

# The Role of Nursing in Providing Health Services According to Quality Standards in Health Facilities

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## Abstracts

The study aimed to know the role of nursing in providing health services according to quality standards through the health services provided, and to know the opinions of patients about nursing performance and their keenness to provide high-quality nursing services. A questionnaire was created via the Google Drive program and 850 questionnaires were distributed via WhatsApp (the target population is residents of the city of Mecca, Taif and Buraidah aged between 25-55 years), and 835 questionnaires were responded to. This study can be summarized in the fact that the nurse performs his work (providing the health service) according to quality standards, according to the opinions of the participants, with a percentage of "yes" at a rate of 92.3%, while the rest of the participants said "no" with a percentage of 7.7%. Through this study, the nurses were keen to perform their work according to quality standards, and the extent to which they deal with patients according to their psychological and emotional needs, and that they do their work to the fullest and in the best way. This is also reflected in the high percentage of satisfaction among the participants of 69.2%. Only a small percentage believes that a small number of nurses complain about patients' complaints (30.8%).

## 1. Introduction

Nursing is an occupation in the healthcare section that concentrate on caring for individuals and families so that they can yet reach or militate for optimal health and quality of life (1). Nurses can be distinct from other healthcare providers such as the health practitioner by their path to patient care, training, and field of work. Nurses practice in many specialties and vary in their power and capacity to give prescriptions. Female nurses make up the largest complex of most healthcare settings (2)(3). There is proof of a leak of competent nurses worldwide (4). Nursing professionals cooperate with other healthcare providers such as physicians, nurse practitioners,

physical therapists, and even psychologists. Unlike nurse practitioners, nurses typically cannot record drugs in the United States. Nurse practitioners are nurses who have a postgraduate degree in nursing. They operate independently in a variety of locations in the United States. Since the post-war period, nursing has undergone a process of diversification towards advanced, specialized credentials, and many of the regulations, requirements, and roles of nursing providers are changing (5)(6). In addition to providing care and support, the nursing profession aims to educate the public and promote health (7). Quality does not come automatically, it requires planning, and it can be clearly identified as a clear priority in UHC, along with accessibility, coverage, and financial protection. This report shows that integrating quality into health systems is possible if some steps are followed and some principles are applied. These basics; are transparency, protection of the individual, measurement, and creation of information, investment in the workforce, and investment in the workforce, all supported by leadership and a supportive culture. And with these basics in place, they can implement proven quality assurance and sustainability interventions and practices such as hand hygiene, treatment protocols, checklists, education, reporting, and feedback. A skilled, motivated, and adequately supported health workforce is critical. My providers healthcare wants to provide the best possible care for their patients. However; the systems and environments in which they operate are often difficult for this mission; Many countries face significant shortfalls in every amount of the workforce health and quality. Of course, not all aspects of care should be provided by doctors, nurses, health professionals, and community health workers. Care coordinators and care managers play an important role in delivering high-quality care in the 21st century. It is possible to achieve high quality by utilizing their skills in all boilers of the sanitary production chain (8). The adoption of quality in nursing aims at the quality of nursing services, which benefits the health of the citizen and society, as well as building trust between nursing workers and citizens, taking into account the rights of patients, and ensuring their satisfaction with the nursing service, and adherence to safety and patient safety standards is one of the most important criteria Which is focused on by all accreditation programs for the quality of nursing services (9), and the concept of quality in the environment of the health organization differs according to the different groups of people working in it and dealing with it, and the view and presentation of each of them to the meaning of quality and his personal concept of it. It is understood by all the human elements that he comes into contact with, directly and indirectly, during his stay in the hospital (10). There have been many definitions of the quality of nursing service, and it has been defined as the response of the nursing staff to the physical, psychological, emotional, social, and spiritual needs of the patients, as it is provided to them in the form of care so that the disease is cured, so that they live a normal life, and both patients and nurses are satisfied. (11). Whereas (12) defined it as any activity or work of benefit that a certain party can provide to another party, or it is a meeting or meeting the expectations of the patient. It can also be defined as a set of policies and procedures to monitor and evaluate the appropriateness of patient care in an objective and systematic manner and provides opportunities to improve patient care. By ensuring the physical and psychological health of the patient, providing nursing service of high quality that will achieve patient satisfaction and increase his adherence to the service provider, which later becomes an effective propaganda tool, knowledge, opinions, and impressions of patients and measuring their level of satisfaction with nursing services is an important means in the field of administrative research and planning for nursing services and setting policies related to it, developing communication

channels and improving it between patients and nursing service providers, enabling nursing service providers to continue, grow, and perform their tasks effectively and efficiently (13).

## **2. Material and Methods:**

This study was started in (the holy city of Mecca, Taif and Buraidah in Saudi Arabia), begin writing the research and then recording the questionnaire in January 2024, and the study ended with data collection in May 2024. The researcher used the descriptive analytical approach that uses a quantitative or qualitative description of the social phenomenon (The role of nursing in providing health services according to quality standards in health facilities). This kind of study is characterized by analysis, reason, objectivity, and reality, as it is concerned with individuals and societies, as it studies the variables and their effects on the health of the individual, society, and consumer, the spread of diseases and their relationship to demographic variables such as age, gender, nationality, and marital status. Status, occupation (14), And use the Excel 2010 Office suite histogram to arrange the results using: Frequency tables Percentages (15).

## **3. Results and Discussion:**

A questionnaire is a remarkable and helpful tool for collecting a huge amount of data, however, researchers were not able to personally interview participants on the online survey, due to social distancing regulations at the time to prevent infection between participants and researchers. the only answered the questionnaire electronically, the questionnaire consists of closed questions of fifteen questions and one opened question. As for the ages of the participants in the questionnaire, they were as follows: 0% from 25-34 years, 30.8% from 35-44 years, 69.2% from 45-55 years. As for the gender of the participants in the questionnaire, the percentage of males was 30.8% compared to females 69.2%. As for the profession, the participants in the questionnaire were as follows: student 0%, causer 0%, retired 0%, government employee (other than the health sector) 92.3%, private sector employee 0%, self-employed 7.7%. the answers of the participants in the questionnaire were as follows: With regard to the first question (did the nurse follow up and monitor your condition, record all information, and manage your health needs until treatment? And the second (Does the nurse enjoy professional ethics by not disclosing information about the patient's illness and providing advice in cooperation with doctors. And the third (Does the nurse communicate your health status correctly to the treating doctor? Everyone answered yes 100% and 0% no. The fourth question is about (Whether is the nurse obligated to inform you about your health status and your family in a manner taking treatment. And the fifth question (Does the nurse record the tests and keep an accurate record of each patient, recording the symptoms before the arrival of the attending physician? The sixth question is (Does the nurse maintain the transmission of information between patients, doctors, and health care providers? The answer was also the same: 92.3% yes and 7.7% no. The seventh question about does the nurse maintain the transmission of information between patients, doctors, and health care providers. The same answer was 92.3% yes, and 7.7% no. The eighth question is, does the nurse fret in your face because of your frequent complaints? 30.8% answered yes and 69.2% answered no. The ninth question is whether the nurse accepts patients and does not get excited about

anything that harms him. The answer was 92.3% yes and 7.7% no. As for the tenth question, does the nurse disclose any of your personal or sick secrets to others? The answer was the opposite, 7.7% yes and 92.3% no. The eleventh question is, does the nurse perform all his professional duties such as drawing blood, cleaning, disinfecting, and sterilizing the wound? Everyone answered 100% yes and 0% no. The twelfth question is: Does the nurse suture your wound, clean it, and sterilize you? 76.9% answered yes and 23.1% answered no. The thirteenth question: Does the nurse give you medicine at the specified time, according to the attending physician's orders? All participants answered 100% yes and 0% no. The fourteenth question was about whether the nurse performs his work according to quality standards. 92.3% answered yes and 7.7% answered no. The last question is: Do you have a question or opinion that you want to direct to the nurse? Most of the answers were about thanking the nurses and praising them. Through the results, we find that all participants appreciate the nursing work and the extent of their estimated effort towards the patients and that they do what is necessary towards their work first and toward the patients to remove their pain and distress and relieve the, In terms of doing their work (follow-up on the patient's condition, the extent to which they enjoy high professional ethics, and the extent to which they describe the patient's condition to the doctors who treat them), all of them reported 100%, while some of the participants stated that the nurse complained about the patients 30.8%, while a high percentage exceeded half (69.2%) were thankful. Patients have their work towards patients. The mood of patients or nurses at this time is the reason for this percentage. (table.no.1) (figure no.1)

Table.no.1: percentage of male and female participants in the questionnaire

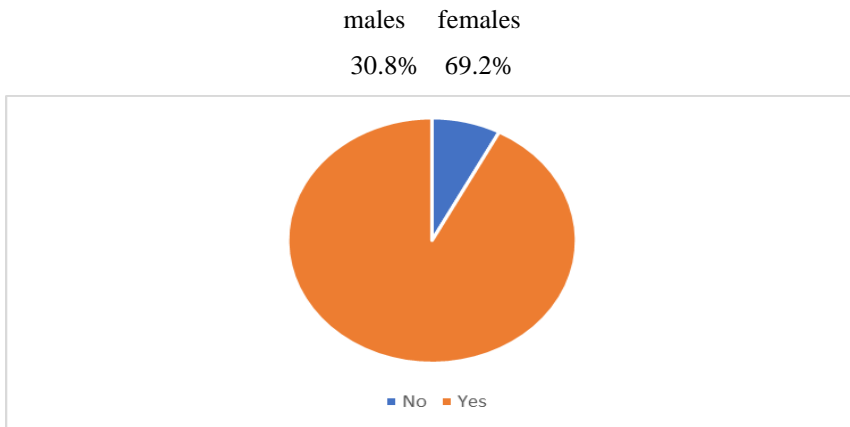


Figure no.1: participants' opinions about nurses' performance and work towards patients and their needs in accordance with quality standards

#### 4. Conclusion:

The nurse communicates the health condition correctly to the treating physician 100%, obligating the nurse to report the health condition. The nurse maintains the transfer of information between

patients, doctors and health care providers 92.3%. The nurse performs all his professional duties, such as drawing blood, cleaning, disinfecting and sterilizing the wound 100%, suturing the wound, cleaning and sterilizing it 76.9%, the nurse gives the medicine on time according to the instructions of the treating physician 100%, the nurse performs his work according to quality standards 92.3%, the extent to which they describe the patient's condition to the doctors who They treat them), 100%, nurse complaints from patients 30.8%.

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