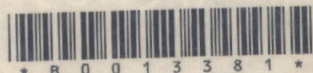


WY105
D618a

วช.

WY105

Administering nursing service



* 8 0 0 1 3 3 8 1 *

ห้องสมุด วพบ นครราชสีมา



Contents

Preface xiii

Acknowledgments xv

Part I. The Patient and His Needs

1. Trends in the Delivery of Health Care 3
 - Nurse Director Role 3
 - Professionals, Consumers, and Governmental Concerns 3
 - Comprehensive Health Care Needs 4
 - Hospital Role 6
 - Role of the Federal Government 7

2. Patient Needs 9
 - Medical Care 9
 - Hospital Admission 10
 - Diagnostic Services 10
 - Drug Therapy 10
 - Patient Protection 11
 - Nursing Services 12
 - Spiritual Care 12
 - Dietary Requirements 12
 - Social Service 13
 - Recreational Service 14
 - Volunteers 14
 - Therapeutic Environment 14
 - Medical Records 15
 - Discharge Service 15
 - Continuity of Care 15
 - Patient Expectations 16

Part I References 17

Part II. The Nurse Director's Role and Management Functions

3. Hospital Organization and the Nursing Service 21
 - Nursing Department 22

Trends in Nursing	23
The Nurse Director's Managerial Skills	26
Position of Nurse Director	26

4. The Management Process	31
What is Management?	31
Nature of Management	32
Managerial Functions	33
Planning	34
Organizing	38
Leadership	45
Control	52

Part II References	57
--------------------	----

Part III. Management Tools

5. Organizational Philosophy	61
Hospital Philosophy	62
Nursing Service Philosophy	63
Nursing Unit Philosophy and Objectives	76
6. Management by Objectives	73
Programming Objectives into Activities	77
Progress Review	78
Beginning of New Cycle	78
7. Organizational Chart	81
8. Policies and Procedures	83
Usefulness of Policies	84
Policy Development	84
Communication of Policies	85
Legal Implications of Policies	86
Nursing Policy and Procedure Manuals	87
9. Budget	91
Definition	91
Advantages	92
Prerequisites	93
Types of Budgets	93
Budgetary Factors	96
Nursing Budget Committee	97

- Preparation of the Budget 98
- Budget Presentation 100
- Budget Review 100
- Budget Control 103

- 10. Staffing and Scheduling 103
 - Determining Personnel Requirements 103
 - Staffing Objectives 105
 - Factors Affecting Staffing 106
 - Future Direction 107
 - Master Staffing Plan 107
 - Scheduling 109

- 11. Standards of Performance 113
 - Definition of Nursing 113

- 12. Methods of Assignment 117
 - Assignment Sheet 118

- 13. Nursing Management 119
 - Nursing Care Plans 119
 - Nursing Rounds 120
 - Appraisal of Nursing Care 122

- 14. Participative Administration and Records 127
 - Administrative Meetings 127
 - Committees 129
 - Records and Reports 130

- 15. Job Organization and Appraisal 141
 - Job Evaluation Program 141
 - Wage and Salary Program 142
 - Job Analysis 142
 - Employee Performance Appraisal 147

- 16. Staff Education Programs 153
 - Staff Education 153
 - Role and Responsibilities of the Nurse Director 154
 - Budget 156
 - Staff Education Program Areas 156
 - Program Planning 165
 - Identifying Educational Needs and Interests 166
 - Program Evaluation 167
 - Understanding the Adult as a Learner 169
 - Audio-visual Instruction 171

- 17. Recruitment 173
 - Promotion Policies 173
 - Sources 174
 - Legislative Enactments 175
 - Staff Shortage 175
 - Turnover 178
 - Exit Interview 179

Part IV. Establishing and Maintaining the Physical Environment

- 18. The Nursing Unit 191
 - Size 192
 - Shape 192
 - The Patients' Rooms 192
 - The Nurses' Station 194
 - Special Rooms 195
- 19. Review of Facilities 197
 - Privacy and Efficiency 197
 - Expansion and Maintenance of Facilities 198
- 20. Safety 201
 - Infection Control 203
 - Occupational Safety and Health Act 205
 - Noise Control 207
- 21. Supplies and Equipment 209
 - Procurement Department 209
 - Standardization Committee 210
 - Establishing a System for Selection of Supplies and Equipment 211
- Part IV References 215

Part V. Establishing and Maintaining the Human Environment

- 22. Interactions of Nursing Service Administration 219
 - Behavioral Science Concepts 219
 - Communication 224
 - Morale 227
 - Discipline 230
- 23. Unions 233
 - Why Employees Join Unions 233

	Why Employees Reject Unions	235
	Union Objectives	235
	The Legal Framework	236
	Management-Union Relationships	237
24.	Future Management Trends	239
	The Hospital Administrator	239
	Hospital Departments	241
	Medical Staff	244
	Nursing Education	247
	The Community	248
	The Nurse Director	249
	Part V References	251

Appendixes

1.	Philosophies of Nursing Service	255
2.	Objectives of Nursing Service	267
3.	Items in Operating Budget	269
4.	Items of Equipment, Capital Expenditure Budget	273
5.	Hospital Calendar Budget	275
6.	Nursing Calendar Budget	277
7.	Nursing Definitions	281
8.	Weekly Nursing Assignment	285
9.	Individual Nursing Assignment	285
10.	Nursing Care Plans	287
11.	Standing Committees	293
12.	In-Service Education Program	305
13.	Personnel Evaluation	307
14.	Orientation Program	311
15.	Head Nurse Training Program	319
16.	Learning and Change	327
17.	Learning Experiences and Resources	329