

**Head Nurses' Performance Regarding Nursing Round
and its Relation to patients' satisfaction**

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Abstract: nursing round is part of nursing care that plays major role in improving the performance of head nurses, increasing competence and confidence, improving patient safety and greater patient satisfaction. **The purpose of the study** was to assess head nurses' performance regarding nursing round and its relation patients satisfaction . **Design:** descriptive corrlational design was utilized in carrying out this study. **Setting:** the study was conducted in all inpatient units at Benha University Hospital. **Study Sample:** all available 34 head nurses and 308 patients were included. **Two instruments were used for data collection of this study** (Nursing Round observational check list and patient satisfaction scale) **Results:** indicated that more than half (58,8%) of the studied head nurses had satisfactory performance regarding nursing round ,less than half(48,7%) of the studied patients had high satisfactory level and there were statistical significant positive correlation between studied patients' satisfactions and performance of the studided head nurses. **Recommendations:** conduct training courses and evaluation related to nursing rounds, encourage patient participation in nursing care plan..

Keywords: Nursing round, Head nurses, Patient "satisfaction.

Introduction

Nursing round is an effective strategy for promoting collaboration, communication, and shared decision making among members of the nursing personnel. Nursing round is a small group of the nursing staff members not more than five and head nurse who visit the bed side of the patients daily on a predetermined schedule in their ward to assess patient condition, set goals and evaluate the nursing care and document progress, begin approximately 30 minutes after receiving report from the prior shift (Royal College of Nursing,2015). Nursing round is a proactive,

systematic, nurse-driven, evidence-based intervention that helps nursing staff to know all about the patients in their ward their problems and ways of solving. Round is not completed until follow-up occurs. Follow-up includes documenting that the round occurred for internal implementation, monitoring, following through any commitment made the patient and providing feedbackto staff mentioned during schedule meetings between head nurse and nursing staff to review rounding behaviors (Trussing, 2015). Nursing round is an essential organizational process providing a link

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between patients' admission to hospital and their discharge, transfer or death. Purposeful and timely round is the best practice intervention to routinely meet patient care needs via active nursing procedure, ensure patient safety, decrease the occurrence of patient preventable events and proactively address problems before they occur (**Fewster, 2013**).

A head nurse is the one who assumes responsibility for managing the human and material resources of a nursing unit and takes lead in developing the staff to provide quality of patient care and a good conducive environment to help staff growth and satisfaction. One of head nurse responsibilities is nursing round the head nurse perform nursing round daily to determine needs and concerns of patients. The head nurse is the key individual whose leadership can directly influence functions of the nursing service department and ensure that desired quality of nursing services is achieved (**Elsabahy, 2015**).

The role of head nurse as a member of a nursing care team is leader, care plan designer, care-coordinator and quality controller. The head nurse has accountability for all the care delivered by the team and to protect the patient must become supervisor more than a performer of care (**Ruff, 2011**).

Quality of nursing round requires understanding knowledge, attitude and performance skills of all the nursing personnel. Performance is the formal exhibition of a skills, ability or attitude. Performance is tool and practice that need setting performance goals,

designing strategies to achieve and sustain improvement, monitoring progress toward achieving goals and providing ongoing feedback (Sullivan, 2012). There are several barriers affecting head nurses performance regarding round such as lack of time, patient privacy, patient mental condition and large numbers of stable patients waiting for placement (**Karen, 2017**).

A good nursing round involves introducing the head nurse herself to the patient and asking about the patient's care experience. High quality nursing round is patient centered allow nurses to interact with patients, respond to their Concern and modify unsatisfying conditions. The main components of high quality nursing rounds including tasks as pain, toileting, position, and explaining environment assessment rounding process. It seems that improving nurse patient communication can improve patients' outcome including their satisfaction with nursing care (**Stanford Health Care, 2017**).

Purpose of the study

To assess head nurses' performance regarding nursing round and its relation patients satisfaction

Research questions

- 1-What is the level of head nurses' performance regarding nursing round?
- 2-What is the level of patient 'satisfaction?
- 3-Is there a relation between head nurses' performance regarding nursing round and patient 'satisfaction?

Methods

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Study design: A descriptive correlational design was used in carrying out the study.

Setting: The study was conducted in inpatient units at Benha University Hospital.

Sampling: This study included all (34) available head nurses and (308) patients at Benha University Hospital at the time of study.

have the following criteria:- Adult, conscious and able to communicate will be taking according to this equation :-

$$N = \frac{N}{1 - N(e)^2}$$

- Where "n" was sample size
 - "N" was total number of patients.
- (Yamane, 1967)

Coefficient factor was =0.005

N=1350 n=0, 05 n=308

Instruments: Data of the present study was collected by using two instruments:

Instrument one: Nursing Round

Observational check list: This instrument was developed (Roussel, Christine and Ketelsen, 2006). and modified by the investigator

based on (song et al., 2012; Stanford Health Care, 2017) and It was used to assess head nurses' performance regarding nursing round . It consisted of two parts:-

First part: It included personal characteristics of head nurses as age, marital status educational qualification, years of experience and attending nursing rounds courses.

Second part: It consisted of head nurses' performance checklist

regarding nursing round. This part aimed to assess head nurses performance during preparatory phase, implementation phase and terminal phase of nursing round and contain (37) items under three phase .

Scoring system for head nurses' performance :

Scoring items	score
Not done	0
Done incompletely	1
Done completely	2

Instrument two:

Patient' Satisfaction Scale:

It was developed by (Refaat, 2012) and used to assess the level of patient satisfaction. This tool consists of two parts:

First part: It included personal data about patient' such as age, gender, level of education and period of hospitalization

Second part: It included 49 items divided into 5 sub scale; Satisfaction with direct nursing care activities(8 items), Satisfaction with medication administration(8 items), Satisfaction with the provision of psychological support to the patient(18 items), Satisfaction with infection control activities(6 items), health education provided by the nurse to the patient(9 items).

Scoring system:

Scoring items	score
Dissatisfied	(0)
uncertain	(1)
Satisfied	(2)

Procedure:

- 1- An official permission was taken from the dean of the faculty of nursing and approval was taken from the director of Benha University Hospital.

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2- The data collection instrument was developed after a review of available literature concerning with the topic of the study using books, scientific thesis, articles, exploring internet and periodical magazines to obtain instruments for data collection and write a review of literature for this study.

3- **Content validity:** Instruments content validity was done by five experts in the related field to check the relevancy, clarity, comprehensiveness, and applicability of the tools of data collection. Jury experts involved Jury experts involved (1) professor and (1) assistant professor at Menfouia University, (2) assistant professors of nursing administration working at Tanta University and (1) assistant professor of nursing administration working at Benha University, According to experts' opinions, minor modifications were done and the final form was prepared.

4-The reliability of instruments of data collection done by using the Cranach's Alpha test for measure the internal consistency of the study result. Result equal, head nurses performance regarding nursing round was (0.89), patient satisfaction was (0.86).

A Pilot study was done on 10% of the total subjects, they were (3) head nurses and (31) patients. Data which obtained from the pilot study were analyzed. As a result of the pilot study, not modification is done and items were understandable. The time needed to observe the head nurses was (20-30) minutes and the time needed to fill the scale was about (10-15) minutes. The subjects who participated in the pilot study were included in the study sample.

4- **For ethical consideration** an oral acceptance was obtained from head nurses after clarifying the aim of the

study. Privacy and confidentiality of the study participants' data were assured. Participation in the study is voluntary and participants were assured that withdrawing from the study at any stage without responsibility.

5- The actual data collection took about three months from June to the end of August 2019.

Data analysis: Data analysis was performed using SPSS statistical software version 22. The data were explored. Descriptive statistics with the mean and standard deviation (SD) for continuous variables and frequency for categorical variables were analyzed. Qualitative variables were compared using chi square test (χ^2) as the test of significance, independent (t) test and ANOVA test was used to compare mean score between two and more groups respectively. A correlation coefficient (r) was used to evaluate the association between studied variables. The p-value is the degree of significant. A significance level value was considered when $p\text{-value} \leq 0.05$ and a highly significant level value was considered when $p\text{-value} \leq 0.001$, while $p\text{-value} > 0.05$ indicates non-significant results.

6-Results

Table (1) shows that more than three quarters (79.4%) of the studied head nurses had age ranged between >35 to 50 years, the majority (91.2%) of them were married. In relation to nursing qualification more than half (67.6%) of them had bachelor degree in nursing, more than half (55.9%) of them were >15 years of experience, more than half (67.6%) of them working in medical department, regarding to training courses about nursing round. More than half

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(55.9%) of them hadn't attended training courses about nursing round.

Table (2) clarifies that the head nurses' performance during the second observation of implementation phase in nursing round had the highest mean and stander deviation, while, the head nurses' performance during the third observation of preparatory phase of nursing round had the lowest mean and stander deviation.

Figure(1) : illustrates that the minority (14,7 %) of the studied head nurses performance level regarding nursing round were unsatisfactory ,while more than half (58,8%) of them had satisfactory performance regarding nursing round. More than one quarter (26,5)% of them had high satisfactory performance regarding nursing round.

Table (3) shows that there were statistical significant relations between head nurses' performance regarding nursing round and their (nursing qualification, years of experiences and training courses about nursing round),(P=<0.05), Also there was highly statistical significant relations between head nurses 'performance regarding nursing round and their age, (p=<0.001).

Table (4) shows that less than half (40.9%) of the studied patients had age ranged between (30-<40) years. More than half (62.7%, 61.4%) of

them were male and readmitted the hospital from3to 5 times, while less than half (43.8%, 43.2%) of them were hospitalized from1to 7 days and rehospitalized. before.

Table(5) clarifies that psychological nursing care subscale had the highest mean and stander deviation among the studied patients, while health teaching subscale had the lowest mean and stander deviation among the studied patients.

Figure(2) illustrates that the minority (10,1%)of the studied patients had low satisfaction level , while more than two fifth (41,2%) of them moderate satisfaction level, Near to half (48,7%) of them had high satisfaction level

Table (6) shows that there were high statistical significant relation (p=<0.001) between patient satisfaction and their (age, educational level and time of hospitalization).

Table (7) demonstrates that there were statistical significant relation (p=<0.05) between studied patients satisfaction score and performance of the studied head nurses.

Table (1): Frequency and percentage distribution of personal data of the studied head nurses (n=34)

Items	Frequency	%
Age in years		
25-30	0	0
>30-35	7	20.6
>35-50	27	79.4
Mean ±SD	32.87±8.93	
Marital status		
Single	3	8.8
Married	31	91.2
Nursing qualification		
Nursing diploma	8	23,5

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Technical nursing education	2	0,5
Bachelor of nursing	23	67.6
Master	1	0.02
Years of experience		
Less than 10	4	11.8
10-15	11	32.4
>15	19	55.9
Mean ±SD	8.69±5.93	
Department		
Medical	23	67.5
Surgical	9	26.5
Ophthalmology	2	5.8
Training courses about nursing round		
Yes	15	44.1
No	19	55.9%

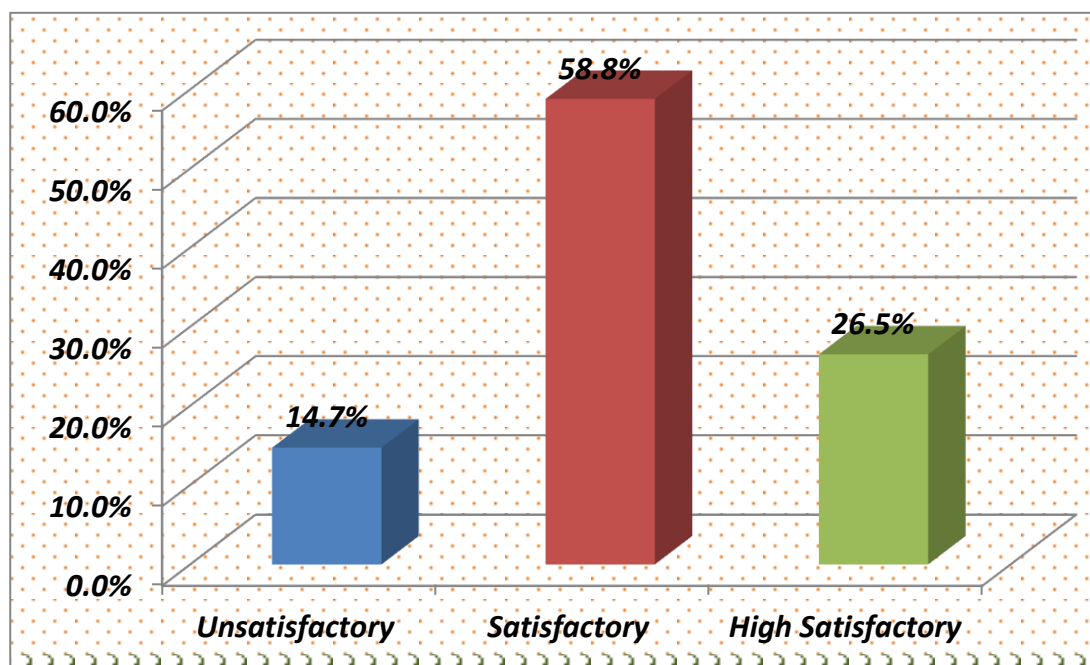
Table (2):
Distributio

n of mean performance scores of the studied head nurses regarding

Phases of nursing round	First observation	Second observation	Third observation	F test	P value
	Mean ±SD	Mean ±SD	Mean ±SD		
Preparatory phase	6.5294±1.26096	6.6471±2.02832	5.8824±1.32035	2.32	>0.05
Implementation phase	62.0000±5.63539	62.8824±4.39535	64.2647±5.42334	1.65	>0.05
Terminal phase	9.5882±1.30541	10.1471±1.77751	9.2647±1.56300	2.78	>0.05
Total	117.6471±8.22370	114.4118±8.71125	116.0294±5.82828	1.50	>0.05

nursing round (n=34)

Figure (1): Percentage distribution of total performance levels of the studied head nurses regarding nursing round (n=34).



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Table (3): Relation between the studied head nurses' performance regarding nursing round and their personal characteristics(n=34).

Items	Head nurses performance score						Chi square test	P vale
	satisfactory N=5		Un certain N=20		Satisfactory N=9			
	No	%	No	%	No	%		
Age in years								
25-30	0	0.0%	0	0.0%	0	0.0%	17.55	<0.001**
>30-35	5	100.0%	4	20.0%	0	0.0%		
>35-50	0	0.0%	16	80.0%	9	100.0%		
Marital status								
Single	5	100.0%	19	95.0%	7	77.8%	2.85	>0.05
Married	0	0.0%	1	5.0%	2	22.2%		
Nursing qualification								
Nursing diploma	4	80.0%	4	20.0%	0	0.0%	18.17	<0.05*
Technical nursing education	1	20.0%	1	5.0%	0	0.0%		
Bachelor of nursing	0	0.0%	15	75.0%	8	88.9%		
Master	0	0.0%	0	0.0%	1	11.1%		
Years of experience								
Less than 10	2	40.0%	2	10.0%	0	0.0%	11.53	<0.05*
10-15	3	60.0%	7	35.0%	1	11.1%		
>15	0	0.0%	11	55.0%	8	88.9%		
Department								
Medical	5	100.0%	14	70.0%	5	55.6%	5.25	>0.05
Surgical	0	0.0%	4	20.0%	4	44.4%		
ophthalmology	0	0.0%	2	10.0%	0	0.0%		
Training courses about nursing round								
Yes	5	100.0%	9	45.0%	1	11.1%	10.31	<0.05*
No	0	0.0%	11	55.0%	8	88.9%		

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Table (4): Frequency and percentage distribution of the studied patients according to their personal data (n=308)

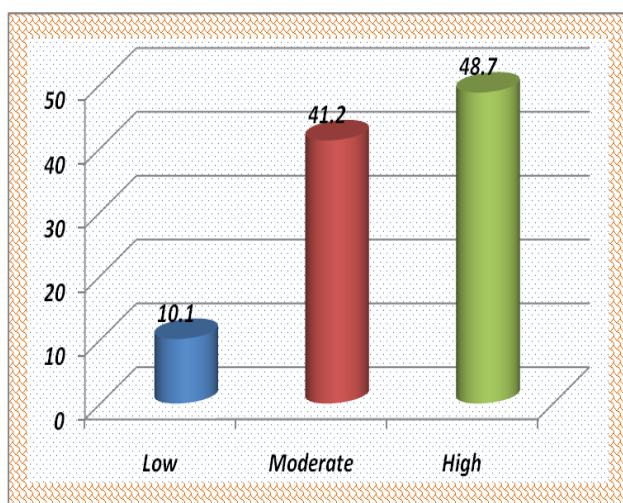
Items	Frequency	%
Age in years		
20-<30	108	35.1
30-<40	126	40.9%
40-<50	74	24%
Mean ±SD	36.84±7.84	
Gender		
Male	193	62.7%
Female	115	37.3%
Educational level		
University	73	23.7%
Secondary	42	13.6%
Technical education	131	42.6%
Read and write	62	20.1%
Time of hospitalization		
1-7 days	135	43.8%
>7-15 days	97	31.5%
>15 days	76	24.7%
Mean ±SD	7.78±4.98	
Rehospitalization before		
Yes	133	43.2%
No	175	56.8%
If yes number of readmission		
3-5 times	189	61.4%
5 times	119	38.6%

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Table (5): Percentage distribution of mean score of patients' satisfaction among the studied patients.

Patient satisfaction subscales	Score	Mean±SD. Deviation	% of mean score	Minimum	Maximum
Direct nursing care	8	13.0162±2.79886	81.35125	3.00	16.00
Medication administration	8	13.8896±2.56273	86.81	8.00	16.00
Psychological nursing care	18	30.7240±6.82006	85.34444	5.00	36.00
Infection control	6	9.1039±2.44195	75.86583	.00	12.00
Health teaching	9	8.6039±7. 6.7789	47.79944	.00	18.00
Total satisfaction score	49	76.0714±13.7358	77.62388	31.00	98.00

Figure (2):Percentage distribution of total satisfaction score of the studied patients (n=308).



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Table (6): Distribution of relation between studied patients' satisfaction score and their personnel characteristics (n=308).

Items	Total patient satisfaction score						Chi square test	P vale
	Low N=31		Moderate N=127		High N=150			
	No	%	No	%	No	%		
Age in years								
20-<30	12	38.7%	29	22.8%	67	44.7%	19.68	<00.001 **
30-<40	12	38.7%	69	54.3%	45	30.0%		
40-<50	7	22.6%	29	22.8%	38	25.3%		
Gender								
Male	18	58.1%	77	60.6%	98	65.3%	0.962	>0.05
Female	13	41.9%	50	39.4%	52	34.7%		
Educational level								
University	19	61.3%	29	22.8%	25	16.7%	44.42	<0.001* *
Secondary	0	0.0%	11	8.7%	31	20.7%		
Technical education	12	38.7%	63	49.6%	56	37.3%		
Read and write	0	0.0%	24	18.9%	38	25.3%		
Time of hospitalization								
1-7 days	20	64.5%	49	38.6%	66	44.0%	28.11	<0.001* *
>7-15 days	2	6.5%	33	26.0%	62	41.3%		
>15 days	9	29.0%	45	35.4%	22	14.7%		
Rehospitalization before								
Yes	10	32.3%	54	42.5%	69	46.0%	2.01	>0.05
No	21	67.7%	73	57.5%	81	54.0%		
If yes number of readmission								
3-5 times	8	25.8%	49	38.6%	62	41.3%	2.61	>0.05
5 times	23	74.2%	78	61.4%	88	58.7%		

*Statistical significant
significant

**highly statistical

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Variable	Total score						Chi square test	P vale
	Low		Moderate		High			
	No	%	No	%	No	%		
Head nurses' performance	5	14.7%	20	58.8%	9	26.5%	6.08	<0.05*
Patients satisfaction	31	10.1%	12	41.2%	150	48.7%		

Discussion

Nursing round is effective strategy for nurses to put evidence into practice ,consider the patient condition to gain useful experience and demonstrate their ability and responsibility in practice. it support professional growth, improve collaboration among nurses , keep information more up-to-date and enhance critical thinking skills in the field of nursing care (valizadeh et al.,2019).

Patient satisfaction means assessment that made on the basis of the patient's view with regard to activities involving the provision of best possible nursing care to the patient beginning from hospitalization . performing regular nursing rounds can play an important role in helping nurses to find complex problems related to nursing care which improve the quality of nursing care and increasing patient knowledge and experience that increase level of patient satisfaction (shuria et al .,2019).

Head nurses' performance regarding nursing round

The present study showed that more than half of them had satisfactory performance regarding nursing round and more than one quarter of them had high satisfactory performance regarding nursing round, this result may be due to realize of head

Nurses about importance of nursing round In overcrowding wards,don't meeting the patient health needs quickly and lack of information

addition head nurses attending training courses about nursing round that improve their knowledge and skills about nursing round.

Relation between head nurses' Relation between the studied head nurses' performance regarding nursing round and their personal characteristic

The result of the present study revealed that there were statistical significant relations between head nurses' performance regarding nursing round and their (nursing qualification, years of experiences and training courses about nursing round. From researcher interpretation educational qualification is important factor to improve performance, experience level allow head nurses to achieve the task quickly than a less experienced one. More over, attending training courses which included all updated knowledge regarding nursing round are important factors for improving the performance.

patient satisfaction as reported by the studied patients.

The minority of the studied patients had un satisfactory level, This may be due to

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provided to patients. while more than two fifth of them had satisfactory level, near to half of them had high satisfactory level. This may be due nurses maintenance of privacy, the nurse encouragement to participate in nursing plan, good communication and following up infection control measures and nurse's explaining to them self care

This study findings were consistent with **konduru,et al .,(2018)** whose study revealed that less than half of studied patients had moderate satisfaction and disagreement with the same study as they reported that the majority of them have good satisfaction, and none of them have poor satisfaction .

Relation between studied patients satisfaction score and their personnel characteristics.

The result of the present study showed that there were high statistical significant relation ($p < 0.001$) between patient satisfaction and their age, educational level and time of hospitalization. The study was in the sameline

Finally: correlation between head performance regarding nursing nurses' round and patients' satisfaction

The current study demonstrated that there were statistical significant positive correlation ($p < 0.05$) between studied patients satisfaction score and performance of the studied head nurses. This in agreement with **Abdalla,(2017)**, whose study revealed that statistically significantly between studied patients satisfaction score and performance of the studied head nurses and patient satisfactio

Also in the same line with (**Negarandeh et al. 2014**) whose study revealed that there were statistically significant increase in patient satisfaction while performing nursing round.

Conclusion

Based on the study finding the present study concluded that more than half of head nurses had high satisfactory performance level regarding nursing round and less than half of the studied patients had satisfactory level. There result also revealed that there was statistical significant positive correlation between studied patients satisfaction score and head nurses ' performance regarding nursing round. These findings answer all research questions.

Recommendations

In the light of the findings obtained from the present study, the following recommendations are suggested:

- Conduct workshops and training courses for head nurses about nursing round should be held to update their knowledge and skills round to improve skills and develop trust in their capabilities .
- Establish periodic meeting between head nurses and nurses to create open communications. Also to discuss problem that face head nurses and try to find suitable suggestions and solutions to solve it
- Develop standards for nursing round process that helps to ensure the transmission of critical and up-to-date information about current patient condition.
- Encourage active participation of patient in nursing round.
- Give health education for patients before discharge.

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