

## **224: Effect Analysis: Management of e-nursing manner education program**

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### **Objective:**

Patients and their families tend to expect a separate comforting nurse that is suitable for each patient in the course of treatment. In the case of inpatients, in particular, insecurity is increasing due to adaptation to the unfamiliar hospital environment, medical procedures related to diseases, and uncertainty about prognosis. Most complaints filed every year against nurses are closely related to the nurses' manner of speaking, attitude, and behaviors, such as their careless talks, insincere answers, and so on. Thus, the purpose of our activity was to enhance the satisfaction of subjects experiencing hospitalisation by way of searching for actual problems and seeking desirable change in nursing activities. The activity began February 1, 2002 through until October 15, 2002 and the subjects consisted of 134 nurses from 10 wards.

### **Method:**

This study was conducted in a well-known university hospital in Korea consisting of 1,278 beds and 4,824 outpatients per day. The process was as follows: The first e-nursing manner education program workshop was implemented ten times, utilising a video filmed on each ward. As educational materials, scenarios of educational programs were drawn up and exemplary cases were filmed, then the second educational program which is four-hours long was implemented 7 times. In order to analyse the effect of those activities, we introduced a variety of methods: filming actual spots of nursing for preliminary diagnosis (during admission, before and after surgery, before and after an examination, being discharged from the hospital), drawing up questionnaires to determine the demands of patients during admission, during surgery and while being discharged, drawing up a check list to examine the actual spots of nursing and conducting investigation, and carrying out questionnaire surveys on self efficacy and sociability-autonomy of nurses.

### **Result:**

The findings from the questionnaire about the demands of patients demonstrated that the primary demand was prompt explanations about the operation's results (81%), followed by hospitable and amiable attitudes of doctors and nurses (78%), further explanation of complications, side effects, recovery process, and detailed post management (58.8%). The findings from the checklist for investigating actual spots of nursing with regards to nurses' greetings, attitude, conversations, and sentiments suggest that nurses performed better after the execution of the education program, marks rose from an average of 79 marks to 91 marks. We carried out a questionnaire survey on 136 subjects (before education) and 103 subjects (after education) which was verified through a T test, and found that self efficacy on average had increased remarkably from 15.87 to 16.86 after the education program while the sociability-autonomy showed a slight increase from 164.35 to 165.23.

### **Conclusions:**

Through the video education program that enables nurses to change and modify their concrete nursing activities directly, they have the chance to realise their own strengths and weaknesses and improve their weaknesses on their own by looking at their behaviors objectively. Also, continuous application of such programs pertaining to nursing education will help nurses enhance their awareness as a professional equipped with autonomy and learn desirable nursing manner.