NURSING MANAGEMENT OF HEAD NURSES RECEIVING THE OUTSTANDING AWARD

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Significant and background

Head nurses are the important persons of nursing service department to convey policies and vision of hospital into practical working in order to develop good quality of care. The director of nursing realized this importance, she gave the nursing management the outstanding award for head nurses who have had excellent performance. As the researcher who is a new head nurse needs to explore working experience from Head nurse receiving this award in order to apply their strategies to improve self, staff and unit performances.

Objectives

The objective of this research is to describe the management experiences of the head nurses who received the outstanding award

Research methodology

Hermeneutic phenomenology of Martin Heidegger was applied as a research methodology in this study. Informants were 14 head nurses who received the outstanding award from the nursing division of one tertiary hospital. Data were collected by using in-depth interviews. All interview transcripts were analyzed by using content analysis of Diekelman.

Study findings

Experiences of nursing management of head nurses receiving the outstanding award consisted of 3 major themes as follows:

Further work

As this study was focused only a group of head nurses who receiving the outstanding award in a public tertiary hospital which cannot be used in a reference to most people, the further study should explore working experience of nurse managers with higher position, for example, nurse supervisors, nursing directors in order to gain understanding of their experience as a policy maker in nursing service department.

Study conclusion

The study findings provided for more understanding on experiences of the nursing management of head nurses receiving the outstanding award. Nurse managers or head nurses can applied these strategies to improve themselves by gaining knowledge of nursing management, increasing leadership skills and so on; to improve staff performance by giving opportunity to create innovation, providing professional development, giving good advice when staff needed, creating a warm working climate and delegating job with authority; and to improve unit outcomes by reproducing unit outcomes based on hospital policy, sincerely leading organization and using justice and Buddhist principle for work, having ability of human resource management and having work engagement, even being tried but never give up.