



Impact of Nurse Leadership Development Program (NLDP) on Improving Patient Safety Outcomes, Reporting Culture and Nurses Empowerment at Mehta Multi Speciality Hospitals India Pvt Ltd, Chennai, Tamil Nadu, India

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INTRODUCTION

Nursing leadership plays a vital role in shaping the outcomes of healthcare organizations and ensuring patient safety. Hence in order to improve the leadership competencies of our Nurse leaders, we at Dr. Mehta's Hospitals, initiated Nurse Leadership Development program (NLDP) to enhance Leadership skills, Which will aid us render Quality and safe Patient care

AIM

Aim

NLDP aim to enhance key leadership skills and competencies among Nurse leaders

Objectives

- To compare the Patient Safety Nursing outcomes before and after the NLDP
- To assess and compare the Reporting culture before and after the NLDP
- To assess and compare Nurses Empowerment level before and after the NLDP

METHOD

Design - Quasi Experimental design

Population - Front line Nurse Leaders – Incharge Nurses, Supervisors and Initiatives Nurses.

Sampling technique – Purposive sampling

Sample size – 45

Data Collection Tools

1. Dichotomy and Likert scale – To assess the knowledge, attitude and Practice on reporting culture.
2. Dichotomy and Likert scale – To assess the knowledge, attitude and Practice on Nursing Empowerment.
3. Hospital Risk Register –To obtain data on Nursing Quality Indicators

Data Collection Procedure

❖ NLDP comprise 16 modules and 16 contact Sessions based on Nurse Manager Learning Domains conducted Bi monthly for 6 months. Two hours of lecture and discussion components along with Brainstorming activities, Scenario Discussion, videos & Exercises focused on identified competencies and were led by subject matter experts.

❖ One hour on building the leader within, leadership development, art of reflection and next hour on activities & discussions. The selected front line and second line Nurses leaders were asked to attend the pre test on Reporting culture and Nursing Empowerment. The same team was asked to do the post test too which was after the completion of NLDP

RESULTS

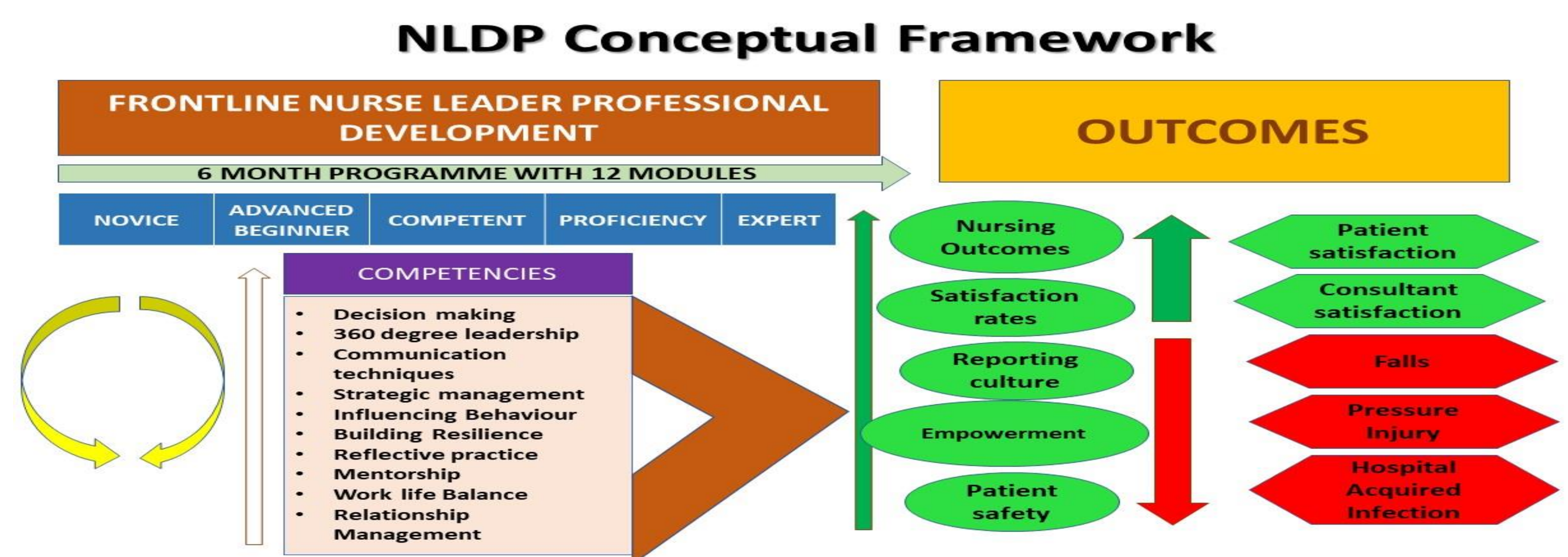


Table 1. Nursing Outcome comparison before & After NLDP

Parameter (Nursing Outcomes)	Before NLDP(2023)	After NLDP(2024)
Fall rate (Rate)	1.05	0.23
HAPU (Rate)	1.14	0.31
Medication error (Rate)	9.3	5.15
Identification Error (Incidence)	0.12	0.3
Accidental Removal (Incidence)	1.19	1
Iatrogenic injuries (Incidences)	0	0.12
Return to ICU within 48 hrs	2.41	1.52
Return to ER(Rate)	2.41	1.52
Missed Investigations	0.08	0
Patient satisfaction (Percentage)	91%	96%
consultant satisfaction (Percentage)	86%	89%
Nurses satisfaction (Percentage)	82%	83%

Figure 1 - Reporting Culture- Knowledge, Attitude and Practice Percentage Distribution Pre and Post NLDP

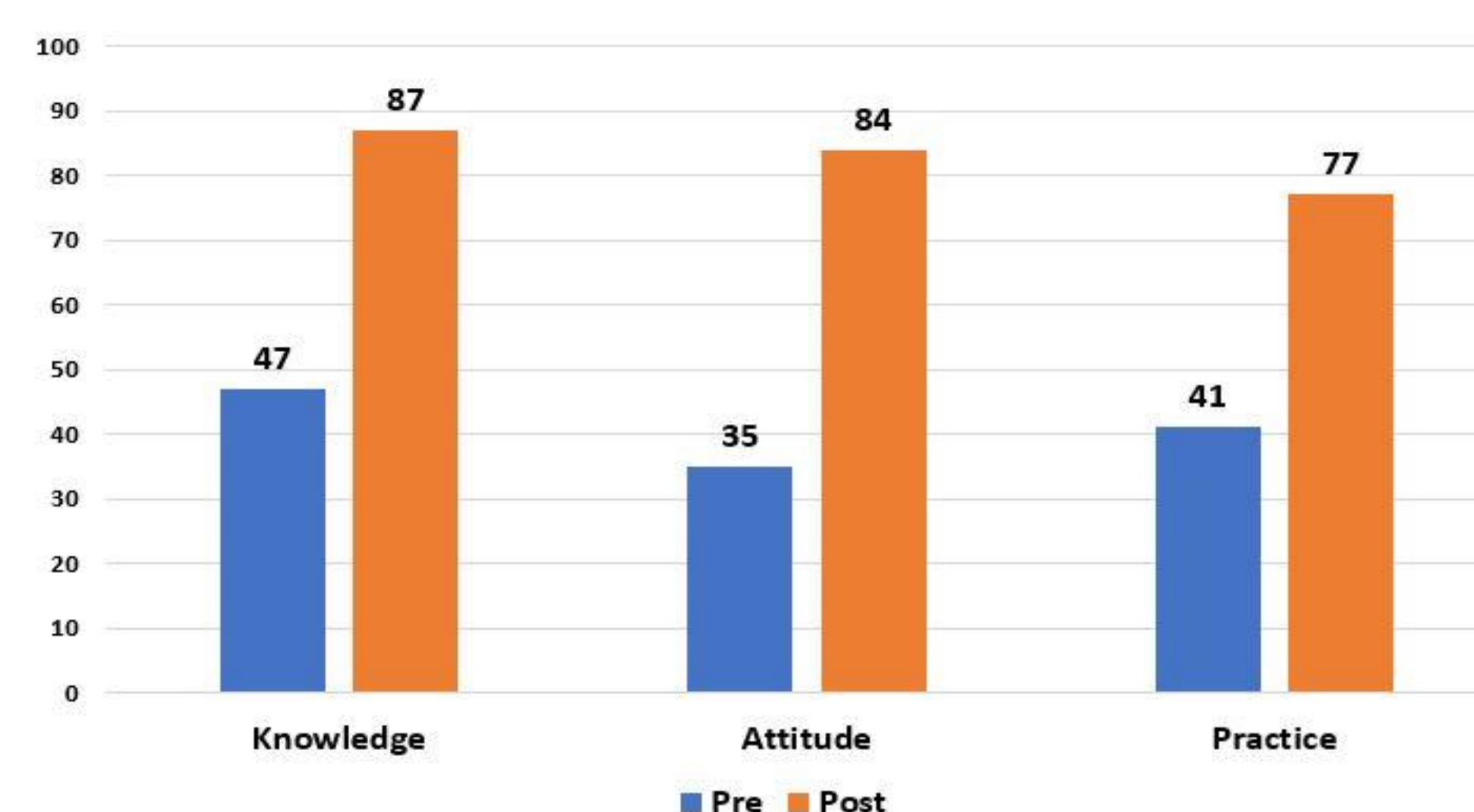


Figure 1 - On comparing pre and post NLDP training, the Knowledge, Attitude and Practice on reporting culture found drastic improvement

Figure 2 – Nursing Empowerment- Knowledge, Attitude and Practice Percentage Distribution Pre and Post NLDP

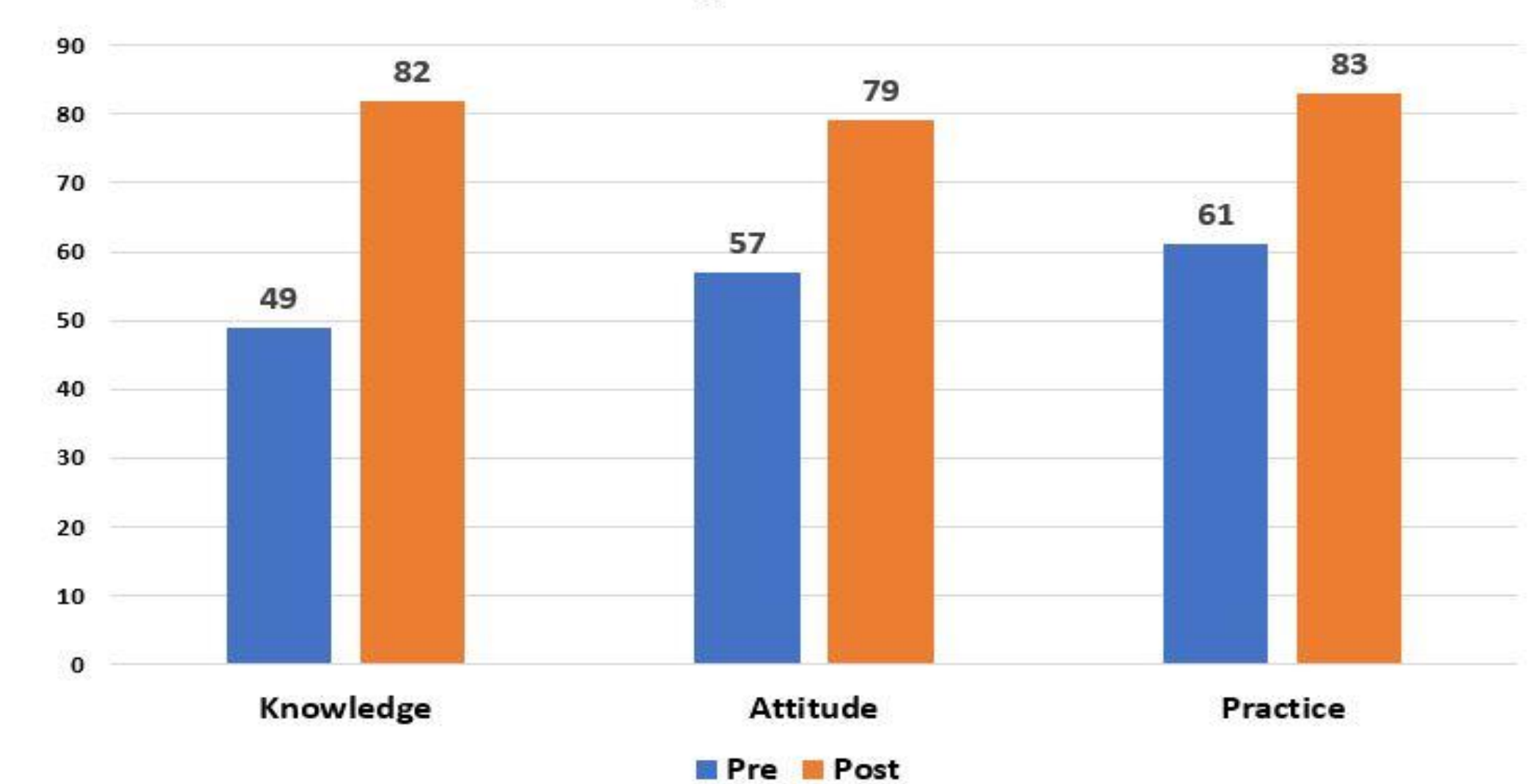


Figure 2 – On comparing pre and post NLDP training we noted that drastic improvement in Knowledge, Attitude and Practice on Nursing Empowerment after the NLDP training

CONCLUSIONS

The post test score on Nursing Empowerment and Reporting culture improved significantly. It was also observed that Patient safety Nursing outcomes had improved after NLDP. Descriptive statistics of Nursing QI showed improved Outcomes with decreased incidences of fall, HAPU, Medication errors, Returns to ICU/ER whereas the incidences of Identification errors and Iatrogenic Injuries increased due to strengthened Error reporting Culture.

Imparting Leadership Skills and building successors is the need of the hour. We would conclude by saying Nurse leadership development programme has improved Reporting culture and Nurses empowerment level.

ACKNOWLEDGEMENT

Sincere Thanks to the Management for supporting us in conducting the Nurse leadership Programme (NLDP) for the period of 6 months by providing Logistics support, duty Arrangements as per contact classes, study material etc.

Special Thanks to all the speakers for sharing their valuable experience and expertise.

Heartfelt Thanks to the Nursing Fraternity for actively implementing the Key learnings & Takeaways at Ground level in terms of Quality improvement for patients and staff as well

REFERENCES

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