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QUALITY OF NURSING SERVICES IN MEDICAL WARD OF
GENERAL EMILIO AGUIÑALDO MEMORIAL HOSPITAL
AS OBSERVED BY STUDENT NURSES, PATIENTS
AND MANAGEMENT

SPECIAL PROBLEM

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BY STUDENT NURSES, PATIENTS AND MANAGEMENT**

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Indang, Cavite

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ABSTRACT

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This study was conducted mainly to assess the quality of nursing services in the medical ward of General Emilio Aguinaldo Memorial Hospital. Specifically, it aimed to: (1) assess the quality of nursing services in medical ward of GEAMH based on the level of satisfaction and expectations of their patients; (2) evaluate the compliance of the nursing services in medical ward of GEAMH with their nursing standards; (3) evaluate the nursing services in medical ward of GEAMH for its further improvement; (4) determine the adequacy of the staff, who render nursing care in medical ward of GEAMH; (5) determine the difference of the responses of each respondents in the level of satisfaction on nursing services, compliance to the nursing standards, adequacy and effectiveness of facilities and equipments, and sufficiency of health care staff in the medical ward of GEAMH.

The instruments used in gathering the data were two sets of questionnaires. The first set was for the medical doctors, members of the management, and student nurses, and the second set was for the patients of the medical ward. This study was conducted in the Medical Ward of General Emilio Aguinaldo Memorial Hospital.

The statistical measures employed were frequency counts, mean, standard deviation, T-test, and F-value or probability value.

The clients were very satisfied with the nursing services in the medical ward of GEAMH.

The nursing services rendered in the medical ward of GEAMH fall to good compliance to the nursing standards.

The client's were very satisfied with ventilation and lighting in the medical ward of GEAMH.

There were adequate facilities and equipment, which were effective and there were very sufficient numbers of staff rendering nursing services in the medical ward of GEAMH.

Overall, the quality of nursing care services rendered in medical ward of GEAMH meet their nursing standards and satisfies their clients.

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INTRODUCTION

Nursing services is the delivery of direct care to the patients plus those elements of nursing done on behalf of the patients but not necessarily in their presence (Ganong *et al*, 1980). The practice of nursing means the performance for compensation of professional services requiring substantial specialized knowledge of the biological, physical, behavioral, psychological, and sociological sciences and of nursing theory as the basis for assessment, diagnosis, planning, intervention, and evaluation in the promotion and maintenance of health; the case finding and management of illness, injury, or infirmity; the restoration of optimum function, to the achievement of a dignified death. Nursing practice includes, but is not limited to, counselling, supervision, delegation, and evaluation of practice and execution of the medical regimen, including the administration of medications and treatments prescribed by any person authorized by state law to prescribe (Raynor, 2001).