

Original article

Evaluation of Nurse's Competency Concerning Delivered Care and Pedagogy in Nursing at Emergency Unite: Comparative Study

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ABSTRACT

Many countries have an accumulated need for health care in hospitals and increasing patients' desire to get the best possible care with the rise of job requirements and the increasing complexity of nursing services such as client-centered and holistic patient care, nurses' professional competency is gaining increasing attention. The importance of ensuring nurses' competency has been emphasized at a global level. An observational design study was conducted from 25 December 2023 to 25 March 2024. The study setting was conducted at the emergency department in Al-Hussein Teaching Hospital, Al-Shatra General Hospital in Thi-Qar governorate/Iraq. A purposive sample (non-probability) involving (103 nurses: 60 in Al-Hussein Hospital and 43 in Al-Shatra). The practices were evaluated by using the observational checklist. The data was analyzed by using (SPSS version 23). The result in both hospitals, the majority of participants were in age groups (20-25) years old, graduated from the Nursing Institute graduates, the experience in nursing was (1-5 years) and their experience in the emergency unit was (1-5 years) and of them had 1-5 courses. In Al-Shatra Hospital a high of them work at evening shift at 58.1%, and in Al-Hussein Hospital which is 81.7%. A high percentage of them work at morning shift the study concluded that the nurses' competency concerning delivered care and pedagogy in nursing at emergency units for patients was moderate level in the two hospitals. They recommended enrolling nurses in training courses and continuing follow-up for nursing competency.

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INTRODUCTION

Many countries have an accumulated need for health care in hospitals and increasing patients' desire to get the best possible care with the rise of job requirements [1], the concept of competency lacks a universally agreed-upon definition, primarily due to the divergent viewpoints held by professionals in the respective subject. Within nursing, competency has been delineated as the demonstration of anticipated and quantifiable performance levels achieved by amalgamating knowledge, skills, talents, and judgement firmly rooted in scientific understanding and principles of nursing practice [2]. The increasing complexity of nursing services such as client-centered and holistic patient care, nurses' professional competency is gaining increasing attention. As the importance of ensuring nurses' competency has been emphasized at a global level [3]. Nursing competency includes core abilities that are required for fulfilling one's role as a nurse. Therefore, it is important to clearly define nursing competency to establish a foundation for nursing education curriculum [4].

Nurses play a pivotal role in the delivery of effective health care. Considering that nurses and midwives comprise almost 40% of the healthcare workforce, the care that they deliver has a significant impact on patient outcomes [5]. Nursing care can be divided into direct and indirect care, direct care is the most important and it could be recognized by the behavior of nurses, the quality of care delivered as well as the care outcome. Moreover, there are multiple qualities that the nurse should have such as respecting patients' values and culture and maintaining human-being dignity [6], therefore, nursing care should be based on knowledge and skills that are built in the undergraduate programs and on-site hospital training. Continuous training and competency evaluation are vital in delivering optimal care [7], so it must that nurse educators prepare students to competently deliver safe, high-quality care upon graduation, including medication administration [8], Patient safety may be compromised by ineffective communication. The American Association of Colleges of Nursing's Baccalaureate Nursing (BSN) Essentials state that effective communication skills are vital for nursing students to deliver safe patient care [9]. The aim of this study Evaluation of Nurse Competency Concerning Delivered Care and Pedagogy in Nursing and to find an association between demographic characteristics and Nurse Competency Concerning Delivered Care and Pedagogy in Nursing

METHODS

Study Design

An Observational design study was conducted from 25 December 2023 to 25 March 2024. The study setting was conducted at the emergency department in Al-Hussein Teaching Hospital, Al-Shatra General Hospital in Thi-Qar governorate/Iraq.

Study Sample

A purposive sample (non-probability) involving (103 nurses:60 in Al-Hussien Hospital and 43 in Al-Shatrah Hospital) working as emergency nurses.

Ethical consideration

The study respondent gave their written agreement to the nurses after the College of Nursing Council at the University of Baghdad and the Ethical Research Committee accepted it.

Instrument of the study

Part I: Nurses' socio-demographic Characteristics data This part is associated with collecting demographic variables from the nursing staff and consists of (10) items as: - age, sex, level of education, marital status, residence, and economic state, working hours for nurses in the emergency unit, Number of years working in the emergency unit, do you participate in courses aimed at raising the level of nursing performance, If the answer is yes, what is the number of courses this self-report questionnaires developed by researcher. Part II: Nursing Staff Practices Checklist regarding to use of the instrument used to evaluate nurse competence in emergency units using the scale (10) included 6 domains, containing 35 items After obtaining approval from the researcher to use the scales in my research. Each item was scored by Likert score and grand (1-5) at 5 as "outstanding," 4 as "commendable," 3 as "satisfactory," 2 as "needs improvement," and 1 as "unsatisfactory."

Statistical analysis

The data analysis through descriptive and inferential statistics and SPSS (version 23) were used to analyze the data of the study.

RESULTS

Table 1 presented the nurses characteristics of Al-Shatra Hospital which of the majority of participating at age groups (20-25) years old which of 44.2%. Most of them was male which of 53.5%. 72.1% of them graduated from Nursing institute graduates 55.8% of them was single. 72.1% was living in Urban. A high of them working at evening shift at which of 58.1%. high of them their income was from (500-900 ID). The years of experience in nursing was more than half (1-5 years) which of 51.2%, and their experience in the emergency unit was (1-5 years) which of 67.4%, and 88.4% of them have 1-5 courses, while at Al-Hussein Teaching Hospital Shows in this table that the majority of participating at age groups (20-25) which of 56.7%. Most was female at a rate of 58.3%. high of them graduated from Nursing institute graduates which of 81.7%. High of them was single, high of them living in Urban area, A high percentage of them works at morning shift which of 51.7%. High of them their income was (500-900 ID) which of 95.0%. The years

of experience in nursing was more than half (1-5 years) which of 75.0%, and their experience in the emergency unit was (1-5 years) which of 86.7%. 63.3% of them have (1-5) training course.

Table 1. Distribution of Sociodemographic Characteristics for the researcher in Al-Shatra Hospital and Al-Hussein Hospital for Study Sample.

Variables	Classification	Al-Shatra Hospital		Al-Hussein Hospital	
		F	%	F	%
Age/ Years	20-25	19	44.2	34	56.7
	26-30	15	34.9	20	33.3
	31-35	1	2.3	4	6.7
	36-40	3	7.0		
	40-45	3	7.0	1	1.7
	46-50	2	4.6	1	1.7
Mean ± SD		29.72±8.15		26.13±5.33	
Sex	Male	23	53.5	25	41.7
	Female	20	46.5	35	58.3
Level of Education	Nursing institute graduate	31	72.1	49	81.7
	Nursing college graduate	12	27.9	11	18.3
Marital Status	Single	24	55.8	32	53.3
	Married	16	37.2	27	45.0
	Divorced	3	7.0	1	1.7
Residency	Urban	31	72.1	47	78.3
	Rural	12	27.9	13	21.7
Working hours	Morning shift	18	41.9	31	51.7
	Evening shift	25	58.1	29	48.3
Economic status	500-900 ID	33	76.7	57	95.0
	950-1350	8	18.6	3	5.0
	1400-1800	2	4.7		
Year of experiences in nursing	1-5 years	22	51.2	45	75.0
	6-10 years	8	18.6	13	21.7
	11-15 years	8	18.6	1	1.7
	16 y and more	5	11.6	1	1.7
Year of experiences in the emergency unit	1-5 years	29	67.4	52	86.7
	6-10 years	8	18.6	7	11.7
	11-15 years	3	7.0		
	16-20 years	3	7.0	1	1.7
Participation in courses	Yes	38	88.4	38	63.3
	No	5	11.6	22	36.7
Number of courses	1-5	30	69.8	38	63.3
	6-10	6	14.0		
	11-15	2	4.7		
	16-20				

Table 2 demonstrates the practices of the nurses in Al-Shatra Hospital and Al-Hussein Hospital the nurse practices in the emergency unit regarding Delivered nursing care, Pedagogy in nursing care, the results revealed that the delivered nursing care by nurses which observed by researcher and co- researcher for each hospital was moderate level.

Table 2. Evaluation Researcher, Co-Researcher Observation in Al-Shatra Hospital and Al-Hussein Hospital for of Measurement Regarding nurse's practices in Emergency Unite.

Nurse practices in emergency unit	Researcher Al-Shatra Hospital			Co-researcher Al-Shatra Hospital			Researcher Al-Hussien Hospital			Co-researcher Al-Hussein Hospital		
	Mean	S/D	Eval.	Mean	S/D	Eval.	Mean	S/D	Eval	Mean	S/D	Eval
Delivered nursing care apply the nursing Process	3.39	0.92	G	3.51	0.76	G	3.10	0.95	M	2.51	1.25	M
Meet patient's basic physical needs	3.02	0.77	M	2.93	0.66	M	2.65	0.86	M	2.08	1.09	M
Meet patient's specific physical Needs	2.32	0.96	M	2.25	0.81	M	2.33	0.87	M	1.91	0.96	M
Document patient's physical status	1.58	0.95	L	1.55	0.82	L	1.70	0.72	M	1.70	0.80	M
Document patient's psychological status	1.53	0.93	L	1.55	0.85	L	1.48	0.56	L	1.56	0.85	L
Total	2.37		M	2.36		M	2.25		M	1.95		M
Pedagogy in nursing care												
Provide patients and relatives with support	3.09	0.71	M	3.06	0.59	M	2.55	0.81	M	2.28	0.69	M
Inform and educate patients and relatives	2.81	0.82	M	2.83	0.61	M	2.30	0.84	M	2.10	0.77	M
Inform and educate patients and relatives	1.81	0.90	M	1.65	0.75	L	1.73	0.75	M	1.60	0.71	
Make sure that information given to the patient is understood	2.04	0.92	M	1.90	0.83	M	2.00	0.82	M	1.93	0.77	M
Motivate the patient	1.83	0.89	M	1.69	0.80	L	2.16	0.84	M	1.90	0.91	M
Total	2.32		M	2.23		M	2.14		M	1.96		M

>1.6 = Low level; 1.7-3.2= Moderate level; and 3.3-5 -Good level

The results of table 3 revealed that there were Highly significant relationship between the delivered nursing care and the participation of nurses in training course for, and there was highly relationship between Pedagogy in nursing care and nurses working hours, and training course.

Table 3. Association between the nurse's practices in Emergency units and Their Level of Education, working hours in emergency unit, Number of years of service in nursing, Number of years working in the emergency unit, and training for Al-hussein hospital

Variables		Level of education	Working time	Year of experiences in nursing	Years of Experiences in emergency	participation in courses	training courses	Delivered nursing care	Pedagogy in nursing care
Level of education	Pearson Correlation	1	0.059	-0.022	-0.073	0.176		-0.066	-0.192
	Sig.(2tailed)		0.655	0.867	0.577	0.179		0.617 NS	0.142 NS
	N	60	60	60	60	60	38	60	60
Working hours	Pearson Correlation	0.059	1	0.359**	0.148	0.371	. ^a	-0.139	-0.401**
	Sig.(2tailed)	0.655		0.005	0.260	0.003	.	0.288 NS	0.002 HS
	N	60	60	60	60	60	38	60	60
Year of experiences in nursing	Pearson Correlation	-0.022	0.359	1	0.815	0.142	. ^a	-0.219	-0.196
	Sig.(2tailed)	0.867	0.005		0.000	0.280	.	0.092 NS	0.133 NS
	N	60	60	60	60	60	38	60	60
Years Experiences in emergency	Pearson Correlation	-0.073	0.148	0.815**	1	0.024	. ^a	-0.102	-0.120
	Sig. (2-taile)	0.577	0.260	0.000		0.858	.	0.439 NS	0.360 NS
	N	60	60	60	60	60	38	60	60

participation in training courses	Pearson Correlation	0.176	0.371	0.142	0.024	1	. ^a	-0.389	-0.320*
	Sig.(2-tailed)	0.179	0.003	0.280	0.858			0.002 HS	0.013 HS
	N	60	60	60	60	60	38	60	60

Significance: $P \geq 0.05$ value

The results of table 4 revealed that there was no significant relationship between delivered nursing care by nurses and their sociodemographic characteristics, while there was a significant relationship between Pedagogy in nursing care by nurses and their working hours, and year of experiences in nursing at $P \geq 0.05$ value.

Table 4. Association between the nurse's practices in Emergency units and Their Level of Education, working hours for nurses in the emergency unit, Number of years of service in nursing, Number of years working in the emergency unit, and training for Al-Shatrah hospital

Variables		Level of education	Working time	Year of experiences in nursing	Years of Experiences in emergency	participation in training courses	Number of training courses	Delivered nursing care	Pedagogy in nursing care
Level of education	Pearson Correlation	1	-0.208	0.102	0.091	-0.226	0.087	0.141	0.126
	Sig(2tailed)		0.181	0.515	0.560	0.146	0.603	0.368 NS	0.422 NS
	N	43	43	43	43	43	38	43	43
Working hours	Pearson Correlation	-0.208	1	-0.030	0.138	0.308	0.167	0.108	0.337
	Sig(2tailed)	0.181		0.851	0.378	0.045	0.315	0.490 NS	0.027 S.
	N	43	43	43	43	43	38	43	43
Year of experiences in nursing	Pearson Correlation	0.102	-0.030	1	0.799	-0.239	0.568	-0.050	0.307
	Sig(2tailed)	0.515	0.851		0.000	0.123	0.000	0.749 NS	0.045 S.
	N	43	43	43	43	43	38	43	43
Years Experiences in emergency	Pearson Correlation	0.091	0.138	0.799	1	-0.216	0.410	-0.071	0.252
	Sig(2tailed)	0.560	0.378	0.000		0.164	0.011	0.649 NS	0.103 NS
	N	43	43	43	43	43	38	43	43
participation in training courses	Pearson Correlation	-0.226	0.308	-0.239	-0.216	1		0.198	-0.105
	Sig.(2tailed)	0.146	0.045	0.123	0.164		0.000	0.204 NS	0.503 NS
	N	43	43	43	43	43	38	43	43

Significance: $P \geq 0.05$ value

DISCUSSION

Nurses are key members of the healthcare system, and their clinical competency is crucially important, particularly in the emergency department. There is a close relationship between nurses' clinical competency and quality of care. The present study was conducted in two hospitals to evaluate the nurse's competency through the standard scale, the sociodemographic characteristics of the study sample was a majority of the nursing staff in the age group (20- 25 years), in Al-Shatrah Hospital, and 56.7% in Al Hussein Hospital. These results are agreed with a study conducted in Iran which evaluated the clinical competence of new nurses working in emergency department on 119 nurses they founded that 60.9% at age below 30 years old [11]. Bam et al., 2020 presented in their study in Ghana through the self-assessment competences on 109 nurses that the a high percentage of nurses who work in the emergency unit at 30-39 years old [2]. The results of the current study revealed that the majority of the nursing staff were male, which of 53.3% in Al-Shatra Hospital, and female, which 58.3%, in Al-Hussein Hospital. This result is agreed with a study conducted in Iraq on nurse's knowledge about cardio-pulmonary resuscitation in the critical care unit on 50 nurses. They found that 54% of the respondents were women [12]. The results of the current study revealed that most nursing staff are graduates from nursing institutes, 72.1% for Al-Shatra Hospital and 81.7% for Al-Hussein Hospital. These results are not in agreement with a study conducted in Iraq at intensive care unit on 60 nurses. They founded 53% of the respondents were graduates from nursing colleges [13]. in the term marital status. The results of the current study revealed that the majority of the study sample for both Hospitals are single, 55.8% for Al-Shatra Hospital and 53.3% for Al-Hussein Hospital. These results are not in agreement with a study conducted in Iraq to evaluation of nurses' practices in critically ill patients at

Baghdad Teaching Hospitals on 100% nurses. It was found that 76% Of the respondents are married [14]. In the term residency, the results of the current study revealed that the majority of nurses living in urban areas, which of 72.1% for Al-Shatra Hospital, and at a rate of 78.3% for Al-Hussein Hospital. These results agree with a study conducted in Iraq that evaluated nursing performance in the intensive care unit in the city of Baqarah for 25 nurses. It was found that those who reside in urban areas 100% of respondents in a study [15]. Regarding the working shift the current study showed that the majority of nursing staff had the evening shift, at a rate of 58.1% for Al-Shatra Hospital, and the morning shift, at a rate of 51.7% for Al-Hussein Hospital. These results are not in agreement with a study conducted in South Korea on Teamwork, psychological safety, and patient safety competency among Emergency nurses. Which conduct on 200nurses their results revealed that hospitals have three shifts 93.5%of the participants [16]. These results agree with a study conducted in Iraq on nurses' knowledge in critical units on 32nurses their results revealed that 59.4% at the night shift [17]. results of the current study showed that most the nurses have income between (500-900) dinars, 76.7% for Al-Shatra Hospital, and 95% for Al-Hussein Hospital. These results agree with a study conducted in Iraq through the evaluation of nursing performance in relation to the nasogastric tube in the intensive care unit on 25 nurses, their results revealed that 60% of nurse have sufficient income [15]. In terms of years of service in nursing. The results of the current study revealed that most the nurses have (1-5 years), 51.2% for Al-Shatra Hospital and a rate of 75% for Al-Hussein Hospital. These results agree with a study conducted in Iraq to nurses' knowledge concerning end of life care in critical care units on 100 nurse they founded that 66% of respondents had less than five years of nursing service [18]. In terms of number of years of experience in the emergency unit. The results of the current study revealed that the majority of the nurses have (1-5 years) which of 29% for Al-Shatra Hospital and 52% for Al-Hussein Hospital. These results are agreed with a study conducted in Iraq, which found that 44% of respondents (1-5 years) of experience in the emergency unit [19]. In terms of participation in a training course. The results of the current study revealed that the majority of nursing staff answered (yes), at a rate of 88.4% for Al-Shatra Hospital and at a rate of 63.3% for Al-Hussein Hospital. These results are agreed with a study conducted in Iraq to Protective Health Behaviors among Critical Care Nurses on 100 nurses was founded said (yes), 71.9% of respondents training courses [20].

The results of the data analysis are shown in table 2. The current Study evaluate the practice nurse competency concerning delivered care and pedagogy of nurses the study found that the nurses practice for two hospital was moderate level. This finding not similar was to the study conducted in Saudi Arabia to Assessment of Competencies' Level of Critical and Intensive Care Units on Nurses practice of nurses regarding their total competency level. majority of the studied nurses 84.5% have an excellent total level of competency, less than fifth13.7% have good competency, and a small percent 0.4%, and 1.3% have moderate and poor total competency level [21]. This finding not similar was to the study conducted in Iraq Evaluation of Nurses` Practices toward Chemical Poisoning on 30 nurse they founded is low level practice [22]. This finding not similar was to the study conducted in Iraq Evaluation of Post-operative Nursing Care on 40 nurse they founded is low level practice [23].

The results of the data analysis are shown in tables 3,4 the results of table 3 revealed that there were Highly significant relationship between the delivered nursing care and the participation of nurses in training course for, and there was highly relationship between Pedagogy in nursing care and nurses working hours, and training course. The results of table 4 revealed that there no significant relationship between delivered nursing care by nurses and their sociodemographic characteristics, while there was significant relationship between Pedagogy in nursing care by nurses and their working hours, and year of experiences in nursing. This result agrees with the study conducted in Iraq that showed no significant association between the nursing practices relative to the level of education [24], and on the same line, study conducted in Egypt there was a positive correlation between scores of total nurses' competency and their years of experience in nursing [25], and no agree with study conducted in Iran which a significant relationship between the mean Clinical performance score with work experience, and work experience within the in intensive care unit, emergency [26],and regarding the Al-Shatra hospital The result agree with the study conducted in Iraq that showed significant association between the nursing practices relative to the years' experience in critical care unit [27],and agree significant relationships between nurses' practices with their training sessions , number training sessions [28].

CONCLUSION

The study concluded that the nurse's competency concerning delivered care and pedagogy in nursing at emergency unite for patient was moderate level in the two hospitals, and Al-Shatra General Hospital stated that there was no significant relationship between the nursing care delivered by nurses and their sociodemographic characteristics. At the same time, there was a significant relationship between Pedagogy in nursing care by nurses and their working hours and years of experience in nursing. While in Al-Hussein Teaching Hospital, there was a highly significant relationship between the delivered nursing care and the participation of nurses in the training course, and there was a high relationship between

Pedagogy in nursing care and nurses working hours and training course

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Conflicts of Interest

The authors declare no conflicts of interest.

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تقويم كفاءة الممرض فيما يتعلق بالرعاية المقدمة وطرق التدريس في التمريض في وحدة الطوارئ: دراسة مقارنة

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المستخلص

في ظل تزايد الحاجة إلى الرعاية الصحية في المستشفيات في العديد من البلدان و رغبة المرضى المتزايدة في الحصول على أفضل رعاية ممكنة مع ارتفاع متطلبات الوظائف والتعقيد المتزايد لخدمات التمريض مثل رعاية المرضى الشاملة والمتمركزة حول العميل، تكتسب الكفاءة المهنية للممرضات اهتمامًا متزايدًا. وقد تم التأكيد على أهمية ضمان كفاءة الممرضات على المستوى العالمي. أجريت دراسة تصميمية مراقبة من 25 ديسمبر 2023 إلى 25 مارس 2024. أجريت الدراسة في قسم الطوارئ في مستشفى الحسين التعليمي، مستشفى الشرطة العام في محافظة ذي قار / العراق. عينة قصدية (غير احتمالية) شملت (103 ممرضة: 60 في مستشفى الحسين و 43 في الشرطة). تم تقييم الممارسات باستخدام قائمة المراجعة المراقبة. تم تحليل البيانات باستخدام (SPSS الإصدار 23). النتيجة في كلا المستشفيات، كانت غالبية المشاركين في الفئات العمرية (20-25) سنة، خريجي معهد التمريض، كانت الخبرة في التمريض (1-5 سنوات) وخبرتهم في وحدة الطوارئ (1-5 سنوات) وكان لديهم 1-5 دورات. في مستشفى الشرطة يعمل معظمهم في فترة المساء بنسبة 58.1٪، وفي مستشفى الحسين 81.7٪. يعمل نسبة عالية منهم في الفترة الصباحية وخلصت الدراسة إلى أن كفاءة الممرضات فيما يتعلق بالرعاية المقدمة وأسلوب التدريس في التمريض في أقسام الطوارئ للمرضى كانت بمستوى متوسط في المستشفيات وأوصت بتسجيل الممرضات في دورات تدريبية ومتابعة مستمرة لكفاءة التمريض.

الكلمات الدالة: الكفاءة، رعاية التمريض، التربية، الطوارئ، التمريض