

## Utilization and Evaluation of People-Centered Nursing Services

Project Leader: Toshiko Ibe

### 【Goals】

Japanese medical care is typically provided from the care provider's perspective. In recent years there is a growing interest in medical care among people who are not medical professionals. Higher expectations of recipients towards better medical care, that presume medical safety, are increasing. Believing that a system which provides better medical care and nursing services can be developed by sharing philosophy with medical care recipients and providers to obtain mutual understanding, affirmative participation of consumers as members of health care teams are required. The goal of this project was to pursue the construction of a new model of medical care and nursing systems by incorporating the views of consumers who were provided with information on existing medical care and nursing systems.

### 【Plan and Implementation Process】

#### 1. Implementing a study to investigate appropriate nurse/patient ratios to provide patients' safety in Japan's acute care hospitals

To investigate appropriate nurse staffing rate to keep patients' safety in acute care setting hospitals in Japan, we formed a project team consisting of clinical nursing administrators, nursing researchers, nursing educators, nursing college graduate school students, journalists, clinical nurses, and hospital risk managers.

#### 2. Holding International Relay Symposium "Let's Talk about Healthcare! Patients are member of health care team"

To obtain people's perspective about the health care system in Japan, we held a symposium to share information to illustrate the complicated situation surrounding health care system both from the view of medical professionals and patients.

#### 3. Development of "Hints for Receiving Good Nursing Care" website and "A Hand Book to Read When You Go To a Clinic" brochure

After holding the aforementioned symposium, we realized that there were requirements of the public to participate in medical care teams as members, as a foundation they needed to have adequate information about health and healthcare system to help their own decision-making. In order to actively and continuously communicate the roles and functions of nursing professionals, we thus developed a website and brochure.

#### 4. Continuation of research to build up evidence for proposing policies and building partnerships among nursing professionals

By drawing upon the activities of the California Nursing Outcome Coalition (CalNOC) in the U.S., which aims to draft policies for safe and high quality nursing for patients, we have a continuing accumulation of data for policy recommendations and related research. Given that proposals must be made by organizations rather than individuals on both the public and medical care provider sides to create social movements, we formed partnerships among nursing professionals sharing the same goals.

### 【Goal Attainment】

#### 1. Research activities

- 1) Continuation of research on nurse staffing rates to ensure medical safety in Japan: Research for proposing evidence that influence policies and building partnerships among nursing professionals.

As a result of reviewing literature, we found there was no clear evidence on the relation between patient safety and nursing staffing rates. There were only a few countries and regions which actually prescribe regulations on nurse staffing rates by law. In the State of California, U.S.A., nurse staffing rates were established by state law in 2002, as a result of the efforts of nursing professionals and societal demands. These standards were much stricter than those in Japan in terms of nurse to patient ratio. The nurse staffing standards in Japan, especially in the acute care setting, are essentially inadequate, suggesting that better staffing is required in order to ensure patient safety, which is the basic need of the people, and to provide reliable medical and nursing care.

We therefore worked together with CalNOC, a leading research organization on nurse staffing in the U.S., to conduct research on 94 nursing care wards in Japan. We were able to obtain full permission from CalNOC to use their data collection tool (CalNOC Code Book, translated into Japanese) as well as received research advice and the most recent information by participating in their annual general assembly.

In Japan, we held four seminars about the issue of nurse staffing for ward nursing administrators working in acute hospitals and wards in the Kanto area. Each was attended by about 80 to 90, mostly nursing administrators. These seminars served as a venue to: (1) obtain mutual understanding of the international situation; (2) significance of research on the influence of nurse staffing on patient safety and (3) the importance of nursing professionals to voice their views as an organization. Many of the participants went on to participate in our study with CalNOC.

The acute wards in Japan participating in this study were found to provide inpatient treatment for 38.8 patients per ward per day on average. An average of 5.4 nurses were on duty during the daytime and at night (registered nurses, assistant nurses, nursing assistants), who provide 3.6 hours of care per day to each patient. This is a huge difference from the 8.68 hours of nursing time per patient in California as found by CalNOC's study. It was also found that more than 10% of ward nursing staff are new nurses in their first year, and about 40% are registered nurses with one to five years experience. Like the research in U.S., this study was not able to show a direct relationship between medical safety and nurse staffing; however, it was concluded to be due to influential factors of nurses on patient safety being completed and diverse, and there really is not much difference between wards as a result of our country's staffing standards.

- 2) Provision of information by nursing professionals and setting up venues for communicating with the public: Development of the "Bits of Wisdom for Receiving Good Care" website and "Handbook for Outpatients" brochure

Results of holding the relay symposium "Let's Talk about Healthcare! Patients are Part of the Team," suggested the need for nursing professionals to proactively provide information on medical care and nursing for the public to participate in medical care teams as members. We therefore reviewed the use of websites as an information service medium, use of brochures, and the information to be provided taking advantage of the two media.

- ①Website "Hints for Receiving Good Nursing Care" <http://www.kango-net.jp/mame/index.html>

Setting the age groups which we think can actively obtain information using the Internet as in the teens to 40's, and given the fact that mainly those with interests in "nursing" and "nurses" would reach the website by searching these keywords, we decided to design the

homepage as a site that would be selectively read, and place information that nursing professionals want to provide to people who are not from the field of medical care along with technical knowledge that nursing professionals want to share amongst themselves.

However, to ensure that the site can be casually read, we designed the homepage as a story of a fictional family called “The Yamada Family” whose experiences can be simulated by readers, and should readers want to know more, they can go on to read the commentaries. The story was given a structure which allows the readers to simulate, over time, episodes such as hospitalization and receiving outpatient treatment which would rouse their interest in medical care and nursing to resolve doubts related to these experiences, and learn about the roles of nursing professionals and issues of medical care and nursing systems.

② “A hand book to read , when you go to a clinic” (Photo 1)

Most people begin their relationship with medical care at the outpatient department. Given that outpatient medical care and nursing is growing more and more important in the entire medical care providing system, we decided to provide information that would prove useful when people receive outpatient treatment.

As a result of our survey for consumers and observations of outpatients and visitors to our hospital, we reached the conclusion that a large part of outpatients and visitors are made up of women in their 50’s and 60’s or above. This suggests that many women compromising one generation not only visit hospitals to cure their illness or poor physical conditions, but also accompany their parents on hospital visits to help or at times, make decisions. To inform and educate these generations who probably do not use the information provided on our website, we decided to use brochures as a medium.

We designed the brochure in such a way that procedures and actions during outpatient visits are described chronologically and visually easy to understand. We are currently working on revising the brochure in accordance with needs revealed through patient groups and the public.

2. Education of novice researchers

Link with MS/PhD students	Educational intentions and commitment	Outcome
Study on health care service provision systems	<ul style="list-style-type: none"> <li>• Case study of constructing outpatient service systems using soft systems method when starting a clinic.</li> <li>• Study of medical service quality in breast cancer patients — effects of volunteer service by women who are experiencing breast cancer, on medical service quality</li> </ul>	Current medical service is founded on cooperation between medical care providers and the public, and their interactions affect medical care quality.
Study on health care and nursing policies	<ul style="list-style-type: none"> <li>• Study of the power of nursing professionals who influence the policy decision process</li> <li>• Study of the policy-making process</li> </ul>	Health care and nursing policies prescribe the source of the quality of medical services provided, but the effective participation of nursing professionals in the policy decision

	of non-affiliated local politicians with nursing qualifications	process enables more realistic and specific policies to be drawn up.
Study on mass media and information about nursing	·Review of methods of promoting nurse's "voice" to the public	One of the major factors affecting current social trends is mass media. Nurses face many problems in the medical and welfare scene. They need to recognize the significance of telling the public their experiences as professionals and actively voice their views audibly.
Study on nursing professional knowledge and functions	<ul style="list-style-type: none"> <li>·Functions of liaison nurses in surgery rooms and factors affecting their functions</li> <li>·Analysis of clinical evaluation skill forming process of new nurses</li> <li>·Process of creating implicit knowledge of nurses.</li> </ul>	Many nurses have developed knowledge and experience in their respective working scenes by themselves. They need to recognize the importance of sharing their individual experiences with other nurses and enhance the quality of education as nurses.

### 3. International collaborative research



Japan-CalNOC Collaboration seminar



2004-2006 CalNOC annual conferences

### 4. Future directions

#### 1) Delivery of medical and nursing service information from the public viewpoint

Due to the need to update and revise the contents of our website and brochure in accordance with the changes in social trends, revisions of the medical system, and changes in public needs, etc., we will update our website when appropriate, and we are currently working on the first revision of the brochure.

#### 2) Need for policy recommendations based on evidence

With regard to research results required for policy recommendations, we need to review survey items according to the characteristics of medical care in Japan, and continuously and systematically collect data from facilities above a certain scale. There are limitations to efforts that can be accomplished by educationally sponsored research groups. There is a need to obtain support from the government and from professional groups, and for the establishment of permanent data banks and on-going research mechanisms.

#### 3) Need for use of mass media

In order to motivate social movements, there is a need to make use of mass media in addition to showing scientific evidence. Nursing professionals need to establish methods for using this, and methods and opportunities to present this to society by following policies such as “never saying no when asked for comments” and “voicing opinions even when not asked for comments.”

### Positioning of the Utilization and Evaluation of People-Centered Nursing Services Project in St. Luke’s COE Program

The Project within the St. Luke’s COE program is summarized in the Hamburger Model (Figure 1). In the model, this project serves as the base or “bread” supporting other projects conceptually, analyzing and reviewing the policy trends affecting medical and nursing service quality as well as social trends including mass media. Carrying out various “meat and toppings” COE project activities for the public will help realize people-centered medical and nursing policies.

Photo 1

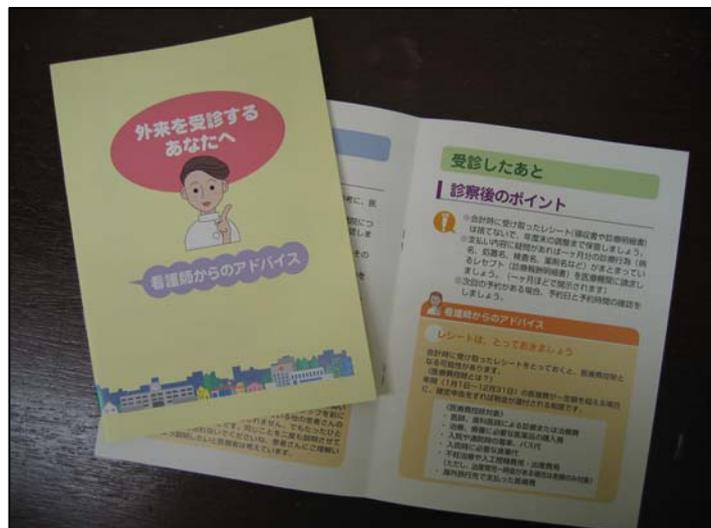


Figure 1

