



Research Article

QUALITY OF NURSING CARE IN THE EMERGENCY SERVICE IN A FAMILY MEDICINE UNIT

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ABSTRACT

Introduction Quality is an essential quality in health care, fundamentally it guarantees that users receive the benefits that meet their expectations, which leads to a sustainable future of the health care system. Objective To determine the quality of nursing care provided in the emergency department and the waiting time of the Family Medicine Unit Number 29 with the Ambulatory Care Unit of the Mexican Institute of Social Security. Methodology Quantitative, observational, descriptive and cross-sectional study of an evaluative type, sociodemographic variables, measurement instrument with a reliability of Crombach's Alpha 0.71, validated by the National Crusade for Quality, study population patients who attended the emergency department, of the Family Medicine Unit N.29, carried out a probabilistic sampling, simple randomized type. Data were analyzed using Excel software and the Statistical Package for Social Sciences [SPSS] Version 22. Results The quality of nursing care provided in the Emergency Department was 70%, compared to 30% with a quality deficit in the careful, $1.30 \pm 0.46DS$. $V=0.211$. A satisfaction with the waiting time of 79.3% was observed. Conclusion. Most of the surveyed patients who attended the emergency department reported that the care provided by the nursing staff was quality, while a small part answered that the nursing care provided was not of quality. Practical implications for the discipline. This study shows the importance and need to comply with the quality indicators that are needed to designate criteria aimed at carrying out strategic plans and continuous improvement, where the multidisciplinary health team can be integrated.

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INTRODUCTION

The Quality of Care in Health Services is the responsibility of the different groups that work in a hospital (Mosadeghrad, 2014), however, the role of the nursing professional is of particular importance, since they are the one who provides the care directly. and is in contact for a longer time with the patient, so good quality interpersonal care is necessary to achieve patient satisfaction, since they are extraordinarily sensitive to the treatment they receive and often basically use that element when judging quality of care as a whole, including technical merits (Cabarcas Ortega & Montes Costa, 2009). Timely Care is defined as providing care to the patient at the time they request it, and in accordance with their treatment. The kind treatment that is to establish a relationship

of empathy with the patient and communication (Da Silva, Da Silva, Valadares, Silva, & Leite, 2015).

The attention provided in the emergency services of health institutions occupies a prominent place in the system, both due to the volume of demand, as well as the social significance of this activity, the perception of having a "good emergency and emergency system" greatly conditions the opinion of citizens about the quality of health services ("National Survey of satisfaction of users of medical services of the IMSS (ENSat). members | Open Data IMSS," N.D.),(Caminal, 2001).

Due to the aforementioned, emergency services are the object of study and analysis in all the countries around us and constitute a priority for health services due to the vital commitment that attention to urgent situations can entail, the quality of care of Nursing is considered a cornerstone of the

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evaluation of health services and a result of the quality of care and its effectiveness, in this sense, it is an issue that worries and occupies nursing professionals as well as the managers of the different organizations that attend to the health of the individual and their family, since there is a large number of investigations on the subject (Freitas, Silva, Minamisava, Bezerra, & Sousa, 2014).(Mexicana, 2002)(Cabarcas Ortega & Montes Costa, 2009) In Mexico there is little evidence on the quality of nursing care provided to patients in the emergency department, studies have focused on measuring general satisfaction within hospital institutions.

The emergency services of health institutions, as a result of the growing demand of patients, make the demand increase more and more. This generates a greater challenge for the nursing professional, both personally and professionally. Therefore, the quality of nursing care has become the most important element for its subsistence and improvements are continuously made in terms of organization and operation based on the proposal of Dr. Avedis Donabedian (Donabedian, 1988), (Grajales, 2004),(Suño, Net, & Net, Àlvar. Suñol, 1991),(Aguirre-Gas, 2008).

The Government of the State of Guerrero in its Development Plan in the Ministry of Health has as its basic mission to apply high standards of quality and service, this gives a special representation to the concept of quality, understanding that it must provide patients with services that in a satisfy their needs and expectations, therefore, the systematization of this study was carried out taking into account that it is a very useful tool for quality care to the beneficiary, from the point of view of certification as a quality institution and that it contributes significantly In order to provide better quality care to the beneficiaries, taking into account the large volume of patients that this may have, the strengths and weaknesses of the nursing staff come to light in order to cover the needs of the patients and in consideration of the quality of the Nursing care provided to the patient in the emergency department is fundamental since it is a much discussed but fashionable and important topic that has repercussions on the well-being of the patient, prestige and certification of any institution; as in the Family Medicine Unit Number 29 with the Ambulatory Care Unit [UMF29 UMAA] of the Mexican Institute of Social Security [IMSS].

METHODOLOGY

Observational, cross-sectional, descriptive study. The study population was made up of patients who attended the emergency department during the month of March 2017, assigned to the Family Medicine Unit N.29 with the Ambulatory Care Medical Unit of the Mexican Social Security Institute of Acapulco, Guerrero. The selection criteria included: patients affiliated to the UMF N°29 of the IMSS who attended the emergency room, both sexes, over 18 years of age and who agreed to participate in the study.

For the selection of the sample size, a simple randomized probabilistic sampling was carried out, obtaining a sample of 150 patients through power analysis, for $\alpha=0.05$, an effect magnitude of 0.30, and a power of 95%, it was determined a sample of 150 patients.

Inclusion criteria

Indistinct gender, patients assigned to the Family Medicine Unit No.29 who attended the emergency department and patients who voluntarily agreed to participate in the study.

Exclusion criteria

Patients not assigned to the Family Medicine Unit No.29 who attended the emergency department and Patients who did not agree to participate in the study

The Nursing Care Quality Questionnaire, validated by the La Crusada Nacional por la Calidad (2007) program, was used as a measurement instrument. Which has 20 items on a nominal type scale

Study Description

To carry out this study, written authorization was requested from the Director of the Family Medicine Unit N.29 with the IMSS Ambulatory Care Medical Unit of Acapulco, Guerrero, where the study was carried out, for the application of the survey to the beneficiaries of the emergency service, the survey was applied by the person in charge of the investigation, for the period from March 11 to 15, 2017. At the beginning of each shift, the participants who met the inclusion criteria were identified and approached., they were made aware of the importance and purpose of the study and the privacy, anonymity and confidentiality of their information was ensured and their written informed consent was requested. Since the questionnaire is self-administered, it was given to the patient prior to medical discharge from the aforementioned service, without prior notice to the nursing staff responsible for their care, to avoid biases in the behavior that the patient maintained, this was to leaving the emergency department in the waiting room,

For data analysis, both descriptive and inferential statistics were applied. Summary measures, central tendency and variability were obtained; In the same way, the internal consistency of the applied instrument was obtained through Cronbach's Alpha coefficient (Cronbach, 1951). The results were entered into a database created in the Excel software and the Statistical Package for Social Sciences [SPSS] Version 18.0 for Windows where the statistical analysis was carried out through simple frequencies and percentages and represented by graphs and tables (Polit, D. F., & Hungler, 2000) (Ramirez, 2004)

ETHICAL CONSIDERATIONS

The present study adhered to the provisions of the General Health Law on Research for Health in Human Beings (LGS), in accordance with the provisions of Article 17, Section II, The study was presented and approved by the committee of Ethics of the Guerrero Delegation of the Mexican Institute of Social Security (IMSS), which, after its review of the project, ruled as favorable as it did not imply risk, since no intentional intervention or modification was carried out in the physiological, psychological and social aspects of the individuals who were study subjects, always and at all times prevailing the criterion of respect for the dignity and protection of the rights and well-being of the subjects of the investigation, granting a registration number.

RESULTS

The sample composed of 150 patients, the age that predominated was the range between 18 and 30 years, regarding gender, the female was the one that presented the highest percentage. (69.4%). The data is shown in table 1.

Table 1 Sociodemographic data of the participant

Variable	No AE aprence	
	No.	%
Age		
18 to 30 years	63	42
31 to 50 years	42	28
51 to 70 years	36	24
71 years	9	6
Gender		
Male	46	30.7
Female	104	69.3
Shift		
Morning	34	22.7
Evening	73	48.7
Night	43	28.6

The most valued items were Does the nurse (or) treat you with respect? And did the nurse respect your modesty at the time of care? with 98.7%, while the minors valued were Do you wait a long time to be attended to? (20.7%). The data is shown in table 2

Table 2 Percentage of satisfaction of each one of the items of the instrument

N=150		%	
		Yes	No
1.	¿ Does the nurse show up with you?	68.7	31.3
2.	¿ Does the nurse greet you in a friendly manner?	86.7	13.3
3.	¿ When the nurse addresses you, does she use your name?	70.0	30.0
4.	¿ Does the nurse explain to you about the care or activities that she is going to perform?	84.7	15.3
5.	¿ Is the nurse interested in making your stay as pleasant as possible?	86.0	14.0
6.	¿ Does the nurse (or) try to offer you the necessary conditions?	92.7	7.3
7.	¿ Does the nurse (o) make you feel safe (o) when caring for you?	92.0	8.0
8.	¿ Does the nurse (or) treat you with respect?	98.7	1.3
9.	¿ Does the nurse (o) teach you or your relative the care you should have regarding your condition?	83.3	16.7
10.	¿ Is there continuity in nursing care 24 hours a day?	95.3	4.7
11.	¿ Are you satisfied with the way the nurse treats you?	90.0	10.0
12.	¿ Did you wait a long time to be seen?	20.7	79.3
13.	¿ Do you think that the time spent by the nursing staff to care for you was enough?	90.7	9.3
14.	¿ Do you consider that the number of nurses assigned to the emergency department is sufficient for your care and that of the other beneficiaries?	58.0	42.0
15.	¿ Did the care provided by the nurse reduce your discomfort?	88.7	11.3
16.	¿ Did the nurse respect your modesty at the time of care?	98.7	1.3
17.	¿ Do you know the name of the nurse who attended you?	34.0	66.0
18.	¿ Did you get all the medicines that the doctor prescribed?	92.0	8.0
19.	¿ Did you need healing equipment or material to care for your condition?	12.7	87.3

In relation to the specific time that 79% had to wait, I wait from 0 to 15 minutes to receive care, the data is shown in Figure N° 1.

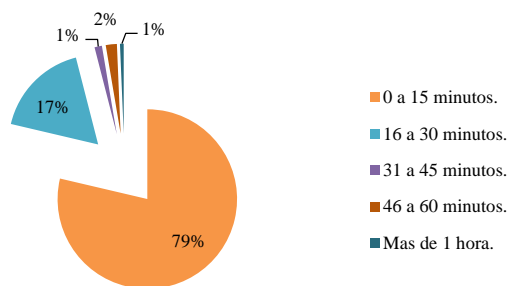


Figure 1 Waiting time

Regarding the general satisfaction with the quality of care provided in the Nursing Emergency Service of the Family Medicine Unit N.29 with Ambulatory Care Medical Unit, it is 70%, compared to 30% with a deficit in quality care. . The data is shown in Figure 2.

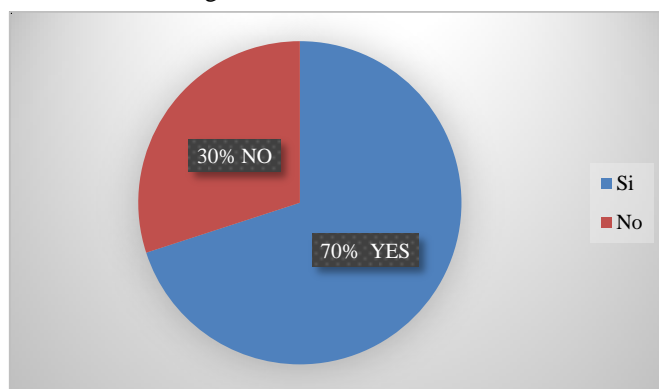


Figure 2 Quality of general care

DISCUSSION

In the present study, it was possible to identify that more than half of the patients considered that they received quality care provided by the nursing staff and the waiting time, more than half of the patients were satisfied with the waiting time. Knowing the quality of nursing care was extremely important to determine strategies tending to increase it, therefore, it is necessary to have instruments for the systematic measurement of this, as well as to identify the problems of the provision of services and implement measures aimed at to correct them, he concluded that the nursing staff of the clinic where this investigation was carried out are people with a highly "humanistic" sense. In the end, who has the last word is the patient, in the case of the patients who came to request the service during the time the investigation was carried out, I realized that they are very participative people and interested in improving their quality of life. For this reason, they demand that the quality of care provided to them be of a high level. I believe that patients should be treated with "humanism", respect and in a personalized way, since each person has different needs which deserve our full attention. It is important not to ignore the expectations of the beneficiary and the current problems of the Mexican Institute of Social Security, for which it will be necessary to evaluate the approaches of the user, the service provider and the institution, carrying out a strategy of continuous quality improvement that involve all

the members of the multidisciplinary health team, taking into account the percentages indicated by the results of this study that influence the expectations of the user to grant 100% quality care by the nursing staff of the emergency department of the Family Medicine Unit N.29.

CONCLUSION

The surveyed patients who attended the emergency department reported that the care provided by the nursing staff was of quality, while a small part answered that the nursing care provided was not of quality. I believe that patients should be treated with "humanism", respect and in a personalized way, since each person has different needs which deserve our full attention.

Recommendations

Design strategies to increase the quality of Nursing care and disseminate it in general sessions of the same, to inform the unit of the results of the study, taking into account the needs that these have, for which it is necessary to carry out more research. prospective on the quality to know the evolution of the same. Likewise, make staff aware of the importance of applying systematic surveys that let us know the user's perception of the quality of medical and nursing care provided in this Family Medicine Unit N.29 and carry out replicas of this study. in another type of population and with the results obtained, make comparisons that indicate differences or similarities.

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