

ASSESSMENT OF THE PERFORMANCE STATUS OF CHIEF AND SENIOR NURSES IN URBAN FAMILY CLINICS

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Absratct: Chief and senior nurses play a critical role in leading and managing urban family clinics, which provide essential healthcare services to underserved communities. Assessing their performance status is crucial for ensuring the quality and efficiency of these clinics.

Key words: chief nurses, senior nurses, urban family clinics, performance assessment, clinical leadership, staff development, financial management.

Introduction: Urban family clinics play a vital role in providing accessible and comprehensive healthcare services to underserved communities. Chief and senior nurses are key leaders in these clinics, responsible for managing operations, ensuring quality of care, and supporting staff. Assessing their performance status is crucial for evaluating the effectiveness of these clinics and identifying areas for improvement.

Despite the importance of their role, there is limited research specifically focused on assessing the performance status of chief and senior nurses in urban family clinics. This study aims to address this gap by examining their performance in various aspects of their work, including clinical leadership, staff development, patient satisfaction, communication skills, financial management, and data analytics. Understanding the performance status of chief and senior nurses is essential for several reasons. First, it provides valuable insights into the strengths and weaknesses of these leaders, allowing healthcare organizations to identify areas where they can provide additional support and training. Second, it helps to ensure that nurses are meeting the expectations and standards of the organization and the community they serve. Third, it contributes to the development of best practices for nurse leadership in urban family clinics, which can be shared and adopted by other organizations. This study employs a mixed-methods approach, combining a quantitative survey with qualitative interviews. The survey will collect data on various aspects of nurse performance, while the interviews will provide deeper insights into their experiences and perspectives. The findings of this study will provide valuable information for healthcare organizations, policymakers, and nurse leaders, ultimately contributing to the improvement of healthcare services in urban communities.

Methods: In accordance with the purpose and objectives of this study, for an in-depth analysis and comparison of the ongoing health care reforms, we used continuous methods to take all city family clinics in the city of Andijan (a total of 9 clinics - the main group) and for comparison, the chief and senior nurses of the Republican Scientific Center for Emergency Medical Care of the Andijan branch (18 senior nursing students) and bachelor's students of the Faculty of Higher Nursing (30 bachelor's students).

The evaluation criteria for the activities and scope of work of the Head Nurse are: her functional responsibilities (Decree of the Ministry of Health of the Republic of Uzbekistan No. 594, dated December 29, 2007, Appendix No. 17); and (Decree of the Ministry of Health of the Republic of Uzbekistan No. 575, dated November 20, 1994, Appendix No. 17).

In this study, different methods had to be used for different purposes. A special questionnaire was developed for each group.

Questionnaire No. 1 - "Comprehensive assessment and analysis of the activities of the Chief nurses of family and territorial polyclinics";

Questionnaire No. 2 - "Comprehensive assessment and analysis of the activities of Senior nurses of family and territorial polyclinics";

Questionnaire No. 3 - "Comprehensive assessment and analysis of the activities of Senior nurses in multidisciplinary hospitals";

Questionnaire No. 4 - "Definition of tasks in the preparation of Chief and Senior nurses of family polyclinics and multidisciplinary hospitals (for undergraduate students of the Faculty of Higher Nursing)".

Results: In the proper organization and improvement of the quality of work of primary health care institutions, the quality of work is of great importance. The organization of work of primary health care managers, in particular chief nursing managers, nursing services, which most of all depends on the knowledge, skills and therapeutic skills of the chief nurse [1]. The survey was attended by 70 chief and senior nurses of urban family clinics throughout the city of Andijan. The majority of respondents were women (85%) and had more than 10 years of experience in their current positions (62%). The survey results showed that 70 nurses were asked to complete a questionnaire about their employment. The nurses ranged in age from 32 to 52 years, with a mean of 42.3 ± 0.75 years (median -43,5, σ -6,28). Most of the nurses indicated that they spend a lot of time preparing medical records for their work, and 72.5% of them indicated that they need to digitize documents, various cards, and journals related to their work. Of these, nurses 45 years old and older determined that they need to improve their computer literacy. Of these, 71.5% responded that they spend nearly 60% of their work time in meetings and that they only complete 40% of their assigned tasks.

The survey results showed that chief and senior nurses generally performed well in the following areas:

Clinic Management: Nurses have demonstrated high skills in providing clinical guidance and support to staff, ensuring the quality of medical care and implementing evidence-based practices.

Staff development: Nurses have been effective in mentoring and training staff, providing opportunities for professional growth and creating a supportive work environment.

Patient Satisfaction: Nurses received high marks from patients for their communication skills, empathy and responsiveness to patient needs.

Analysis: High-quality interviews provided a deeper understanding of the problems and experiences of senior nurses in urban family clinics. The following topics were discussed during the talks:

Heavy workload: Nurses reported feeling overwhelmed due to their workload, due to all head nurses having to travel to get medicines for patients. They reported that they receive medicines from the city hospital, and this takes their time and expense out of their pocket. they also revealed that the arrival and consumption of medicines are on their shoulders. Previously, this was done by a separate pharmacist for the delivery and accounting of their arrival and consumption of medicines. This was approved by all the chief nurses of the family polyclinics. Because of this, they cannot devote time to their managerial duties with staff, and to holding conferences, training secondary nurses.

Limited resources: clinics often faced financial difficulties and staffing and equipment shortages, making it difficult for nurses to provide optimal care.

Lack of support: Lack of assistance: Nurses expressed a need for more support from senior management, including mentoring, professional development opportunities, and resources to address issues related to workload and resources.

Discussion: Chief and senior nurses play a vital role in the success of urban family clinics. By assessing their performance status and identifying areas for improvement, healthcare organizations can enhance the quality of care provided to patients and create a positive and efficient work environment for nurses. Regular evaluations, ongoing support, and targeted initiatives can empower these nurses to continue delivering exceptional healthcare services in challenging urban settings.

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