not be further sampled into a smaller group.

Research setting

The participants were from Consolata Hospital Chuka. Data were collected from 18 nurses. Most of the above participants were Diploma holders as represented by 77.8% (n=14), and 22.2% (n=4) were Enrolled Community Health Nurses. Moreover, the nurses participating in the research were from the administrative and operational administrators as well as the practicing nurses.

The instrument for data collection

Data was collected using self- administered questionnaires, which comprised four sections, with both open-ended and closed questions. Pretesting involved 20% (4 participants) of the whole population, which was randomly selected from the nurses who were frequently on locum in the hospital, with similar characteristics.

Target population

The target population comprised 18 nurses working at Consolata Hospital Chuka irrespective of their qualifications.

Sampling techniques and procedure

The respondents were systematically selected from the hospital. They were sensitized on the essence of the questionnaires. They were also advised to return the questionnaires once they provided their feedback to both the open-ended and the closed questions.

Ethical considerations

Ethical considerations during the collection of data included the notification of the Nursing Officer in charge of the hospital. The participants were assured that their information would be treated with

total confidentiality and for this reason; their personal identification data such as social history, religious affiliation was not required in the study. The participants gave informed consent by signing the consent form.

Data analysis

Mugenda and Mugenda (2003), describes data analysis as a process of bringing order, structure, and meaning to a collection of information gathered during data collection. Data were analyzed using the Statistical Package of Social Science (SPSS) version 23, whereby the participants were coded for the purpose of easy data entry, data input, analysis and report writing. Descriptive statistics, such as percentages and fractions were used to describe the results and presented using frequency table, pie chart, and a discussion.

Results

The study interviewed a total of 18 nurses working at Consolata Hospital Chuka. The target population included Registered Community Health Nurses and Enrolled Community Health Nurses at Consolata Hospital Chuka. The targeted respondents filled the questionnaires after giving written consents. 100% of the filled questionnaires were returned to the research which was considered adequate enough to give information about the contribution of nursing research in administration and organization in improving patient care.

The study indicated that the majority of the respondents were female nurses (77.8%), compared to 22.2% male nurses. The eighteen respondents were from different age brackets.

The respondents had various responsibilities including one nursing officer in charge, one assistant nursing officer in charge, three departmental heads, and thirteen practical nurses. The ranking was dependent on the level of education. The respondents enrolled in the community health nurses' program were four. The Diploma nurses were fourteen while none of the participants had Bachelors of Science in Nursing, Masters in Nursing, or Ph.D.

100% of the respondents had an idea about research in nursing. All the respondents agreed that nursing research has significantly improved patient care. However, their reasoning behind carrying out nursing research on patient care varied. Those who argued that nursing research assists in identifying the patients' needs as well as shedding light to the correct nursing care for individual conditions were ten in number. Only one participant viewed nursing research on patient care as a strategy of providing satisfaction to the patient as well as the fulfillment to the nurse offering the nursing care. Finally, seven respondents noted that nursing research helps in improving the awareness of the upcoming needs for further research in nursing. Moreover, they believed that nursing research influences the desire to advance in research to improve nursing care of the patients.

50% of the respondents thought that nursing research contributes to the improvement of patients care at Consolata Hospital Chuka. The other 50% were uncertain of nursing research contributing to the improvement of patients care. However, all the participants responded positively to the motive of recommending nursing research to be carried out at Consolata Hospital Chuka.

The understanding about the administration in nursing varied as noted among the 18 respondents. 33.3% (n=6) of the respondents, identified that administration in nursing has to do with a bottom order from the administrative nursing officer in charge of other nurses. On the other hand, eleven respondents, equivalent to 61.1%, argued that administration in nursing is characterized by the administrative nursing officers preparing policies, as well as guidelines and the operator in charge, ensures that such policies are implemented.

Finally, one respondent (5.6%), view the administration in nursing is all about leadership. Given the above responses, 94.4% noted that the administration is working hard to improve the patients' care. However, 6.6% did not think that the administration is working hard to improve patients care. The rating of the contribution of administration to improve on patient care differed among the participants. 44.4% of the respondents gave no response to the contribution of the administration to improve patient care. None of the respondents attributed the administration to poor contribution to improving patient care. 11.1% of the respondents rated the contribution of the administration as fair. Those who rated the administration's contribution as good were 38.9%. The respondents who rated the administration's contribution as very good were 5.6% while none of the respondents rated the administration's contribution as excellent.

A varying number of respondents were recorded based on their understanding of the organization. Four respondents 22.2% describe an organization as one of the functions of the management. Fourteen respondents, (77.8%) described an organization as the structure put in the hospital in terms of personnel qualifications as well as specialties for the purpose of patients care. Moreover, 66.7% of the respondents were for the opinions that the administration of Consolata Hospital Chuka is contributing to the specialized care of the patients. On the other hand, 33.3% were not for the opinion that the administration of the Hospital is contributed to the specialized care of the care of the patients.

Discussion

The findings of the research showed that the administration ought to conduct regular meetings with staff as a way of encouraging them to be actively involved in the improvement of patient care. Moreover, such improvement should be further complemented by the improvement as well as the implementation of the policies, motivation of staff, and the introduction of departmental heads. Nursing research is noted also to trigger organizations to accommodating various changes such as accommodating specialists in the hospitals, harmonizing corporate bills, clear job specifications for various qualifications, and to advance in their career. This is for the purpose of developing skills in evidence-based research and administrative abilities. The findings also helped to realize the essence of communication in an organization. Communication avenues ought to be open to all, as a way of encouraging the participation of employees in any healthcare organization. Communication is linked to efficiency and better implementation of organizational policies and goals.

Healthcare organizations need to identify the management as the primary determiner of the organization's functions focusing on the patients' needs. The research identified that 66.7% of the respondents perceived that organization at Consolata Hospital Chuka contributes to specialized patient care. Such factor has led to the development of various recommendations such as considering more departments with specialized personnel. Such will encourage the integration of input from the patients and the nurses when dealing with various issues.

It was noted that nursing research plays an active role in restructuring an organization for promoting patients care. The good administration encourages the coordination of patient care. Such is achieved through the development of various policies and procedures set for the smooth running of patients care in Consolata Hospital Chuka. The results of the research and the literature review both agree that the quality of organizational skills plays a vital role in enabling the quality of care given to the patients. Further, the study has helped the identification of existing gaps that need to be addressed and provided them in recommendations including encouraged refresher courses as a way of improving knowledge and skills. It will also encourage the proper administration and organizational leadership. Another recommendation is directed at nurses and their need to work hand in hand with the experienced nurses to gain experience on administration and leadership of healthcare organizations. Finally, the research finds the necessity of encouraging nurses to learn and engage research to improve efficiency.

Conclusion

Nurses having the biggest responsibility for the patients are posed with the challenge of improving their education to gain more knowledge and skills to take care of the patients in this changing world of technology, emerging and re-emerging diseases as well as new discoveries of medicines, vaccines etc., and where the thirst for new innovation through research and high education has increased tremendously. This was evidenced by the presentation of 72.8% Diploma in Registered nurses as the highest qualifications in the hospital.

100% of the respondents stated that they had knowledge of nursing research and the same percentage acknowledged that carrying out nursing research was equally important to improve patient care. The main reasons being to assist in identifying patients' needs and giving the correct nursing care for the individual condition (55.6%), followed by improving awareness of the upcoming needs for further research in nursing and the desire to advance in research to improve nursing care of the patients (38.8%). It was reported that 50% of the respondents expressed that research has contributed to the improvement of patient care at the hospital, while 100% recommended nursing research to be carried out at the hospital. The highest percentage (94.4%) commended the administration for

working hard to improve patient care as rated from excellent to poor, which was satisfactory because poor was noted to be 0% among the distribution of responses.

This study emphasizes the contribution of nursing research in the restructuring of organization and administration. It should create an attitude to nurses on their involvement in research and advancement in nursing education to strengthen their career and desire to be more skilled in taking care of their patients.

Therefore, the researcher highlights the need to encourage nurses to advance in their profession to learn more about evidence-based- research and as well as improving their leadership and administrative roles in improving patients care. This was also emphasized by the participants who recommended regular engagement in research to equip nurses with the necessary knowledge, skills, and experience on patients care.

Tables and figures

Table 1. Age bracket of the respondents

Age of respondents	n	Percent (%)
20-25	3(n=3)	16.7%
25-30	5(n=5)	27.8%
30-35	3(n=3)	16.7%
35 and above	7(n=7)	38.8%

.16.7% (n=3) respondents ranged from 20-25years and 31-35years respectively. Five respondents 27.8 % (n=5), fall between the age brackets of 26-30 years. 38.8% falls between from 36 years and above.

Table 2. Sex of the respondents

Sex of respondents	n	Percentage (%)
Male	4(n=4)	22.2%
Female	14(n=14)	77.8%

77.8% (n=14) of the respondents were female compared to (22.2% (n= 4) respondents who were male students.

Table 3. Working experience of the respondents

Years of Working Experience	n	Percentage (%)
1-5 years	7(n=7)	38.8%
6-10 years	5(n=5)	27.8%
10-15 years	0	0%
15 – 20 years	1(n=1)	5.6%
20 and above	5(n=5)	27.8%

Most of the respondents have the working experience between 1 -5 years as indicated by 38.8% (n=7), followed by 6-10 and above 21years respectively with 27.8% (n=5) of the respondents. The lowest group was 16 – 20 years with 5.6% (n=1) while there was no presentation of those between 11 – 15 years of experience.

Table 4. Ranking of the respondents according to responsibilities

Ranking of respondents	n	Percentage (%)
Nursing Officer in charge	1(n=1)	5.6%
Assistant Nursing Officer in charge	1(n=1)	5.6%
Departmental Heads	3(n=3)	16.7%
Practical Nurse	13(n=13)	72.2%

The highest percentage of the respondents with 72.2% (n=13) respondents were practical nurses. The departmental head followed with 16.7% (n=3) nurses presented while Nursing Officer In charge and The Assistant Nursing Officer tallied to 1, equivalent to 5.6% respondents.

Table 5. Ranking according to level of education

Category of respondents	n	Percentage (%)
Enrolled Community Health nurses	4(n=4)	22.2%
Diploma nurses	14(n=14)	77.8%
BScN	0	0%
Masters in nursing	0	0%
Ph.D.	0	0%

Four Enrolled Community Health Nurses accounting to 22.2% while Diploma Nurses carry the highest number of nurses i.e. 14 (72.8%) respondents. According to data collected, Diploma is the highest level of ranking the nurses at Consolata Chuka Cottage Hospital. No Degree, Masters or Ph.D. nurses were presented

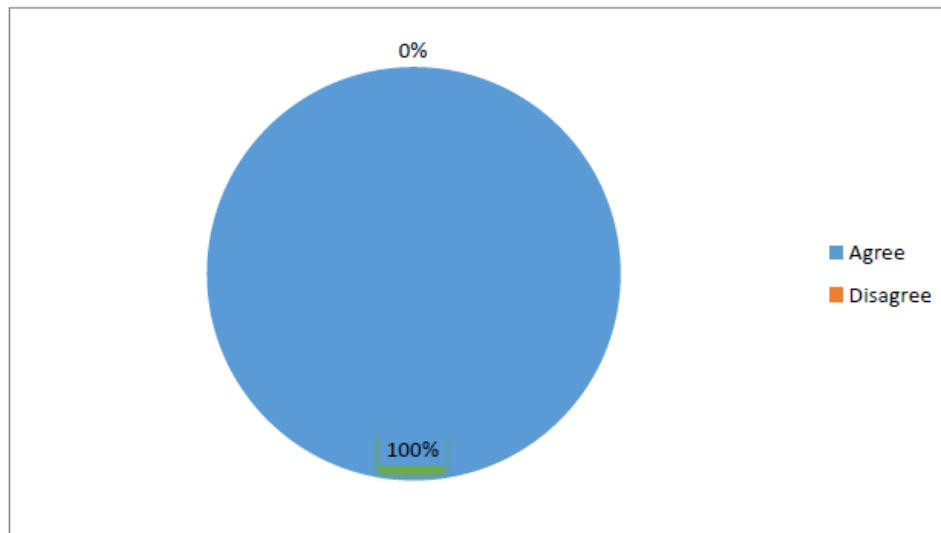


Figure 1.1. Knowledge of nursing research

The above figure reveals that 100% of the respondents have heard about research.

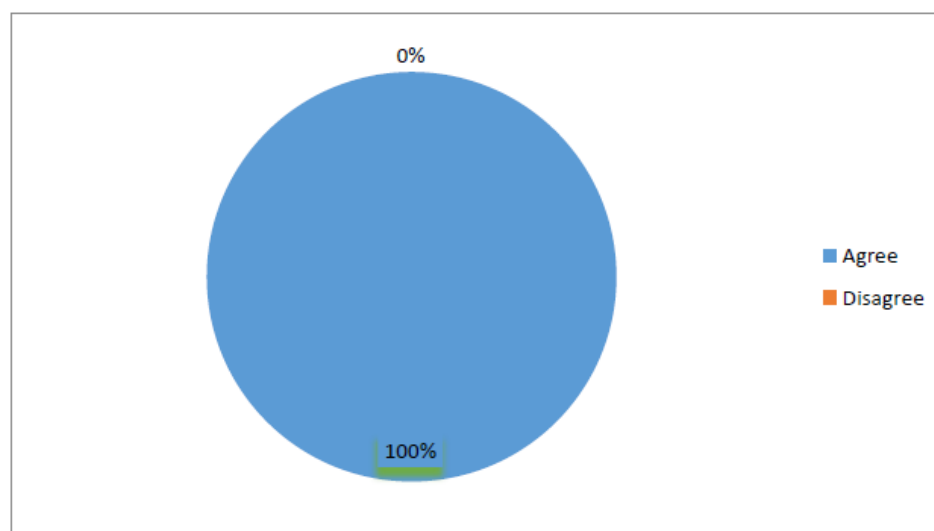


Figure: 1.2. The importance of carrying out nursing research on patient care

100% (n=18) of the participants agree that it is important to carry out research on nursing care.

Table 6. The reasons for carrying out nursing r on patient care

View of Nursing Officer	n	Percentage (%)
Because it assists in identify in patients' needs and give the correct nursing Care for the individual condition.	10(n=10)	55.6%
Research gives satisfaction to the patient and fulfillment to the nurse offering the nursing care.	1(n=1)	5.6%
Research improves awareness of the upcoming needs for further research in nursing and the desire to advance in research to improve nursing care of the patients.	7(n=7)	38.8%

55.6% of the respondents admit that research assists in identifying patients' needs and gives the correct nursing care for individual condition, while 38.8% of the respondents indicated that Research improves awareness of the upcoming needs for further research in nursing and the desire to advance in research to improve nursing care of the patients, and a total of 5.6% agreed that, research gives satisfaction to the patients and fulfillment to the nurse offering the nursing care.

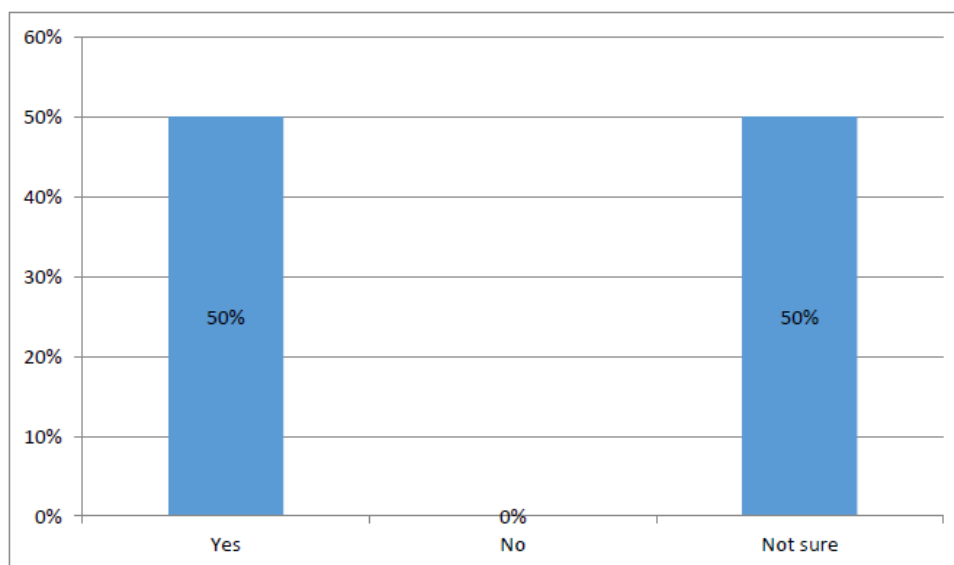


Figure 1.3. The contribution of research in improving patients care at Consolata Hospital Chuka

50% of the respondents indicated that Consolata Hospital Chuka research has contributed to the improvement of patient care at Consolata Hospital Chuka and the same percentage shows that they are not sure about the contribution of research in patient care.

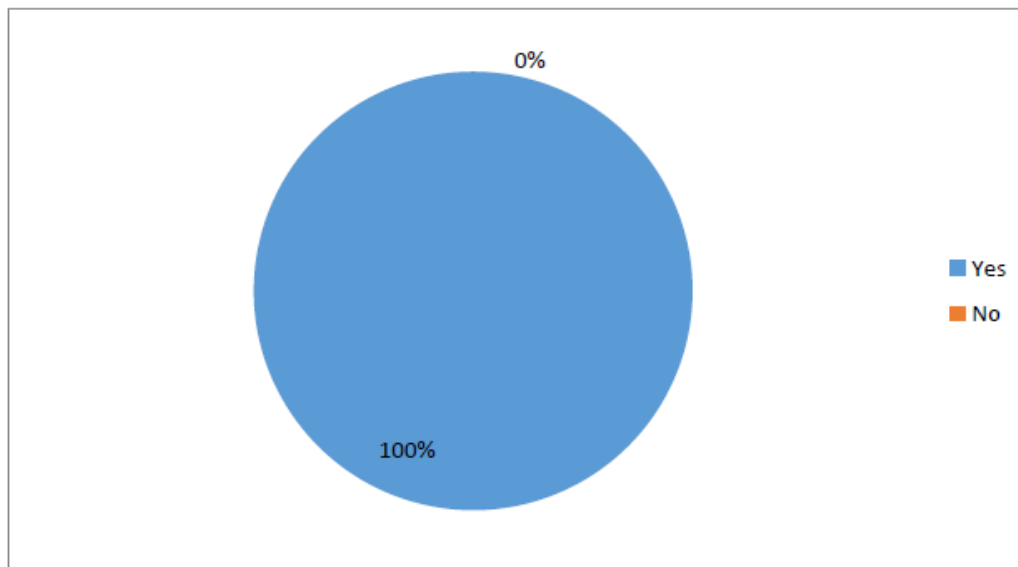


Figure: 1.4. The recommendations for carrying out nursing research

100% of the respondents recommended nursing research to be carried out at Consolata Hospital Chuka.

Table 7. Understanding about administration in nursing

The understanding of the administration in nursing	n	Percentage (%)
It has to do with top to bottom orders from the administrative Nursing Officer In- charge to other nurses	6(n=6)	33.3%
It is where the administrative Nursing officers prepare policies and the operational in – charge ensures that they are carried out	11(n=11)	61.1%
It is all about leadership	1(n=1)	5.6%

61.1% (n=11) of the participants agreed that the administrative Nursing officers prepare policies and guidelines and the operational in – charge ensures that they are carried out, 33.3% (n=6) of the participants said that administration in nursing has to do with top to bottom orders from the administrative Nursing Officer In- charge to other nurses and 5.6% (n=1) felt that, It is all about leadership.

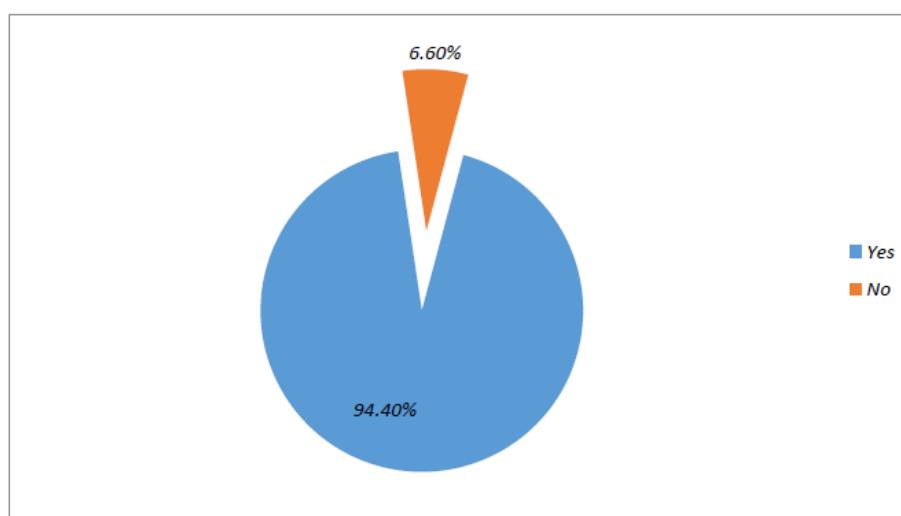


Figure: 1.4. The opinion that the administration is working hard to improve patients care

94.4% of the respondents were for the opinion that the administration is working hard to improve patients care. Only 6.6% expressed their dissatisfaction with the same opinion by ticking a No response.

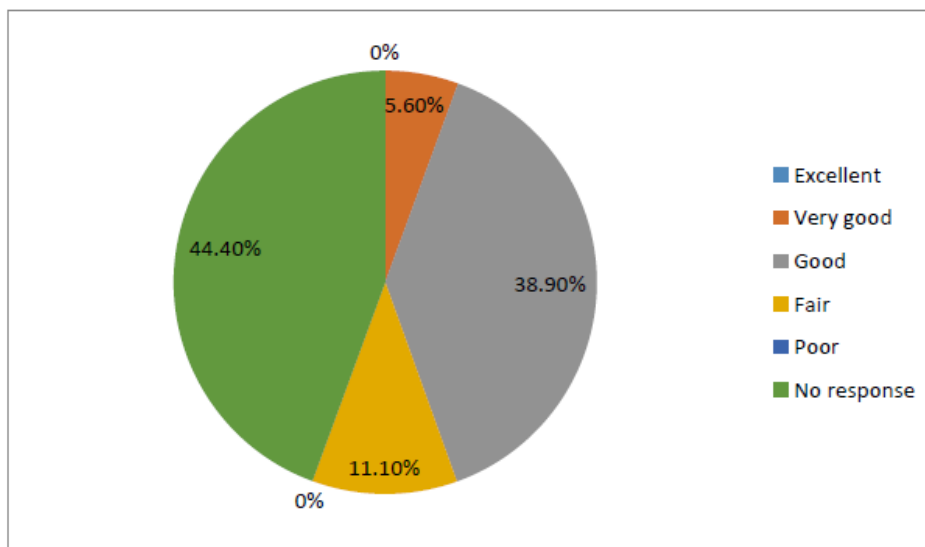


Figure: 1.5. Rating the contribution of administration to improve on patient care

44.4% indicated the participants who did not give any response. Good scored 38.9%, the rest scored 11% and below.

Table 8. Understanding the organization

The understanding about Organization	No. of Respondents	Percentage (%)
It is one of the functions of management	4(n=4)	22.2%
structure put in the hospital in terms of personnel qualifications and specialties for the purpose of patients care	14(n=14)	77.8%
Not sure	0	0%

77.8% understood the organization as structures put in the hospital in terms of personnel, qualifications, and specialties for the purposes of patients' care, while 22.2%, perceived its functions of management.

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