

Evaluation of Nursing Care Performance in the Department of Neurology at the Regional Hospital of Shkodra

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Abstract. The study is aimed at evaluating the nursing care in the department of neurology in the Regional Hospital of Shkodra, helping to moderate problems unearthing of this service and provide some recommendations for improving the situation in this regard. This study will be extended to the Regional Hospital of Shkodra and will interview users and employees of this unit at random. The method used will be different transverse methods or cross - sectional. Data collection in terms of assessment of the satisfaction of users and providers/employees of this service will be implemented and evaluated using EUROPEP questionnaire, which is one of the questionnaires used in many countries of Europe. Despite continuing improvements in performance indicators and quality, regardless of the progress achieved much remains to be done in terms of improving the quality of service. To have a satisfying nursing care is important the effective distribution of health services in terms of population. A variety of factors play an important role in enhancing the quality of health services, which to a certain time and in a certain population increase users satisfaction and nursing care providers.

Keywords: *department of neurology, performance of service, service provider, service user.*

Introduction

First described by Thomas Willis in 1679 and defined in the 1950s, transient ischemic attack is universally agreed to be an episode of focal neurologic deficit in a vascular distribution, sudden in onset and resolving without residual deficit in less than or equal to 24 hours (Toole, 1991). In cerebral infarction, the major determinants for short-term mortality were impaired consciousness, leg weakness, and increasing age. The major determinants for long-term mortality were low level of activity at hospital discharge, advanced age, male sex, heart disease, and hypertension (Brian et al 1987). Albania has already entered on the path of significant health reform in the way of great challenges; we now have a totally private pharmaceutical service, dental service almost entirely private and public health care service (Wensing, 2006). Albania inherited a highly fragmented health system, with a rather good infrastructure and equipments shortage in health, with a very low salary, high paying under the table, and with a significant shortage of health personnel qualifications. Not only non-legacy infrastructure, lack of equipment or lack of qualifications of personnel, but also the political developments of the country have left their imprint on the development of the health system in general and in particular priority. Launched by the reforms undertaken so far and the fact of being health staff we decided to conduct this study (Joseph et al., 1995). The subject is difficult and delicate but we hope that can shed any light on the difficulties, the problems that exist today in service health in general and in particular in the primary, and to express some suggestions for the future and the system, helping to moderate improvement of primary health care situation in Shkodra and Albania. The World Health Organization defines Health Care as 'essential health care in which universal access individuals and families in the community in ways acceptable to them, through their full participation and at a cost that can be covered by community and state. It forms an integral part of the state health system, which is the nucleus, as well as the overall development of the community's social and economic development (Jacquemin, 2000).

The study is aimed at evaluating the nursing care in the department of neurology service in the Shkodra Regional Hospital, helping to moderate problems unearthing of this service and provide some recommendations for improving the situation in this regard.

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Materials and Methods

The object of the study was 60 patients who receive service and 15 nurses serving in the department of neurology service in the Shkodra Regional Hospital. The method used is the method of different transverse cross-sectional. Data collection in terms of assessment of the satisfaction of users and providers/employees of this service was implemented and evaluated using EUROPEP questionnaire (Salih, 2003), which is one of the questionnaires used in many European countries. Completion of the questionnaires was done in the presence of the head of the paper, which completed the questionnaire in the presence of the patients whereas the patient nurse questionnaire was completed by nurses without the presence of the head of the paper. Patients for the interview were not chosen in advance, their interviewing was done at the time of their appearance in the department of neurology service in the Shkodra Regional Hospital.

Results and Discussion

The nurses working in the institution have a mean age 41.80 years old. The minimum age of the nurses was 27 years old and the maximum age was 56 years old, with a range 29 years. About 46.6% of nurses have age more than 45 years old. Of all nurses interviewed 13 of them were female and only 2 male. For female nurses the mean age was 42.93 years old and for male nurses was 32.00 years old.

Table 1. Nurses (total) - descriptive statistics: age, years of work

Variable	Count	Mean	Minimum	Maximum	Range
Age	15	41.80	27.00	56.00	29.00
Years of work	15	16.07	1.00	37.00	36.00

Table 2. Nurses (total) - descriptive statistics: age, sex, years of work

Variable	Sex	Count	Mean	Minimum	Maximum	Range
Age	F	13	42.93	29.00	56.00	27.00
	M	2	32.00	27.00	32.00	5.00
Years of work	F	13	16.07	4.00	37.00	33.00
	M	2	5.00	1.00	9.00	8.00

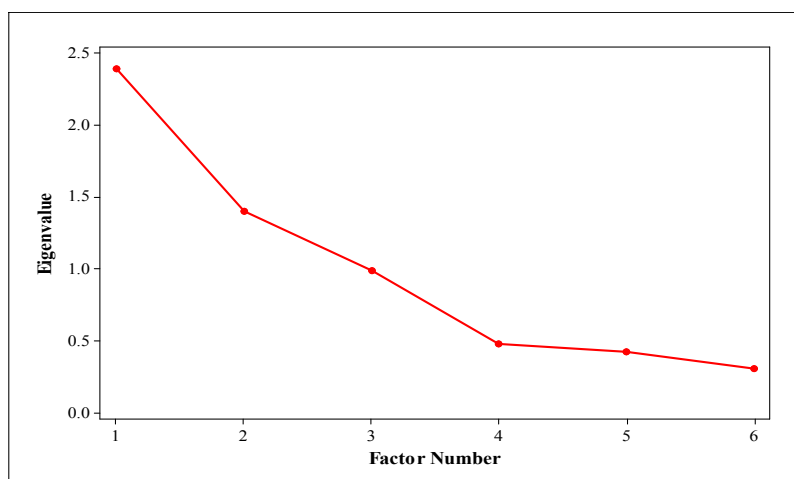


Figure 1. Presentation of influencing factors according to their importance

There are three main factors that influence the performance of nurses. The first 2 factors are the most important factors and explain 62% of the performance of nurses in the health institution. The first factor that has the greatest impact and depends on working conditions in the health institution where the nurse works, while the second factor depends on the work experience of nurses themselves. The first two factors have the most important influence on the behaviour of the nurses at work, while other factors may be called secondary and their impact on the behaviour of nurses at work has little impact. Figure 2 shows the values obtained from the processing of questionnaires for the first two factors. From the graphic we can see that the first factor (the experience of nurses at work) has a positive impact for nurse performance in the institution where they work. This factor has positive

effect to all processes asked by questionnaires. The second factor (working conditions in the health institution) has less influence to all processes. The second factor has small negative effect on age of the nurses and the years of work.

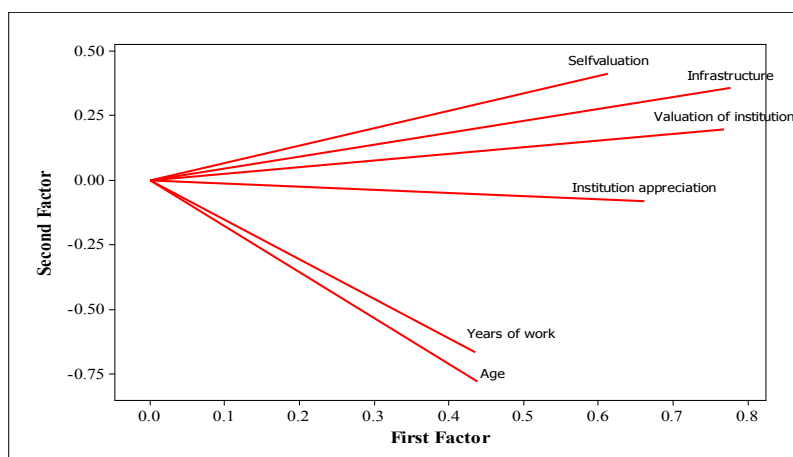


Figure 2. Factors affecting the performance of nursing

Table 3. Patients - Descriptive statistics: age for both genders together

Variable	Count	Mean	Minimum	Maximum	Range
Age	60	46.20	22.00	65.00	43.00

Table 4. Patients - descriptive statistics: Age

Variable	Sex	Count	Mean	Minimum	Maximum	Range
Age	F	38	44.12	22.00	65.00	43.00
Age	M	26	48.41	25.00	65.00	40.00

The mean age of the patients filling the questionnaire was 46.20 years old (Table 3). For female patients the mean age was 44.12 and for male patients was 48.41 years old (Table 4). The youngest patient had the age of 22 years and the oldest one was 65 years old. About 56.66% of patients have age more than 45 years old.

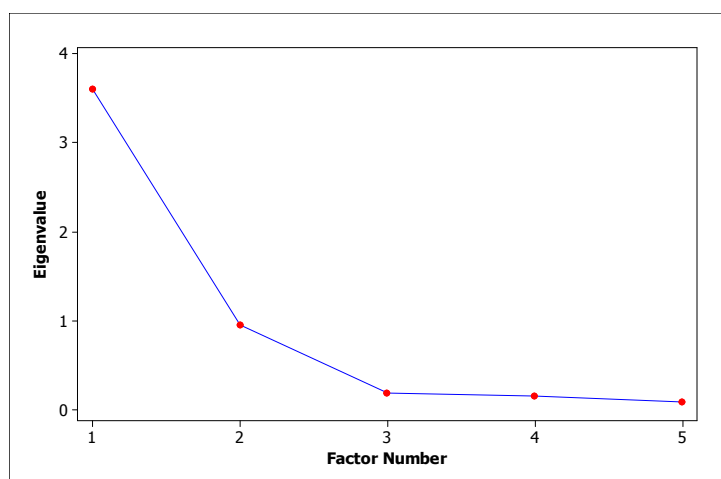


Figure 3. Factors affecting the patient’s service

All questions were grouped into four parts by attempting to identify the factors that affect the patient service. The factorial analyses showed that the first two factors explain about 87% of all the nurses’ performance that determine the service to patients. The first factor is defined as the

psychological impact of the disease on patients while the second factor is defined as institutional service to these patients.

At first factor has a very positive impact the psychological state of patients and evaluation that they make nursing service, while the second factor has a major influence institutional service to patients compared with nursing service.

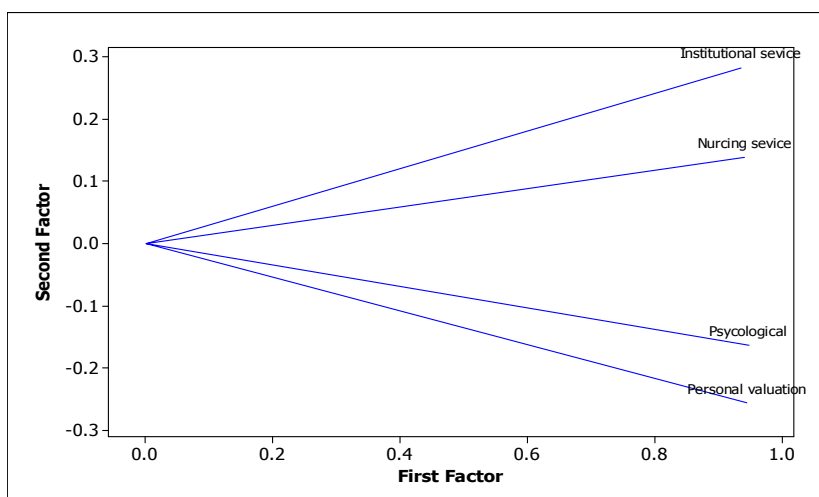


Figure 4. Factors affecting patients on evaluating the performance of nursing

Conclusions

Despite continuing improvements in performance indicators and quality, regardless of the progress achieved much remains to be done in terms of improving the quality of service. To have a nursing top is as important as the most effective distribution of health services in terms of population. A variety of factors play an important role in enhancing the quality of health services, which to a certain time and in a certain population increase users satisfaction and nursing care providers.

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