

5. Excellence in Nursing Practices

Assessment criteria for Excellence in Nursing Practices

1. Nursing Resource Management (Manpower and materials)

- a) Nursing manpower planning is available as per services & predetermined nurse patient ratio has been maintained in various nursing units
- b) Minimum experience & qualification compliance exists for various posts, & appropriate mix of staff in various nursing units are available in each shift
- c) Nursing units/stations have been provided with adequate supplies and facilities for effective functioning.
- d) The HCO assesses nursing staff satisfaction periodically & carries out measures to improve the same

2. Nursing Documentation

- a) Documentation of nursing assessment, reassessment, care plan and nursing activities in a timely and accurate manner is done and is evident
- b) Nursing hand over is done and documented during each shift, between shifts and during transfer between units/departments

3. Nursing Care & Patient Safety

- a) Nursing Manual which includes standard operating procedures and guidelines for nursing care in all settings is in place
- b) Documentation of nursing assessment, reassessment, care plan and nursing activities in a timely and accurate manner is done and is evident
- c) Assessment & management of vulnerable patients and patients under restraint are carried out & supervised.
- d) Nurses are aware and provide end of life care needs of patients and family
- e) Pain management including assessment & management for various levels of pain are evident
- f) A system of tracking, reporting & controlling adverse events exists in the HCO
- g) Basic hygiene care is maintained for all patients (sponge, hair wash, mouth care, catheter & wound care)
- h) Prevalence audits for checking unreported Hospital Acquired Pressure Ulcer; implementation of preventions strategies evident
- i) Wound management including regular assessment & individualized wound care interventions are evident
- j) There is a distinct infusion safety guideline for inserting cannula, Fixation techniques, assessment of site, regularizing the concentration of fluids & medications infused and staff are privileged accordingly
- k) Surgical Safety following WHO safe surgery checklist & time out is followed

4. Management of Medication

- a) Medication management policy including safe storage, good inventory control & management of high risk, LASA drugs, narcotic, chemotherapeutic & radioactive drugs has been implemented
- b) Policy on medication administration which includes identification of patient, labeling requirement, verification before administration is present
- c) Monitoring of patients after medical administration is done and is supervised by a responsible person and the same is evidenced to be documented

5. Education Communication & Guidance

- a) Induction program & continuous nursing education programs are carried out as per the services provided including BLS, patient and staff safety. Mock drills are conducted periodically wherever relevant
- b) Competency assessment & privileging is done for procedures which require special skills (e.g. moderate sedation, administration of chemotherapy, scrubbing for various surgeries etc.)
- c) Nursing Staff are encouraged to participate and present papers in professional conferences
- d) Nursing professionals are trained in communication skills and communicate with patient, family and team members to reflect continuity of care

6. Infection Control Practices

- a) Hospital has dedicated ICN/s and adequate number of nurses trained on infection prevention & control for each nursing station.
- b) Management of occupational injuries including NSI, sharp injuries, exposure to blood & body fluids, outbreak of infections are done regularly

7. Use of technology

- a) Initiatives taken by Management to empower the Nurses is evident
- b) Nurses are provided with the support by Nursing administration in carrying out their role

8. Nursing Quality Indicators

- a) Has the Hospital been Accredited or complying with the NABH Nursing Excellence Standards
- b) Is there an updated nursing manual available in all units
- c) Nursing quality indicators are defined & assessed. Corrective and Preventive action done as required
- d) Nursing quality improvement initiatives in the form of projects or research works are carried out
- e) Nursing staff satisfaction is periodically monitored by the organisation