

Tikrit University

College of Nursing

Clinical Nursing Sciences



Forth Year - 2023-2024

Nursing Mangement

Nursing Services Administration

by:

Professor Dr.

Salam Shihab Ahmed

Part VI

Nursing Services Administration

Nursing Service:

- WHO defines the nursing services as " the part of the total health organization which aims to satisfy major objective of the nursing services is to provide prevention of disease and promotion of health".
- Nursing service is the part of the total health organization which aims at satisfying the nursing needs of the patients/community.
- In nursing services, the nurse works with the members such as dietetics, medical social service, pharmacy etc. in supplying a comprehensive program of patient care in the hospital.

Purposes of Nursing Services in Hospital:

1. Hospital services make up the core of a hospital's offerings.
2. Hospital services cover a range of medical offerings from basic health care necessities or training and research for major medical and nursing schools.
3. Educates and trains the nurses; thereby enabling them to provide – quality care to individuals of all ages, with an aim to promote health and prevent illness; to restore health and alleviate suffering.

Nursing services help the managers to:

1. Maximum comfort and happiness.
2. Qualitative/comprehensive care to the patient.
3. Care based on the patient's needs.
4. Accurate assessment of illness.
5. Adequate material resources at all times.

6. Health education to the patient and attendants.
7. Managerial skills as and when required.

Evaluation of nursing services:

- Evaluation is the process of judging the value of an organizational achievements. Evaluation is a decision making process that leads to suggestions for actions to improve participants' effectiveness and program efficiency.
- Evaluation is the systematic application of scientific methods to assess the design, implementation, improvement of the outcomes of a program.

The purposes of service evaluation are to:

1. Support and assist the physicians in medical care.
2. Establish and implement the philosophy of nursing service.
3. Delineate the duties and responsibilities among the nursing staff.
4. Estimate the requirement for nursing personnel.
5. Estimate the need for facilities and equipment.
6. Develop and maintain a system of recording patient care.
7. Organize and supervise the functioning of wards.
8. Ensure healthy work environment.
9. Train student nurses.

Types of evaluation:

1. Formative evaluation.

A formative evaluation (sometimes referred to as internal) is a method for judging the worth of a service program while the program activities are forming.

2. Summative evaluation.

A summative evaluation (sometimes referred to as external) is a method of judging the worth of a program at the end of the program activities.

Job evaluation:

- ▶ Job evaluation is a method for comparing different jobs to provide a basis for a grading and pay structure.
- ▶ Its aim is to evaluate the job, not the jobholder, and to provide a relatively objective means of assessing the demands of a job.

Nursing administrator work environment

Nursing administrators perform their duties anywhere that nurses do, including hospitals, long-term care facilities and doctor's offices. Though nurse administrators can spend a lot of their working hours on their feet, they often perform a majority of their duties in offices, conducting important clerical work to help the nursing department operate efficiently. Because they perform most of their job duties in the office, nursing administrators can work more consistent hours compared to other nursing employees, often Monday through Friday from nine to five.

Nursing administrator qualifications

Here are the major qualifications required to become a nursing administrator

Education

A nurse administrator first becomes a registered nurse (RN) before pursuing management and administrative positions. To become a registered nurse, individuals earn an undergraduate degree from an accredited university. Though some nurses may choose to pursue an

associate nursing degree, it's beneficial for them to obtain a bachelor's degree because it can teach them more extensive information about the nursing career and position them for higher education. The most common undergraduate degree that students receive for a career as a nurse is a .Bachelor of Science in Nursing (BSN)

After gaining relevant work experience, aspiring nurse administrators often pursue graduate education, either receiving a Master of Science in Nursing (MSN) or a Doctor of Nursing Practice (DNP) degree. Some programs that offer a Doctor of Nursing Practice degree also offer a focus on administration, allowing individuals to gain a well-rounded education suitable for a nursing administrator position. When pursuing graduate education, students find a program that's certified by the Commission on Collegiate Nursing Education (CCNE) or the Accreditation Commission

Experience

Some hospitals ask that individuals have five years of experience working as registered nurses and one year of experience working in a management position before pursuing a nursing administrator's role. While working as an RN, it's beneficial to seek management opportunities to gain occupational experience and help make their resume more noticeable to future employers. A few great ways to pursue leadership opportunities include

Volunteering for work committees

Shadowing supervisors to learn leadership skills

Pursuing mid-level management positions, such as the charge nurse