



# NURSING ADMIN MANUAL

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**2. AMENDMENT SHEET**

Serial No	Section No & Page No	Details Of The Amendment	Reasons	Signature Of The Preparatory Authority	Signature Of The Approval Authority

3. Training Record

Serial No.	Date of Training	No. of Staff	Sign of staff	Sign of staff In charge	Remarks
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**NURSING DEPARTMENT MANUAL**

**5. HOSPITAL MISSION, VISSION AND CORE VALUES**

**Mission**

**Vision:**

**Core Values**

**6. NURSING DEPARTMENT MISSION, VISION AND VALUES**

**Mission**

To achieve national and international distinction as the nursing division of **Inodaya Hospitals** where evidence based practice model is adopted to meet the world class standards.

**Vision**

To enhance the nursing work force to meet the health care needs of citizens

**Values**

- ✓ Customer satisfaction through service excellence.
- ✓ Courage in performance
- ✓ Confidentiality
- ✓ Compassion in patient

### 7. OBJECTIVES

- ✓ To provide effective, skillful comprehensive care meeting the needs of every patient.
- ✓ To give right information prior to the procedures /investigations
- ✓ To promote clinical research activities and to provide scientifically proven efficient care.
- ✓ To train the young nurses for leadership and help them to grow in the values and demands of nursing profession

### 8. SCOPE OF SERVICES

#### A) Nursing Administration

The nursing administration is responsible for the all activities related to the nursing department.

The nursing services are provided round the clock with the adequate manpower.

The following are the activities mainly focused.

- Recruitment and selection
- Preparation of the nursing schedules.
- Ensure the adequate manpower availability.
- Trainings (In service CNE)
- Maintain records of the nurses.
- **NITP (National intensive training program)**

#### B) Nursing Scheduling

The nursing schedule is prepared starting of the month by nursing superintendent.

#### C) Training and Development

- The dedicated nursing educator is available to develop the skills of the nurses through the continuous trainings and on job training.
- The training classes are conducted every day between 3pm to 4pm regularly except on Sundays, Holidays for all the staff.

- CNE's are conducted with the consultants / pharmaceutical companies/ Infection control / nursing educators etc.
- OJT trainings for nursing staff every day conducted by charge nurse

### D) Nursing Management

The nursing department provides round the clock services in the following departments of the hospital

#### Causality:

- Emergency room has 11 beds.
- Nurse Patient ratio is according to the priority of the cases
- The Ambulance Services of the hospital is coordinated from Casualty. We have 1 ambulances with all facilities, among which one is equipped for ACLS.
- Casualty has 2 stretchers for priority-1 cases at Triage area, and remaining 3 beds and 4 trolleys for priority-3 cases. This area has all equipments and support system in place for handling all types of emergencies.
- All resuscitative equipments are in place.

#### Cath Lab

- Cath Lab has 1 table and each has a C-Arm.
- All types of cath procedures and electrophysiological studies.

Cath Lab services are carried out round the clock..

#### Medical Intensive Care Unit

- MICU consists of 7 beds .
- The nurse patient ratio is 1:2. If patient is on ventilator the ratio is 1:1.
- Ventilators are provided as and when required by on call to biomedical engineering department, two ventilators are as standby.

#### Cardiac Intensive Care Unit I

- CICU consists of 6 beds,
- The nursing ratio is 1:2 if patient, is on ventilator the ratio is 1:1.
- Ventilators are provided as and when required by on call to biomedical engineering department, two ventilators are as standby.

**HDU:( 5<sup>TH</sup> Floor)**

- It is 9 bedded which has 9 monitors and no ventilators cases are kept there.
- Nurse patient Ratio is 1:2 and 1:3.

**sicu**

It is 5 bedded unit.

- Nurse patient Ratio is 1:3 and 1:4..

All recovering patients from ICU,S are Transferred here.

**Ward 3<sup>rd</sup> floor**

It is 18 bedded unit.

- Nurse patient Ratio is 1:6 .

**GENERAL WARD:**

- Nurse patient Ratio is 1:6 .  
patients opting general ward are kept here.

**NICU (NEURO)/ CT ICU**

It is 7 bedded unit.

- Nurse patient ratio is 1:2 .  
Nuerocases and stroke patients.

**Operation Theatre (2nd Floor):**

- Operation Theatre has 3 OT's, one Pre op 4, pre op 2, SICU 5 beds.
- General OT has 5 nursing staff including an incharge. For every surgery there is assisting nurse and a circulating nurse.
  - The services here include,
  - Neuro,
  - Ortho,
  - Gen. Surgery,
  - Bariatric surgery
  - ENT,
  - Plastic Surgery,
  - Gynaec

- Urology,
- Pediatric,
- Cardio-thoracic surgery.
- Gastro enter ology.

### .4<sup>th</sup> <sup>TH</sup> FLOOR:

- General ward
- Single rooms.
- Labor suite

### Stilt Floor:

- IT dept
- **HRd**
- EMR
- Pharmacy
- Sample collection

### Ground floor

#### Outpatient department:

We have all specialty opd's

- **Neurology**
- **Neuro surgery**
- Gastroenterology,
- General medicine
- Nephrology,
- Urology
- ophthalmology
- cardiology
- cardiothoracic vascular surgery
- plastic surgery
- Gynaecology-obstretics
- Radiology (ct scan, x-ray, ultrasound)

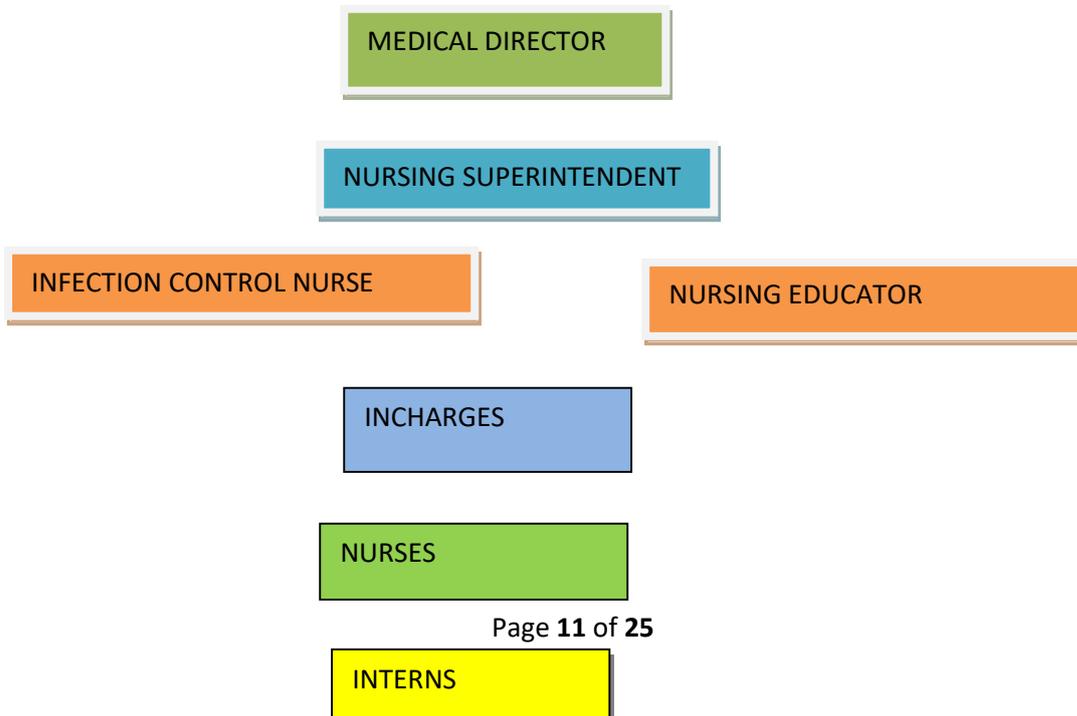
## 09. STAFF PATTERN AND WORK SCHEDULE

S. No	Designation
1	CNO
2	Nursing Superintendent
3	Nursing Educator
4	Infection Control Nurse
5	Ward In charge
6	Icu IN charges
7	Staff Nurse
8	Interns

**Shift Timings:**

S. No	Shift	Timings
1	General Shift	9:00 AM - 6:00 PM
2	Morning Shift	8:00 AM – 2:00 PM
3	Afternoon Shift	2:00 AM - 8:00 PM
4	Night Shift	8:00 PM - 8:00 AM

**NURSING ORGANOGRAM**





## Regional structures

1. Stilt floor in charge: Ms. Uma sandhya – EMR in charge
2. Ground floor in charge : Ms. Rani (OPD)
3. 1st floor incharges : Ms. Aruna(CICU), Ms.Kameswari(MICU), Ms.Durgarani (sicu/CT Icu)
4. 2<sup>rd</sup> floor incharge : Ms.Susani (OT), Mr.Raj kumar(Cathlab)
5. 3rd floor : Ms.Bharathi
6. 4<sup>th</sup> floor Incharge: Ms.Bharathi
7. ICN: Ms.Swapna
8. Nurse Educator: \_\_\_\_\_

## 11. JOB DESCRIPTION

### Nursing Superintendent - 1:

- Acts as a member of the Hospital Executive board and with cooperation with other senior administrative staff. Ensures the greatest efficiency possible of hospital operations in order that the highest possible level of service is provided at all times.
- Ensures that there is a program of continuous nurse education, which encompasses all levels of nursing staff and is designed to promote professional competence and provides a basis for individual professional development.
- Ensures appropriate nursing representation on committees and working parties as required ensuring a high quality of service and continuing quality development programs.
- Is accountable to the hospital Unit Head and responsible for the professional planning, direction and supervision of the departmental service and staff.
- Exercise leadership responsibility over the practice of nursing in the Inodaya Multispecialty Hospital as a member of the Hospital Executive team to ensure consistency in practice standards, and to facilitate an interdisciplinary team approach to the delivery of care.
- Develop and articulate the vision and strategic directions for the practice of nursing; collaborate on implementation of strategies.

- Develop, articulate and facilitate implementation of nursing QI strategies.
- Direct the development of strategies to promote the recruitment, retention and recognition of excellence in nursing.
- Participate in planning, implementation and evaluation of clinical programs and services; advice, Director of Medical Services, GM operations, concerning implication of decisions and impact on the quality of patient care, nursing care practice and nursing care providers.
- Promote and facilitate a multi-disciplinary approach to patient care and co-ordination of care among disciplines; ensures the patient care delivery models and standards of nursing care practice are consistent with current professional standards of Nursing care practice and consistent with current professional standards and with the Mission, Vision, and Values of the Organization.
- Provide leadership and the establishment of credentialing privileges and policies for nurses; ensure compliance with all applicable standards and requirements of the NABH and other applicable regulatory agencies.
- Direct the determination of physical requirements and review budgetary recommendations.
- Coordinate through accountable management personnel, the establishment of major schedules, task assignments and allocation of manpower and equipments to ensure compliance with specified objectives and policies.
- Direct various personnel function including, but not limited to hiring merit recommendations, promotions, transfers and vacation schedules.
- Provide oversight and direction in establishing and maintaining the system for developing and reviewing, approving and dissemination standards of clinical practice.
- Establishes performance standards with which to measure competence effectiveness and efficiency of nursing service personnel and activities.
- Service on interdisciplinary and medical organization / committees such as medical records committee, Pharmaco therapeutic committee and infection control committee.

- Develops professional relationships with departmental heads for effective planning and problem solving. Performs other miscellaneous, related duties as requested by the MD / ED/-Operations
- Recommends the following resources to the leadership – space and equipment to meet patients need and staffing requirements.
- **Following are the Key Result Areas :**
  - ✓ Responsible for all units.
  - ✓ Providing adequate nursing manpower based on the occupancy and acuity level.
  - ✓ Develop nursing policies and protocols.
  - ✓ Implementation of nursing policies and protocols.
  - ✓ Nursing training and development.
  - ✓ Staff recruitment and retention.
  - ✓ Staff recognition and rewarding.
  - ✓ Co-ordinate and participate in risk management.
  - ✓ Patient safety, patient care development modules and standards of nursing practice are consistent with current professional standards with mission, vision and values of the hospital.
- Focus in improving the standard of care to support the mission, vision, and values of Hospital and Department of Nursing.
- Co-operate and co-ordinate with other health care team to achieve and maintain better service to our customers.
- Handing/taking over reports at various shifts about new admissions, cases in critical areas, special investigations, surgery, death and any untoward incidents.
- Check attendance and punctuality in wards/departments at the start of various shifts.
- Check the deployment of manpower, floor wise and ensure the smooth function.
- Check on duty assignments and daily nursing care
- Do bed to bed rounds along with any other activities as assigned by the Nursing Superintendent.

- Visit all the new admissions, discharges pre and post operative patients, critically ill patients and attend to the complaints if any. Make thorough rounds of the assigned floor patients.
- During unit rounds check for patient safety, unit cleanliness, nursing documentation, proper entries in the activity chart / system etc.
- Attend to the emergencies and untoward incidents in their units and make a detailed report. Assist in organizing essential materials, nursing appliances for stock and daily use.
- Improve professional and job knowledge of staff by incidental teaching and conducting regular classes.
- Create awareness among staff in crisis management in ward/ department/institution e.g. “Code Blue”, etc.
- Orient the new staff and motivating them as per the institutional requirement
- Check the weekly duty rosters, weekly offs and leave recommendation of the staff.
- And any other jobs assigned by the superiors as per exigencies of work.
- Supervise and evaluate works performance in terms of patient care, staff relations and efficiency of services. Maintain a safe environment for patients.
- Ensure established inventory’s standards for medicine, solutions supply and equipment.
- Instruct unit personnel in new nursing care techniques, procedures / equipment.
- Appraise the incharges and the staff and give feedback to the Nursing Superintendent.

### **NURSING SUPERVISOR:**

Supervise and evaluate works performance in terms of patient care, staff relations and efficiency of services. Maintain a safe environment for patients

- Adjusting the duties of all the wards,
- Recording of all leaves, Overtimes, Absentism on daily basis.
- Handling of emergency situations, helping the staff. arranging the equipments during crisis.
- Preparation of **MIS** Report.
- Bed to Bed rounds.

**Nurse Educator:**

- To do daily rounds for identification of gaps in the units and plan and organize classes accordingly..
- Educating the patient and family about their rights and responsibilities.
- To give education material and information to patient attenders.
- Develop, implement and evaluate appropriate orientation packages tailored to the needs of the services / ward / unit and the individual nurse. Actively engage in the orientation of new staff / students.
- Encourage a culture of continuous learning, at the ward/unit, service and organizational levels.
- Identify plan and initiate teaching strategies for staff.
- Ensure all the staff within area of responsibilities has met mandatory training requirements.
- Maintain professional standards, codes of adherence to Inodaya Multispecialty Hospital policy, whilst insuring nursing alignment of staff conduct within these standards / codes / policies.
- Be active and visible within the team working alongside nursing staff, motivating and actively praising valuing staff endeavors and acknowledging patient satisfaction and good clinical care.
- Implement competency assessment tool and plan in-service, bed side teaching based on competency assessment.
- Conduct CNE programmes, unit in-service calendar, plan and organize unit specific courses, workshops and any other training activities as directed by nursing superintendent or CNO

**Infection Control Nurse:**

The duties of the ICN's are primarily associated with ensuring the practice of infection control measures by nursing and house-keeping staff. Thus the ICN is the link between the HICC and the wards/ICUs etc. in identifying problems and implementing solutions. In

addition, the ICN conducts Infection control rounds and maintains the registers. The ICN is also involved in education of paramedical staff including nurses and housekeeping staff.

- ICN is responsible for collection of data related to HIC Committee.
- Collection of quality data and to see that the standards are maintained across the hospital.

### **Unit In-charge**

- Responsible for ensuring the delivery of patient care in assigned area.
  - Directs and coordinates all nursing care of patients. Keeps abreast of current trends and techniques which is shared with junior staff.
  - Collaborates with other professional disciplines to ensure effective and efficient patient care delivery and the achievement of desired patient outcomes. Serves in the Resource Nurse role when oriented and as directed. Supports the organizations vision and mission. Utilizes knowledge of patients age and cultural diversity into the provision of patient care. Contributes to the provision of quality nursing care through performance improvement techniques that demonstrates positive outcomes in patient care. Assumes responsibility for the role of a senior nurse as needed. Ensures proper utilization and maintenance of equipment and supplies. Ensures patients activity charts are complete in time.
- Attend the morning patient endorsement.
  - Check the unit stock inventory including narcotics, equipments and linens.
  - Do bed to bed rounds, ensure patients safety, tidiness, check all invasive lines, secure and properly dated with nurse's initials.
  - Check nurse's documentation.
  - Check medication administration safety as per hospital standard.
  - Do rounds with physicians and ensure the nurses carry out physician's order in time.
- 
- Identify the corporate, cash and credit patients and inform the concerned IP manager for needful.

- Ensure the laboratory, radiological reports are in place before the doctor's rounds.
- Inform all the nurses any matters of importance related to patients and the unit.
- Ensure proper entries are made in the system before sending any requests or indent.
- Make sure fair and proper distribution of staff coverage throughout 24 hours.
- Ensure proper functioning of equipments.
- Ensure all medications for date of expiry and multidose vials are dated upon opening.
- Check and ensure proper floor stock is maintained. Inform and coordinate with the supervisor on duty for assistance or any untoward incidents immediately.
- Ensure proper dress code of staff.
- Conduct unit meeting regularly.
- Conduct unit in service education with Nursing Training and Development incharge for further assistance.
- Develop unit staff to update their skills and knowledge.
- Orient new staff and do unit specific and generic competency evaluation including annual competency evaluation for all the unit staff.
- Submit annual appraisal to the nursing superintendent through area supervisor.
- Ensure proper isolation precaution practice by the unit staff.
- Report any communicable diseases report to the ICN.
- Make sure all staff comply to communicate through proper channel.
- Develop good team work among the unit staff.

### **Staff Nurse:**

- Attend the patient's endorsement.
- Take over patient cases and treatment from previous shift nurse.
- Ensure that nursing care has been carried out properly during the previous shift.
- Check the unit stock inventory including Narcotics, Equipments and Lin
- Do bed to bed rounds, ensures patients safety, cleanliness and check all invasive lines are secured properly dated and time written.
- Convey all nurses any important matters related to patients and the unit..
- Accompany rounds with physicians and carry out the physicians order in time.

- Ensure the laboratory, radiological reports are in place before the doctors rounds.
- Assist the Doctors in all dressings and minor procedures performed.
- Ensure proper entries are made in the system before sending any requests or indents.
- Maintain all charts of the patients properly. Ensure correct timings of post-operative care.
- Monitor the patient carefully and regularly. Maintain a separate file for every patient..
- Ensure all medications for date of expiry and multi dose vials are dated upon opening.
- Check and ensure proper floor stock is maintained.
- Inform and coordinate with the supervisor on duty for any assistance or any untoward incidents immediately.
- Attend unit in-charge meetings regularly.
- Participate in unit in-service education coordinated with nursing training and development.
- Ensure proper isolation precaution practice by the unit staff.
- Report any communicable diseases report to ICN.
- Make sure all staff comply to communicate through proper channel.
- Develop good team work among the unit staff.

### **Trainee Nurse:**

- Responsible for skin preparation of the patient before surgery according to nurse instructions.
- Bring the clean linen from stores and collection of soiled linen.
- Take proper precautions as per protocol explained
- To ensure cleanliness of wards.
- Dispatch of lab samples/ Runner job.
- Positioning of bed ridden patients along with nursing staff.
- To help bio medical engineering department staff for shifting of heavy medical equipment.
- To help nurse for sponging / mouth wash / bath attending.

- To help the transport boys while shifting the patients on stretcher and from stretcher to bed.
- Cleaning / mopping of floor as and when required.
- And any other jobs assigned by the superiors as per exigencies of work.

### 12. NURSES' RIGHTS & RESPONSIBILITIES

#### 1. Nurses Rights:

1. Nurses have the right to practice in a manner that fulfills their obligations to society and to those who receive nursing care.
2. Nurses have the rights to practice in environments that allow them to act in accordance with professional standards and legally authorized scopes of practice.
3. Nurses have the right to a work in an environment that supports and facilitates ethical practice, in accordance with the ***Code of Ethics for Nurses With Interpretive Statements***.
4. Nurses have the right to freely and openly advocate for themselves and their patients, without fear of retribution.
5. Nurses have the right to fair compensation for their work, consistent with their knowledge, experience and professional responsibilities.
6. Nurses have the right to a work environment that is safe for themselves and for their patients.
7. Nurses have the right to negotiate the conditions of their employment, either as individuals or collectively, in all practice settings.

#### Nurses responsibilities:

1. Ensure to make the ward clean and tidy including bed.
2. Keep all articles well arranged and maintain the inventory.
3. Take the report, make bed to bed round at the time of changing of the shift of the unit.
4. Orient the new patient with ward.
5. Help the ward sister for supervision of work of work of housekeeping staff allotted in the ward for maintenance of cleanliness and sanitation.
6. Make list of patient's belongings and keep in safe custody, according to laid down policy of the hospital.
7. Keep a sub stock of drugs, linen and other supplies for ward maintenance.
8. Maintain poisonous drugs registered.
9. Sterilized all articles, maintain all equipments, gadgets, electrical connections sight, fan etc.
10. Indent drugs, diet. And other supplies if necessary.
11. Vigilant to protect the patient from injury or accident by providing side rail.
12. Write report of each shift and sign the report after checking properly.
13. Assist the ward sister in orientation programme of new staff and students.

- 14. Make round with doctors and senior nursing officers.
- 15. Help ward sister in indenting and checking of drug, supplies and maintaining inventories.
- 16. Be deputed for the ward sister during her absent.
- 17. Keep her up to date with nursing knowledge by taking part in-service education programme.

**14. NURSE PATIENT RATIO**

All patients must be nurse based on acuity level as per the standard.

**Purpose:** To achieve better quality of care.

Better utilization of nursing personnel.

To reduce/minimize mortality and morbidity rate.

**UNIT/AREAS NURSE PATIENT RATIO**

	Day shift	Night shift
Critical care ventilated patients	1:1	1:1
Non Ventilated	1:2	1:2
General Ward	1:6	1:6
Post operative	1:2	1:2
Semi-private	1:4	1:5
Private	1:4/1 :5	1:5
Deluxe	1:3	1:3

**15. Dress code**

**Uniforms**

- Employee will be issued uniforms as per job description/ requirements.
- White duty shoes should be Wore. **Males closed & heels are not permitted. This is for staff safety.**
- In a year two uniforms are authorized.

**Nursing staff**

**Superintendent of Nursing:**

Civil attire with white coat.

**Nursing Educator**

Appropriate street attire with white coat.

**Head Nurse/Nurse in charges**

Green pant and Green shirt uniform.

white duty shoes with socks.

**Male nursing staff**

Green uniform.

White duty shoes with socks

The shirt must be buttoned properly

- No jewelry to be worn while on duty expect a wristwatch and wedding ring
- Hospital identification badges must be worn at all time
- A high level of personal hygiene is expected from all staff. Hair must be neat and cleaned. Beards are acceptable but must be neatly trimmed and combed.
- Long hairs must be pulled back and secured so that it does not hang free on the shoulder or down the back. There will be no fancy bows.
- Make –up should be kept at a minimum.

- Strong smelling perfumes are prohibited.
- Nail should be cut short and polish free.

16. NURSING INDICATORS:

<u>S.No</u>	<u>Indicator</u>	<u>Numerator</u>	<u>Denominator</u>
1	Time for initial assessment for indoor patients and emr OPD.	Number of cases where plan of care is documented within 24 hours.	Total number of admissions in 24 hours.
2	Error prone abbreviations.	No. of case sheets with error prone abbreviations.	Number of case sheets audited.
3	Medication error	No. of case sheets with medication errors.	No. of case sheets audited.
4	Number of Adverse Drug Reaction/Events occurred	No. of discharge and deaths	Total No. of adverse drug reactions
5	Number of Blood Transfusion Reactions occurred.	No. of transfusions	Total number of transfusion reaction
6	Number of patients developed fresh pressure ulcers.	No. of patients who develop fresh pressure ulcer.	Total No. of inpatients.
7	Number of near misses occurred/identified.	No. of near misses reported	Total No. incident reports
8	Number of needle stick injury	No.Of needle stick injuries reported	
9	Number of cases with hematoma at puncture site	No. of hematoma at puncture site	Total number of punctures performed
10	Number of accidental removal of tubes and catheters	No. of accidental removal of tubes and catheters	Total No. cases on catheter/tube
11	Number of re-intubations within 48 hours of extubation	No. of re-intubations within 48 hours of extubation.	Total number of intubations within 48

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	(only ICU's)		hours.
12	Number of intubations (only ICU's)		
13	Returns to ICU within 48 hours (Only ICU's)	No. of returns to ICU within 48 hours.	Total number of ICU admissions.
14	Number of Predicted deaths / in the ICU (Only ICU's)	Number of discharges / deaths / transfers from the ICU (Only ICU's)	Total number of admissions in the ICU
15	Nurse Patient Ratio	ICU, Wards	Number of beds Occupied in that month
16	ICU, Ot Utilization Rate	OT, ICU	Number of beds available and number of beds Occupied