

# Quality of Care among Neophyte Nurses at Emergency Units

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## ABSTRACT

Aimed this study to assessment quality of care among neophyte nurses in emergency departments. The study Initiated from (January 10<sup>th</sup>, 2022 to April 10<sup>th</sup>, 2022), The research design was employed in this study a descriptive design. The sampling of this study was the purposive sample by 121 nurses working in six governmental teaching hospitals in Diwaniyah province, Iraq. The results of data analysis were employed by Statistical Package for Social Science (SPSS version 24) that found burnout levels of the study sample (63.6%) a moderate level of quality of nursing care and subdomain quality of nursing care levels results was (62.8%) of sample moderate level for tangible, reliability, and responsiveness. Assurance was (57 %) moderate level. However, empathy was reported (49.6%) moderate level score.

**Keywords:** Neophyte nurses, quality of care, and emergency department

## INTRODUCTION

Caring, according to Leininger is defined as human activities and processes associated with assisting others in meeting the needs of individuals who require care. Swanson describes caring as a nurturing way of relating to a valued other toward whom one feels a personal sense of commitment and responsibility <sup>(1)</sup>. Quality of care is defined that is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes. dimension of quality of care: reliability, response, assurance, tangible, and empathy <sup>(2)</sup>

The objectives of the quality of nursing care can be summarized according to <sup>(3)</sup>. Ensure the physical and psychological health of patients. Providing a health service of distinguished quality that will achieve patient satisfaction and increase his loyalty to the health organization, which will later become an effective scientific method for that health organization. Knowing the opinions and impressions of patients and measuring their level of satisfaction with health services is an important means in the field of administrative research, health care planning and policy development. Types of Patient Care according to patient navigator training collaborative (2011): primary care, specialty care, emergency care, urgent care, long term care, and hospice care.

## METHODOLOGY

**Ethical Consideration:** The researcher obtained written informed approval from each nurse. The researcher has explained the purpose of the study to patient before they participate in the study. In addition, the researcher told the participants that their participation in this study is voluntary, and also assured them that he will safeguard the confidentiality of the data and they will be securely maintained during and after conducting the study according to the subject's agreement sheet

**Design and Setting of Study:** A Descriptive study which is conducted at Emergency departments in six hospitals in Diwaniyah, which provides Daily management of critical and emergency cases.

**Instrument of Study:** SERVQUAL scale is used to evaluate the quality of services provided to customers. It consists of 22 elements distributed over the subscales, tangible (4 items), reliability (5 items), responsiveness (4 items), assurance (4 items), and empathy (5 items). Answers are provided on five points 5 (strongly agree), 4 (agree), 3 (neutral), 2 (disagree), 1 (strongly disagree).

## RESULTS AND DISCUSSION

Table 1: Descriptive Statistic of Socio-Demographic Characteristic of Neophyte Nurses

Demographic Data	Groups	Freq.	%
Age in years	20 to 23	73	60.3
	24 to 27	48	39.7
	Total	121	100.0
Gender	Male	54	44.6
	Female	67	55.4
	Total	121	100.0
educational level	middle school	24	19.8
	Institute	43	35.5
	College	54	44.6
	Total	121	100.0
Marital Status	Married	81	66.9
	Single	40	33.1
	Total	121	100.0
Years of Experience	one year	79	65.3
	two to three years	42	34.7
	Total	121	100.0

Table 2: Distribution of the Study Sample by their Overall for Nurse quality care domains

Overall	Rating	Frequency	Percent	mean	Std.	Evaluation
Tangible (4 items from 1 to 4)	moderate quality	76	62.8	3.55	.34424	Moderate
	high quality	45	37.2			
	Total	121	100.0			
Reliability (5 items from 5 to 9)	moderate quality	76	62.8	3.65	.41860	Moderate
	high quality	45	37.2			
	Total	121	100.0			
Responsiveness (4 items from 10 to 13)	moderate quality	76	62.8	3.61	.45294	Moderate
	high quality	45	37.2			
	Total	121	100.0			
Assurance (4 items from 14 to 17)	moderate quality	69	57.0	3.60	.41164	Moderate
	high quality	52	43.0			
	Total	121	100.0			
Empathy (5 items from 18 to 22)	moderate quality	60	49.6	3.64	.33542	Moderate
	high quality	61	50.4			
	Total	121	100.0			
Total quality	moderate quality	77	63.6	3.61	.17379	Moderate
	high quality	44	36.4			
	Total	121	100.0			

Based on the mean of score, high = 3.66-5.00; moderate = 2.33-3.65; low = 1.00-2.32

Table 3: Mean Differences (ANOVA ) between overall evaluation of nurses quality of care and demographic characteristics

Demographic Data	Groups	Quality			F	Sig.
		moderate quality	high quality	Total		
Age	20 to 23	44	29	73	.889	.588 NS
	24 to 27	33	15	48		
	Total	77	44	121		
Education	middle school	11	13	24	1.084	.379 NS
	institute	33	10	43		
	college	33	21	54		
	Total	77	44	121		
Experiences	one year	51	28	79	1.918	.043 S
	two to three years	26	16	42		
	Total	77	44	121		

Table 4: mean differences (t-test) between the overall evaluation of nurses quality of care and their gender

gender	N	Mean	Std. Deviation	t	df	Sig.
Quality care	male	54	3.6162	-.187-	119	.852
	female	67	3.6221			

(n) number , (Std) stander deviation ,(Ns): Non-significant (S): significant , (T value):independent t-test, (df): degree of freedom

Table 5: mean differences (t-test) between the overall evaluation of nurses quality of care and their Marital Status

living Marital Status	N	Mean	Std. Deviation	t	df	Sig.
Quality of care	Married	81	3.6089	-.954-	119	.342
	Single	40	3.6409			

(n) number , (Std) stander deviation ,(Ns): Non-significant (S): significant , (T value):independent t-test, (df): degree if freedom

According to the findings of the study in table 1, the vast majority of the neophyte nurses were (55.4 %) were all females. In terms of age, the findings of this study indicate that the majority of the nurses surveyed are in the age group of (20-23) years. Concerning educational levels, the majority of the sample nurses (44.6%) were Nursing college graduates. And that secondary nursing school graduates are a minority (19.8%) because it was closed years ago in Iraq.

In terms of marital status, the majority of neophyte nurses in the study (66.9%) are married couple, which is appropriate for our society, where both males and females appear to marry young. The results of the present study were revealed that years of experience in nursing (65.3%) of nurses in one years.

The difference in years of experience in this study with other studies is due to the fact that the research sample is of new nurses whose service ranges from one to three years.

The data analysis was manifested that majority of neophyte nurses (63.6%) a moderate level of quality of nursing care in emergency department (3.61 ± 0.17) as shown in table (2). This result supported by study (5) that satisfaction with the quality of nursing care among older adults during acute hospitalization in Ghana most of the participants (72.3%) reported moderate levels of satisfaction with the quality of nursing care.

Furthermore, in Wad Medani city, Sudan. The findings revealed that the quality level from perspective of both is very good; it was found that patients and nurses seem satisfied with overall quality of care. The patients perceived that nurse had good competence and excellent care(6) .

Also, in study () Perceptions of nursing care quality, in acute hospital settings measured by the Karen instruments The total scale index showed that personnel perceived the quality of nursing care as good (73.8%). At a subscale level, the personnel perceived commitment as very good (83.4%) including the following variables: the staff show interest, commitment and consideration; the staff have the ability to show compassion; and the staff are able to motivate the patients.

The researcher believes that the lack of years of experience, the lack of training and the ineffectiveness of continuing education affect the quality of care for neophyte nurses.

Table (2): Cornering the subdomain quality of nursing care results showed that of sample moderate level for tangible, reliability, responsiveness, assurance, and empathy.

The role of organizational culture values in improving the quality of nursing care service A comparative study between Ramadi General Teaching Hospital and Baghdad Teaching

Hospital. It showed good results for nurses in all dimensions of quality of nursing care in Ramadi and Baghdad(2) .

Study done ,Evaluation of the quality of nursing care service from the point of view of patients in Sudanese hospitals Assurance, tangibility, and response in the nursing care service for inpatients in hospitals the private and public sector in Sudan indicate that the level of satisfaction with these indicators in the nursing care service is moderate. While empathy and reliability were high(3) .

Study done ,Service Quality is Related to Loyalty of Nursing Care Services Based on SERVQUAL Theory and the American Customer Satisfaction Index (ACSI) were reliability and tangible (51%) bad, assurance (53%) was bad. But empathy (56%) and responsiveness (53%) were good (7)

The present study is no statistical significant nurses quality of care and their age, education level, gender, and marital status at p value equal or less than 0.05 as shown tables (3), (4) and (5).

This study shows that there is statistical significant between nurses quality of care and nurses experiences years at p value equal or less than 0.05 as shown table (3). These results agree with study to assessment quality of nursing care provided to neonates with respiratory distress syndrome at intensive care unit in AL- Nasiriyah City Hospitals , Related to years of experience in the neonatal intensive care unit, the results show that there is a significant relationship between years of experience in the neonatal intensive care unit and nurses' knowledge toward quality of nursing care in neonatal respiratory distress syndrome domains(8)

These results agree with study done who found a highly significant relation between years of experience and nurses' knowledge (p.value = 0.000)(7)

Study done ,Quality of nursing care for patients with acute myocardial infarction at coronary units of Erbil city hospitals shows the association between the levels of quality of nursing care and nursing experience. There was a significant association between the level of quality of nursing care and nursing experience(9)

## CONCLUSIONS

This study showed that the level of nursing care provided by neophyte nurses in emergency departments was moderate.

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