

The Nursing Role in Providing Health Services to Visitors, Pilgrims, and Pilgrims in Health Centers

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Abstract

This study aims to what are the health services provided to visitors, pilgrims, and pilgrims in health facilities? The impact of health services provided to guests of the Holy Mosque. , A questionnaire was prepared via Google Drive and distributed to the population aged 25-55 years, men and women, in the cities of Mecca and Tabuk. As for the questionnaire, it was distributed via the social networking program (WhatsApp), 600 questionnaires were distributed, and 590 responses were obtained via email to the principal researcher.it concluded that nursing teams serving pilgrims participate in intensive training programs and courses on infectious diseases and the roles of medical and health care teams? 100%, nurses serve pilgrims and provide them with health and psychological care? Yes 100%, nurses prevent complications from pilgrims' diseases and rush to help them. Should the nurse warn and alert pilgrims about some diseases spread during Hajj? The answer is 100% yes. Therefore, the nurse is doing his job to serve the guests of the Holy House of God to the fullest extent, but from what has been done, what remains are shortcomings, shortcomings, and obstacles.

Keywords: the nursing role, in providing health services, to visitors, pilgrims, and pilgrims in, health centers.

P The annual holy Hajj event is one of the main obligations in Islam. It is the obligation that every Muslim has to make at least once in a lifetime, if a person can afford it (1). Every year the government of Saudi Arabia hosts the biggest event of a mass gathering among the Muslim

communities from all over the world. the WHO defined mass gatherings (MGs) as events where more than 1,000 people are congregated at a specific location for a defined period of time (2). With this huge number of people incoming to the same place, the city of Makkah faces many

problems that are associated with arranging this event. Some of these problems are health problems, traffic congestion and issues, change of weather and heat exhaustion cases, etc. The investigator wanted to find whether there is proper planning and preparation taken by the Saudi government to arrange such a mass gathering like Hajj. The Ministry works together with the Saudi Commission for Tourism and National Heritage and other health authorities to ensure the availability of comprehensive and integrated health care for visitors. Health services provided by the Ministry of Health to pilgrims and Umrah pilgrims include hospitals and health facilities, as well-equipped hospitals and health centers are available in Makkah Al-Mukaromah, Medina, and the Holy Sites. These facilities are equipped with the latest medical technology and equipment to meet the treatment and health care needs of pilgrims and Umrah pilgrims. In addition to emergency medical services, the Ministry of Health provides emergency medical services in the holy sites and Hajj areas to deal with emergency cases and provide immediate care to pilgrims and Umrah performers. (3). These services include ambulance, cardiorespiratory resuscitation, initial treatment, and medical transportation. And specialized health care, where specialized health care services are available to pilgrims and Umrah pilgrims in various fields, such as internal medicine, heart surgery, pediatrics, obstetrics and gynecology, dentistry, and others. Qualified and experienced medical teams provide these services. Last but not least, health and awareness campaigns: The Ministry of Health organizes health campaigns and awareness programs for pilgrims and Umrah pilgrims, including awareness of infectious diseases and their prevention, general health advice, personal health and hygiene, and health safety measures in Mecca, Medina, and the Holy Sites. The Ministry of Health in the Kingdom of Saudi Arabia aims to ensure comprehensive and safe health care for pilgrims and Umrah performers by providing the necessary infrastructure, well

equipped medical facilities, and qualified and specialized medical teams. The Ministry cooperates with other entities to ensure coordination of efforts and achieve the highest levels of health care for pilgrims and Umrah pilgrims during the Hajj and Umrah periods. (4).

Material and Methods:

The study began in (in the cities of Mecca and Tabuk in the Kingdom of Saudi Arabia), and the study ended with writing the data collection in September 2024. The researcher used descriptive analysis, an approach that uses quantitative or qualitative description of the social phenomenon (The nursing role in providing health services to visitors, pilgrims, and pilgrims in health centers). The independent variable (The impact of nursing on health services provided to visitors and pilgrims in Mecca) and the dependent variable (The impact of nursing on health services provided to pilgrims during the Hajj season in Mecca). This type of study is characterized by analysis, reason, objectivity, and reality. It is also concerned with individuals and societies, as it studies the variables and their impact on the health of the individual, society, and the consumer, and the spread of diseases and their relationship. For demographic variables such as age, gender, nationality, and marital status. Status and occupation (5), and use the Excel 2010 Office suite pie chart to sort the results (6). The questionnaire is a wonderful and useful tool for collecting a huge amount of data, but the researchers were not able to conduct personal interviews with the participants in the online survey, due to social distancing rules at the time to prevent infection between participants and researchers and vice versa (Coronavirus sharing has not completely disappeared. of the community), and the questionnaire was only answered electronically, because the questionnaire consists of fifteen questions, all of which are closed-ended.

3- Results and discussion:

The percentage of approval to participate in a questionnaire entitled (The role of nursing in providing health services to visitors, Umrah pilgrims and pilgrims) was 100%, and the percentage of ages of participants in the questionnaire was as follows: 25-34 years 18.2%, and the percentage of those aged 35-44 years was 54.5 %, and the percentage of those aged 45-55 years was 27.3%, and the gender of the male participants was 18.2%, and the female participants were 81.8%, and their nationalities were all Saudi men and women 100%, and the vast majority of them were 91.9% government employees and the rest were students. 9.1%.As for the questionnaire questions, the participants' responses were as follows: The first question: Performing Hajj and Umrah within Al-Mashaer hospitals, are the best preventive and medical services provided to the pilgrims, and nursing staff are trained on how to deal with various situations? The second question: The Saudi nursing component constitutes the highest percentage of those assigned to the sectors of the Ministry of Health to work in hospitals and centers of the Holy Sites during the Hajj season? Yes 100%, Question Three: Saudi students specializing in nursing and patient care are calling to be present during the Hajj season to serve the pilgrims of the Holy House of God? Question Four: Yes 90.9%, No 0% and I don't know 9.1%. Question Four: Nursing staff serving pilgrims participate in intensive training programs and courses on infectious diseases and the roles of medical teams and health care? Question five: Nurses work to serve pilgrims and provide their health and psychological care? Question six: Will you find the Hajj and Umrah regulations and procedures required for all pilgrims at home and abroad, as well as volunteer opportunities to serve pilgrims? Question Seven: Nursing is an art, science, and humanity. It is providing society with certain services that are therapeutic in nature and help keep the individual healthy, and also prevent complications resulting

from diseases? Question Eight: Nurses prevent complications from pilgrims' diseases and rush to help them? Question nine: Examining pilgrims to the House of God for what is forbidden, by providing preventive and therapeutic services to pilgrims before they travel to perform Hajj rituals? Question 10: Nursing services, family doctors, and care services for pilgrims are provided to make them aware of some of the health risks to which they may be exposed and how to avoid them? All responses are 100% yes. Question Eleven: The Ministry of Health launched an application for mobile phones, which facilitates pilgrims' access to important information and resources related to health during the Hajj pilgrimage? Many pilgrims are exposed to heat exhaustion or sunstroke as a result of standing and walking for long periods under the sun and at high temperatures? The response to the previous and current questions was yes, 90.9%, no, 0%, and I don't know, 9.1%. Question Thirteen: The patient has the right to know the identity of the treating physician, nurses, and those caring for him by knowing their job titles? Yes 100%. Question Fourteen: Food poisoning and sunstroke are among the diseases common among pilgrims, and one must be careful of them? Yes, 90.9%, no, 0%, and I don't know, 9.1%. The last question: Should the nurse warn and alert the pilgrims about some diseases spread during Hajj? Yes 100%. (table no.1)

Table:no-1: the nursing role in providing health services to visitors, pilgrims, and pilgrims in health centers

The nursing role in providing health services to visitors, pilgrims, and pilgrims in health centers	Yes	No	I don't know
Nursing crews serving pilgrims participate in intensive training programs and courses on infectious diseases and the roles of medical teams and health care?	100%	0%	0%
Nurses work to serve pilgrims and provide their health and psychological care?	100%	0%	0%

Nurses prevent complications from pilgrims' diseases and rush to help them	100%	0%	0%
Should the nurse warn and alert pilgrims about some diseases spread during Hajj?	100%	0%	0%

There is a study entitled (Effectiveness of establishing seasonal medical centers designated to meet the health needs of pilgrims and Umrah performers (Prince Sultan Armed Forces Hospital initiative in Medina as a model) Mohammed Khalid Sabr 2024(7). In conclusion, improving the services of seasonal centers that serve health services for Umrah Pilgrims and pilgrims is extremely important. This requires focusing on several aspects such as recruitment and specialized training, health education, translation services, effective communication, improving waiting time, establishing an effective communication and follow-up system, providing comfort and care, cooperating with external parties, and continuous evaluation and quality improvement. By implementing these recommendations, the experience of Umrah pilgrims and pilgrims can be enhanced, and the quality of health care they receive can be improved. Seasonal centers must be committed to achieving the best practices and standards in providing health services and must continuously work to develop and improve their performance. Umrah pilgrims and pilgrims come from different cultures and languages, so services must be multilingual and compatible with their specific health needs. Information and directions

should be available in multiple languages, and effective translation services should ensure smooth communication between patients and the medical team. In this way, seasonal centers can effectively improve the health and well-being of Umrah pilgrims and provide them with a healthy, safe, and supportive environment. By continuing to work on improving services, these centers can become a model for distinguished and innovative healthcare in this context.

Conclusion:

Nursing teams serving pilgrims participate in intensive training programs and courses on infectious diseases and the roles of medical and health care teams? 100%, nurses serve pilgrims and provide them with health and psychological care? Yes 100%, nurses prevent complications from pilgrims' diseases and rush to help them. Should the nurse warn and alert pilgrims about some diseases spread during Hajj? The answer is 100% yes. Therefore, the nurse is doing his job to serve the guests of the Holy House of God to the fullest extent, but from what has been done, what remains are shortcomings, shortcomings, and obstacles.

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