

STAFF NURSES EXPECTED ROLES VERSUS ACTUAL ROLE AT
SOUTH VALLEY UNIVERSITY HOSPITAL.

الدور المتوقع للمرضيين مقابل الدور الفعلى فى مستشفى جامعة جنوب الوادى

By

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(B.Sc. Nursing)

Submitted In Partial Fulfillment of Requirement of The Master Degree in
Nursing Administration

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Summary

Staff nurses manage the care and recovery of patients who are ill or injured, These nurses' record patients' vital signs, evaluate their medical conditions and report their findings to doctors. The staff nurse is a graduate nurse for general duty who directly under the authority of the head nurse. They are specially prepared for performing nursing techniques for the comfort and well-being of patients, rendering professional nursing care to patients with an assigned unit, and accordance of objectives and policies of the health care facility.(Slavik , 2011,p.15)

Nursing is a service provided both to individual clients and to aggregates of people, e.g. families, groups, communities, and populations. To fulfill nursing commitment to contribute to the health care of people, nurses assume multiple roles and responsibilities. In spite of the fact that these roles tend to overlap, they are important to distinguish. Nurses in acute care hospital settings are providers of direct care, teachers, researchers, and managers. (Black and Hokanson, 2005,p.150).

Roles are the primary mechanisms that drive the social system. Nursing role and practice is based on specialized knowledge, judgment and skill derived from principles of basic, applied sciences and standards of professional performance. (ANA Professional Performance, Scope & Standards, 2010).

The aim of this study was to compare the expected roles of staff nurses versus their actual role. A descriptive Correlational research design was utilized in the study. A 42 staff nurse at the medical and surgical departments at south valley university hospital included in the study. The study was conducted at (Medical and Surgical departments) at south valley university hospital which is affiliated to south valley university. Data collected in three months starting May 2016 to July 2016. Two data collection tools (one for the medical unit and the second for the surgical unit) were utilized to collect data pertinent to the current study, they were developed by the investigator based on the related literature and guided by the developed job description from the ministry of health. The sample tools were used to assess the staff nurses expected roles and were used also by the investigator to observe the staff nurses actual role.

When comparing the medical staff nurses' total expectation of all dimensions of their role and their actual observed practice, it was founded that there was inadequate (60%) expectation of the staff nurses to various dimensions of their expected role at the medical unit, ranged between 50% for their role in communication to 25% for their researcher role, and from 45% to 15% for the same roles for their actual performance.

Regarding the surgical unit, there was a statistically significant difference between the surgical staff nurses expectation of their role and their actual observed practice In their direct role , indirect role , and in educational role. and this could be due to lack of role clarity and / or inconsistency on performing these activities, these discrepancies could be related to lack of awareness about job description ,lack of standardized training and continues education of nursing staff, lack of appropriate job orientation, and ineffective communication among multidisciplinary team

members.

The finding of the study revealed that the staff nurses expectation about their roles wasn't affected by their working shifts or any of their demographic characteristics such as age, sex, experience..etc. But for their actual observed practice there was a statistical significance difference between the staff nurses actual observed practice and their working shifts for the afternoon shift, and their gender for female nurses at the medical unit , and between the staff actual observed practice and their gender for female nurses, and their qualification for baccalaureate degree at the surgical unit as the bachelor nurses have better actual performance than the Technical nurses, and also the female nurses were better than male nurses.

Therefore, it is recommended that a Written and clear job description should be disseminated and communicated to all nursing categories, with a defined job title, department or division where the job is located, and relationship of the job to other jobs, so that employees know their boundaries and increase competence, commitment to reduce role ambiguity, overlapping to the job, and job conflict, thus increasing performance among employees.

Nurse Manager should make sure that each staff nurse has seen and understand her job description before the start of the job, with orientation programs and continuing educational courses. They should coach and counsel staff nurses in order to minimize the gap between their expectations and their actual performance. Lastly, identification and elimination of factors hindering the performance of expected and actual roles is proposed.

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Abstract

Background: Nursing role and practice is based on specialized knowledge and skills derived from principles of basic, applied sciences and standards of professional performance. Each individual within the organization should have specified role, which is reflected in the job description. In order to avoid overlapping functions among many different roles, there should be a Clear written job description of nurse's role. **Aim:** was to compare the expected roles of staff nurses versus their actual role, on a sample of 42 nurses at the medical and surgical departments at south valley university hospital. **Design:** A descriptive comparative research design was utilized. **Tools:** Two tools were used to assess the staff nurses expected versus actual role at the medical and surgical units. **Results:** there was inadequate(<60%) expectation of the staff nurses to various dimensions of their role at the medical unit, and there was a statistically significant difference between the surgical staff nurses expectation of their role and their actual practice in their direct, indirect, and educational role. A statistical significant difference between the staff nurses expectation of their role and their actual practice according to gender and their nursing qualifications, as the bachelor nurses have a higher mean score at their actual performance than the Technical nurses, and the female nurses have a higher mean score than male. **Recommendations:** A need for job description and it should be drawn up in consultation with employees; to increase commitment, and to reduce role ambiguity. Also Systematic training policy should be established, with orientation programs and continuing educational courses.

Keywords: staff nurses, expected role, actual role.