



Improving the quality of health care by developing nurses skills and continuous training

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Introduction :

Every single hospital in the world is always pushing to improve the quality of its health services. When it comes to providing high-quality care to patients, hospitals play a crucial role as the primary health service organisations in the health care system. Nurses play a crucial role in ensuring that patients receive the best care possible in a hospital setting. Patients and their families rely on them not just as caretakers, but also as educators, coordinators, and sources of vital information. When it comes to providing high-quality care, the nursing profession has come a long way in its long history, both in terms of expertise and influence. Providing nurses with the education and training they need is essential if they are to meet the ever-growing and complicated demands of the modern health care system. Nursing schools do their best to educate future nurses, but with the health care industry evolving at such a quick pace, that may not be enough (Mlambo et al.,2021).

Providing nurses with ongoing education and training is one approach to addressing this need. By participating in ongoing educational opportunities, nurses are able to expand their skill sets and stay abreast of changes in healthcare delivery, medical research, and technological advancements. Additionally, it gives nurses a chance to reflect on their work and make sure they are consistently giving care that is based on evidence and up-to-date with nursing standards. The level of care that patients receive is greatly affected by how well nurses are trained and how they are constantly improving their skills. There are several ways in which hospitals and the

healthcare system can benefit from nurses performing at their highest potential. These include improving patient happiness, decreasing the rate of complications, and influencing clinical outcomes (Mlambo,2021).

Rapid changes in the competitive environment, the value of scientific knowledge, and healthcare strategies have made innovation the most important tool for change. Innovation is based on an idea that leads to the creation of a new process or service, which is then adopted by society. This new process or service improves personal and organisational life, and the organisation gains a competitive advantage.

Innovation in healthcare, and nursing in particular, is often defined as the introduction of novel methods, tools, and techniques through time. Qualitative health care is influenced by a number of important elements, including nursing practice development, delivery, and assessment of novel solutions.

In addition, businesses are realising that innovation is a key to staying competitive and effective. To boost innovation, top management should encourage employees to think outside the box and try new approaches to old problems. Nurses and other healthcare workers that are open to new ideas can help enhance the current healthcare system or come up with innovative patient treatment plans (Rizany et al.,2018).

On a daily level, nurses innovate by finding methods to provide care despite the flawed systems around them. Establishing formal channels for all nurses, regardless of their position in the system, to communicate ideas that may enhance care is one approach to cultivating nurse

innovators. Businesses require nurses who aren't afraid to take chances as long as patient safety is their first priority, who aren't satisfied with the status quo and who are constantly looking for ways to improve patient care (Fukada,2018).

Continuous Education:

Training is described as a variety of introductory efforts to develop worker performance in their assigned work or in areas relevant to it by Bernardin and Russell. Typically, this necessitates a niche of alterations to one's demeanour, perspective, competence, and understanding. Effective training is an organisational activity that is planned and structured in response to stated needs, and it incorporates learning from experiences. Training is an organised process that aims to help workers acquire the information, abilities, and habits necessary to do their jobs well. Providing employees, both new and old, with the knowledge and abilities necessary to do their jobs well is what training is all about. Training entails demonstrating the proper use of a new machine to a machinist, the proper selling of a company's products to a salesperson, or the proper interviewing and evaluation of employees to a supervisor (Kaihlanen et al.,2019).

training is any organised attempt to raise the level of competence among workers in their present or related occupations. A change in one's attitude, level of competence, or pattern of behaviour is the end product of training. The trainees who had trouble grasping a concept before eventually mastered it; this is the "change in knowledge" that is being discussed here. I went from being completely ignorant of office management to fully grasping the subject and being able to put what I learned into practice in the real world.As a result of these skill and knowledge shifts,

people who started out with less than stellar abilities often find themselves excelling in the areas where they have received the most instruction. Finally, there's a shift in behaviour, which is often associated with unethical work practices; nonetheless, knowing these practices leads to comprehension and comprehension. In light of the foregoing, it follows that training must incorporate learning experiences, organised organisational activities, and be tailored to meet specific needs in order to be efficient and effective (Kaihlanen et al.,2019).

Among the many advantages of company-sponsored training programmes are:

- a) Educate workers more on cross-cultural dynamics and external rivals.
- b) Assisting workers who are proficient with new technologies.
- c) Educating workers on the importance of teamwork and how to build high-quality products and services through collaborative effort.
- d) Make sure that learning, creativity, and innovation are valued in the workplace.
- e) Maintain a risk-free workplace by encouraging workers to find creative ways to contribute to the business as their roles and interests evolve and their abilities improve.
- g) Teach workers to be more inclusive and cooperative, particularly with women and people of colour (National Academies of Sciences et al.,2018).

- **Performance:**

Performance is defined as the record of outcome produced on a specified job function or activity during a specified time period." This description provides a working definition of employee performance. What this means is that performance is the end consequence of an employee's efforts within a given time frame. Results that workers have accomplished as a consequence of tasks given to them within a specific time frame are what really matter. Hasibuan points out "Employee performance is a work result that a person can achieve in carrying out the tasks assigned to him which are based on skill, experience, seriousness and time" . There are three main components that contribute to an employee's success on the job: their interest in and aptitude for the work, their comprehension and adherence to instructions about the distribution of responsibilities, and their level of intrinsic motivation. The employee's performance on the job improves as the aforementioned three metrics rise (Duffy,2022).

"Employee performance is a term derived from the words job performance or actual performance" (job performance being the actual successes someone achieves), Mangkunegara noted. Employee performance is defined as the amount and quality of output produced by an individual as a result of his or her efforts to carry out assigned tasks. She clarified "the definition of employee performance as the final measure of an employee's success in carrying out their work" . Performance in the workplace is a measure of how well a person carries out their duties in relation to predetermined goals. The good and negative outcomes produced by workers are associated with this quality issue. According to the organization's standards and criteria, an employee's performance is deemed good if their actions yield work results that meet those

standards; on the other hand, poor performance is characterised by work results that fall short of those standards. impact the productivity of workers include:

a) Individual characteristics, such as one's level of education, experience, confidence, drive, and willingness to put in the necessary effort

b) Managers' and team leaders' levels of excitement, guidance, support, and encouragement are leadership variables.

c) Team factors encompass the following: colleagues' ability to support and encourage one another, teammates' trust in one another, team cohesion, and teammates' intimacy.

d) System elements include things like the organization's processes, work systems, and infrastructure;

e) Contextual factors include things like pressure and changes in the external and internal environments (Duffy,2022).

A worker's efficiency depends on numerous things, one of which is their competence on the job.

Level of effort and organisational support are also correlated with employee performance.

Performance is typically caused by elements outside of individuals, such as systems, situations, leadership, or teams; but, in conventional performance evaluation methods, performance is solely linked with individuals.

After reviewing the various definitions that have been proposed, we can say that performance is the end result that an individual achieves over a set time period in relation to their specific work duties as established by the firm. A high-performing employee can help the organisation achieve its goals and objectives. From one employee to the next, their performance differs. The reason behind this is that every employee possesses a unique set of skills when it comes to performing their job duties. Workers' competence is directly proportional to their skill set. When a person has the knowledge and abilities necessary to do his job well, he is able to accomplish more in less time (Lim et al.,2020).

Staff Training and Advancement Programme:

Organisations must engage in human resource development to ensure that workers' skill sets are up to par with job requirements. It is believed that by engaging in this development activity, we would be able to better carry out our work in response to advances in the organization's science and technology. In addition, development is the process of educating and training workers to meet the demands of their jobs in terms of their technical, theoretical, conceptual, and moral capacities. According to Andrew F. Sikula, the development concept views personnel and staff matters as an ongoing educational process that managers undergo through a structured and methodical procedure, acquiring generalizable conceptual and theoretical knowledge (Schwerdtle et al.,2017).

Next, I Wayan Mudiarta Utama, Ni Wayan Mujiati, and I Komang Ardana said that this idea of development is the second operational duty of HRM. Employee development, whether for new hires or long-term staff, requires careful planning and ongoing attention. Establishing an

employee development programme is the first step to effectively carrying out development. The abilities required by the business now and tomorrow should serve as the compass for this staff development program's meticulous planning and scientific foundation. In order to ensure that workers perform to their full potential and accomplish their goals, this development is focused on enhancing their technical, theoretical, conceptual, and moral abilities (Sherwood et al.,2021). Training the workforce is an integral part of human resource development. They are often confused. According to Henry Simamora, development is an investment in people's future selves, whereas training is focused on improving their performance in their current roles. Unlike development, which takes time and effort but yields better results in the long run, training is more focused and delivers skills more rapidly.

Employee development refers to the process of providing workers with the educational opportunities they need to enhance their practical, intellectual, ethical, and technical skills in accordance with the demands of their jobs. To be competitive, a business must be nimble enough to respond to changes in both the macro and micro environments. Improving the calibre and competence of human resources via development programmes is one way for a business or organisation to plan ahead for changes. The current HR initiatives and employee development programmes aim to lessen the reliance of the organisation on hiring new staff. Human resource planning initiatives can help fill open positions with qualified candidates if development efforts are focused in the right places (Bvumbwe et al.,2018).

Conclusion:

Improving patient care is one of the many essential outcomes of the employee development programme. As we've seen, this programme has helped nurses advance to positions of leadership in the implementation of best practices, make important contributions to innovation, and ultimately improve the quality of health care. An organization-wide emphasis on personal and professional development has been a byproduct of this programme as well. The employee development programme has been integrated into the organisational culture and management structure to ensure its longevity. In order to keep the personnel engaged in the programme, they have established robust incentives and motivation.

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