## N (N) LE Union of Nurses

# 1-year program for nursing service quality development, Selection / training and continuous professional development plan for nursing personnel

• Establishment of personnel search and mobilization system;

- Establishment / development of nursing structure;
- Selection 1 (CV based interview process, according to specificity)
- Selection 2 (Evaluation of theoretical knowledge, analysis of results, assigning)

• Teaching 1 (minimum 2 years work experience, according to the profile goes quality enhancement educational program)

• Teaching 2 (diploma nurse, goes through a long-term specialization course)

### Nursing Service Audit N1 (2 months) - Identification of the problem

Audit assessment of material-technical base and human resource conformity

- Quantitative accounting of resources (supplies, inventory and instrumentation) according to specifics of clinic departments, based on the requirements of standards.

- Accounting of Human Resources according to the specificity of the departments, based on the requirements of standard

- Assessment of Human Resources in terms of quantity, specificity and material technical resource of patients

- Conformity of infrastructural requirements on the basis of national regulations for prevention and control of nosocomial infections in conformity with the requirements of nursing best practices

Based on assessment data analysis

- Data sorting is based on the targeted use of existing resources (a) is and not used; B) is not and cannot be used; C) is and misused;) 206002

- 1. One-time consumable materials
- 2. Disinfectants
- 3. Hygienic materials (personnel, patient)
- 4. Medical Equipment
- 5. Medical Inventory

- Analysis of expenditure data for the current three months of Clinic departments - Comparison of spent resources with patient care needs

1. One-time consumable materials

#### 2. Disinfectants

- 3. Hygienic materials (personnel, patient)
- Assessment of the educational quality of nursing staff;
- Personnel assessment according to the specificity, with the test questionnaire
- Assessment of nursing clinical activity;

- Identification of violations in the work of each nurse on the basis of individual observations in the department (based on the basic nursing protocols)

- Data analysis, according to observation results

- Planning of theoretical and practical teaching focused on the problem

## Practical instruction and theoretical training of nursing procedures, implementing of best practices (4 months)

• Theoretical teaching focused on the problem, the format of the lecture

- -For the purpose of implementing the plan, Selection of the groups according to specificity
- Adaptation of nursing protocols and SOPS (standard operating procedures) in accordance with specificity

-Making the Study Process Plan, taking into account the working schedule in the clinic (goal - maximum involvement of personnel)

- Implementation of the study process in accordance with the established plan

• Theoretical training focused on the problem, discussion of practical cases in the group (discussion, data collection / analysis and conclusion)

- Practical tasks on clinical cases, which are performed by the nurse under the supervision of the instructor

- Practical training focused on the problem,
- Instruction of basic nursing protocols focused on assessment results
- Current monitoring of the performance of nursing protocols (directly in the working process)

# Implementing of nursing best practices - assurance of clinical skills development in the working process according to the evidence based medicine, continuously during 24 hours (4 months)

- According to specifics, developing/establishing instructions of positional arrangements

- Approval of nursing protocols and sops (standard operating procedures) adapted according to the specificity of the clinic at the teaching stage

- Involving manager (senior) Nurses in the process of implementation and monitoring their activities (for the purpose of continuous quality development)

- Ensuring the development of skills of using national regulatory documents and development of labor organization skills by manager (senior) nurses'

- Ensuring proper use of the information received by the nurses throughout the training (with the supervision of the instructor)

- Ensuring proper and consistent fulfilment of nursing protocols
- Ensuring targeted use of resources during the protocol implementation
- Provide safe use of resources in the working process
- Separation of areas to prevent and control the infection during the nursing interventions
- Ensuring further selection and proper processing of resources used
- Patient assessment and proper intervention, planning and implementation with the instructor
- Accounting of completed work
- Ensuring the production of proper nursing documentation

# Nursing Service Audit N2 (2 Months) - Defining the effectiveness of the achieving of the result

• assessment of material-technical base and human resource conformity, comparison / analysis with the primary audit results

- Quantitative accounting of resources (supplies, inventory and instrumentation) based on the requirements of standard, according to the specifics of clinic departments

- Accounting of human resources based on the requirements of standard according to the specifics of clinic departments,

- Assessment of human resources in terms of quantity, specificity and material technical resources of patients

-Conformity of infrastructural requirements on the basis of national regulations for prevention and control of nosocomial infections in conformity with the requirements of nursing best practices

• Comparison / analysis of the current data on the basis of the assessment, with the primary audit results

- Data sorting is based on the targeted use of existing resources (a) is and not used; B) is not and cannot be used; C) is and misused;)

6. One-time consumable materials

- 7. Disinfectants
- 8. Hygienic materials (personnel, patient)

#### 9. Medical Equipment

10. Medical Inventory

- Analysis of expenditure data for the current three months of Clinic departments - Comparison of spent resources with patient care needs

- 4. One-time consumable materials
- 5. Disinfectants
- 6. Hygienic materials (personnel, patient)
- Final assessment of the quality of educational improvement of nursing staff;
- Personnel assessment according to the specificity, with the test questionnaire
- Final assessment of nursing clinical activities Identify the quality of improvement

- Identification of violations in the work of each nurse on the basis of individual observations in the department (based on the basic nursing protocols)

- Data analysis, according to observation results
- Planning of theoretical and practical teaching focused on the problem



|                                         |                  | Nursing Service Audit                 | 1                                     | 2                                                                                                               | 3                                     | 4                                     | 5                     | 6                        | 7             | 8      | 9          | 10    | 11    | 12    |
|-----------------------------------------|------------------|---------------------------------------|---------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------|-----------------------|--------------------------|---------------|--------|------------|-------|-------|-------|
|                                         |                  |                                       | month                                 | month                                                                                                           | month                                 | month                                 | month                 | month                    | month         | month  | month      | month | month | month |
|                                         | H                | Audit assessment of material-         |                                       |                                                                                                                 |                                       | A 7                                   | and the second second |                          |               |        |            |       |       |       |
|                                         | Audit1           | technical base and human resource     |                                       | - ) r                                                                                                           |                                       | $(\Lambda)$                           |                       |                          |               |        |            |       |       | 1     |
|                                         | Au               | conformity                            |                                       |                                                                                                                 |                                       | V.                                    | $\square$             |                          |               |        |            |       |       | ļ!    |
|                                         |                  | Data analysis based on results        |                                       |                                                                                                                 |                                       |                                       | $\sim \sim$           | 1                        |               |        |            |       |       |       |
|                                         | lit              | Assessment of the educational         |                                       |                                                                                                                 | 1                                     |                                       | 1.1                   | $\langle \gamma \rangle$ | $\sim$        |        |            |       |       | 1     |
|                                         | Audit<br>2       | quality of nursing staff              |                                       |                                                                                                                 |                                       |                                       |                       | $\sim$                   | $\sim$        |        |            |       |       |       |
|                                         | A                | Assessment of clinical activity       |                                       |                                                                                                                 |                                       |                                       |                       |                          | ( )           |        |            |       |       |       |
|                                         |                  | Instruction / teaching of nursing     |                                       |                                                                                                                 |                                       |                                       | N                     |                          | $\gamma_{F}($ | $\sim$ |            |       |       |       |
| ent                                     |                  | procedures                            |                                       | _                                                                                                               |                                       |                                       | 1                     |                          | $\sim$        | 11     |            |       |       |       |
| )<br>m                                  |                  | Theoretical training focused on the   |                                       | /                                                                                                               |                                       |                                       | $10^{\circ}$          |                          |               |        |            |       |       |       |
| 0V6                                     | $\mathbf{a}_{1}$ | problem, the format of the lecture    | a second                              |                                                                                                                 |                                       |                                       | $N(t_{i})$            | S                        |               |        |            |       |       |       |
| One-year project of quality improvement | Teaching         | Theoretical training focused on the   | 3-1-1                                 |                                                                                                                 |                                       |                                       | 53.                   |                          |               |        | <b>N</b>   |       |       |       |
|                                         |                  | problem, discussion of practical      |                                       |                                                                                                                 |                                       |                                       | $< \lambda$           | Sec. 2                   |               |        |            |       |       |       |
|                                         |                  | cases in the group (discussion, data  |                                       | ar y                                                                                                            |                                       |                                       | (X, Z)                |                          |               |        |            |       |       | 1     |
|                                         |                  | collection / analysis and conclusion) |                                       |                                                                                                                 |                                       |                                       | $-\mathcal{N}$        |                          |               |        |            |       |       |       |
|                                         | Teaching 2       | Practical training focused on the     | 5.55                                  | 1.1                                                                                                             | 11                                    | 1200                                  |                       |                          | 1000          |        |            |       |       |       |
| t of                                    |                  | problem, instructing the performance  | 1.1                                   | 1.1                                                                                                             | - 2                                   | 81                                    |                       |                          | 6             |        | <b>E</b> . |       |       |       |
| ect                                     |                  | of nursing procedural protocols       | _                                     |                                                                                                                 | al age                                |                                       |                       |                          |               |        |            |       |       |       |
| roj                                     |                  | (directly in the working process)     | · · · · · · · · · · · · · · · · · · · | 1                                                                                                               |                                       | · · · · · · · · · · · · · · · · · · · |                       |                          |               |        |            |       |       |       |
| r p                                     | acł              | Practical training focused on the     |                                       | a de la companya de l | a da an                               |                                       |                       |                          |               |        |            |       |       |       |
| ea                                      | Te               | problem, monitoring of performance    |                                       |                                                                                                                 |                                       |                                       |                       |                          |               |        |            |       |       | 1     |
| e-y                                     |                  | of nursing procedural protocols       | - A.                                  |                                                                                                                 |                                       | 1                                     |                       |                          |               |        |            |       |       |       |
| On                                      |                  | (directly in the working process)     |                                       |                                                                                                                 |                                       | e e com                               |                       |                          |               |        | 1          |       |       |       |
| •                                       |                  | Implementation of nursing clinical    | N. 1                                  | 1                                                                                                               |                                       |                                       |                       |                          |               | $\sim$ |            |       |       |       |
|                                         |                  | skills (evidence based medicine -     | 10 No.                                |                                                                                                                 | · · ·                                 |                                       |                       |                          | 5 m           | ~1     |            |       |       |       |
|                                         |                  | protocols)                            |                                       |                                                                                                                 |                                       |                                       | _                     |                          |               | 11     |            |       |       |       |
|                                         |                  | Together with the field specialist,   |                                       |                                                                                                                 | · · · · · · · · · · · · · · · · · · · |                                       | 1                     |                          |               |        |            |       |       |       |
|                                         |                  | organizing / maintaining the work     |                                       |                                                                                                                 |                                       |                                       |                       | <ul> <li>6</li> </ul>    |               |        |            |       |       | 1     |
|                                         | e 1              | process quality, in each shift within |                                       |                                                                                                                 |                                       |                                       |                       |                          |               |        |            |       |       |       |
|                                         | Stage 1          | 24 hours - in accordance with         |                                       | 1                                                                                                               |                                       |                                       |                       | $\sim$                   |               |        |            |       |       |       |
|                                         | St               | nursing protocols                     |                                       |                                                                                                                 |                                       | 10                                    | $\sim$                | 21                       |               |        |            |       |       |       |
|                                         |                  | Together with the field specialist,   |                                       | A.                                                                                                              | $\neg \cap$                           | (m)                                   | 0%                    |                          |               |        |            |       |       |       |
|                                         |                  | organizing / maintaining the work     |                                       |                                                                                                                 | $\cup$ $\cup$                         | 1.1                                   | 100 m                 |                          |               |        |            |       |       |       |
|                                         |                  |                                       |                                       |                                                                                                                 |                                       |                                       |                       |                          |               |        |            |       |       |       |

|   |            | process quality, in each shift within  |                |      |           |          |          |           |               |     |          |  |  |
|---|------------|----------------------------------------|----------------|------|-----------|----------|----------|-----------|---------------|-----|----------|--|--|
|   |            | 24 hours - Implementation of safe      | - r            |      |           | N 1      | -        |           |               |     |          |  |  |
|   |            | nursing practice, infection control in |                |      |           | V.       | 117      |           |               |     |          |  |  |
|   |            | a medical institution                  |                |      |           |          | .11      |           |               |     |          |  |  |
|   |            | Together with the field specialist,    |                |      | - 8       |          | 2.42     | T c       |               |     |          |  |  |
|   |            | organizing / maintaining the work      |                |      |           |          |          | $( \cap $ |               |     |          |  |  |
|   |            | process quality, in each shift within  |                |      |           |          |          | ~         |               |     |          |  |  |
|   |            | 24 hours - Monitoring and data         |                |      |           |          |          |           |               |     |          |  |  |
|   | 7          | analysis according to nursing          |                | _    |           | Sec. 11  | N        |           |               |     |          |  |  |
|   | Stage      | protocols                              |                |      |           | 1 No. 1  | <u></u>  |           |               |     |          |  |  |
|   | Sta        | Together with the field specialist,    |                | 6    |           | 1        | 1.1.2    |           |               |     |          |  |  |
|   | •1         | organizing / maintaining the work      | 12             |      |           | Nillion. | 23.1     | N         |               |     |          |  |  |
|   |            | process quality, in each shift within  |                |      |           | - N      | 3. \.    | 1         |               |     |          |  |  |
|   |            | 24 hours - Implementation of safe      |                | 0.70 | 1.1.1     |          | Υ. Υ.    | 100       |               |     |          |  |  |
|   |            | nursing practice, infection control in |                | 81 Y | N 19      |          | 157      |           |               |     |          |  |  |
| _ |            | a medical institution                  |                | - 7  |           | ÷        | . K.     |           |               | _   |          |  |  |
| _ |            | Final audit of the Nursing Service     |                |      |           | 100      |          |           | 1000          |     | -        |  |  |
|   | Audit 1    | Audit assessment of material-          | $\sim$         | 1.   | 1.        | 17       |          |           |               | 1   |          |  |  |
|   |            | technical base and human resource      |                | 13   | t and the |          | r (s     | 11        |               |     |          |  |  |
|   |            | conformity                             |                |      |           |          | <u> </u> | 44        |               |     | _        |  |  |
| _ |            | Data analysis based on results         |                | _    | 1         |          |          |           |               |     | _        |  |  |
|   | dit        | Assessment of the educational          | $\sim 10^{-1}$ |      |           | 1        |          | 1         |               |     |          |  |  |
|   | Audit<br>2 | quality of nursing staff               | 1-200          |      |           | ditter.  | 14       |           |               |     | <u> </u> |  |  |
| _ | ł          | Assessment of clinical activity        | 1              | _    | -7        |          | 1        |           |               | A.  | -        |  |  |
| _ |            | Selection of nursing staff             | <u> </u>       |      |           |          |          |           |               |     |          |  |  |
|   |            | Staff selection and mobilization       |                |      |           |          |          |           | 2             |     |          |  |  |
|   |            | Selection 1 (CV based interview        |                |      |           |          | - N.     |           | $\sim$        | × / |          |  |  |
|   | on         | process, according to specificity)     |                |      |           |          |          |           | 1             | 1   |          |  |  |
|   | Selection  | Selection 2 (Evaluation of             |                |      |           |          |          | -         | $\mathcal{O}$ |     |          |  |  |
|   | ele        | theoretical knowledge, analysis of     |                |      |           |          | 1        | <. D      | 1             |     |          |  |  |
|   | S          | results, assigning)                    |                |      |           |          | 10       | 1.        |               |     |          |  |  |
|   |            | Teaching 1 (minimum 2 years work       | 5              |      |           |          | 355      |           |               |     |          |  |  |
|   |            | experience, according to the profile   | - A            |      |           |          | -        |           |               |     |          |  |  |
|   |            |                                        |                |      |           |          |          |           |               |     |          |  |  |

| goes quality enhancement<br>educational program)                                 | 1  |      | 7  |    |        |    |  |  |
|----------------------------------------------------------------------------------|----|------|----|----|--------|----|--|--|
| Teaching 2 (diploma nurse, goes<br>through a long-term specialization<br>course) | ţ. |      | 77 | 25 | X      |    |  |  |
|                                                                                  |    |      |    |    | $\sim$ | ~  |  |  |
|                                                                                  |    | <br> | 1  |    | 12     | 27 |  |  |

