

Experiences of Nurses Working with COVID-19 Patients: A qualitative study: Quality

Improvement

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Quality improvement is the foundation used to systematically improve and monitor outcomes of care processes (QSEN Institute, 2020). The quality improvement improves patient outcomes, professional development, and system performance (Backhouse & Ogunlayi, 2020). Knowledge related to quality improvement describes the strategies for learning about care outcomes in clinical practice and how nurses and healthcare professionals are part of the care outcomes that affect patients and families (QSEN Institute, 2020). Skills related to quality improvement seek information about care outcomes for specific populations (QSEN Institute, 2020). Flow charts, diagrams, and quality measures help understand variation and performance (QSEN Institute, 2020). Attitudes reflected on quality improvement help understand the importance of quality improvement and how it is an essential part of patient care (QSEN Institute, 2020). This study explored the psychological, social, and physiological impact that Covid-19 had on nurses. This study aims to inform, educate, and reduce the stigmatization of nurses who work in pandemic clinics.

Article Summary

Introduction

As frontline healthcare professionals, nurses faced direct exposure to the Covid-19 virus. This study aimed to explore and understand nurses' experiences and challenges while working in pandemic clinics during the Covid-19 pandemic (Akkuş et al., 2022). This qualitative study conducted mobile application interviews through WhatsApp with 19 nurses who worked in pandemic clinics in Turkey (Akkuş et al., 2022). The study data was interpreted using thematic analysis according to specific themes by the researchers (Akkuş et al., 2022). The article

discusses the psychological, social, and physiological distress that the Covid-19 pandemic had on nurses.

Overview

The study emphasizes the impact of Covid-19 on nurses psychologically, socially, and physiologically (Akkuş et al., 2022). Financial and moral support for nurses working during a pandemic needs improvement, as seen by the negative impact Covid-19 has on nurses' mental health. In order to reduce the stigmatization of nursing working in pandemic clinics, it is necessary to inform the public of the impact of the Covid-19 pandemic on mental health (Akkuş et al., 2022). Improving working conditions would benefit the fight against the pandemic and better the mental health of healthcare professionals who work during the pandemic. This study relates to the QSEN competency of *Quality Improvement* by exploring the psychological distress associated with nurses who worked during the Covid-19 pandemic. With the collected data, researchers concluded that interventions to help boost nurses' psychological and physiological well-being are recommended (Akkuş et al., 2022).

Quality Improvement

The article suggests that nurses working in pandemic clinics in Turkey have been affected psychologically, socially, and physiologically (Akkuş et al., 2022). Exhaustion, burnout, and stigmatization are the commonly experienced emotions during the pandemic (Akkuş et al., 2022). Interventions and easily accessible resources for mental health care are crucial. *Quality Improvement*, such as the interventions and the necessary resources for mental health care for nurses, can be implemented in hospital and home care settings. The pre-implementation stage would involve having the institution approve of the change in the hospital or home care setting. Necessary financials are crucial for this *quality improvement* change, and all staff must be aware

of the situation. The intra-implementation stage involves making sure that the implementation change that is in effect is functional and beneficial. A nurse manager can assist any staff who has questions regarding the implementation. The post-implementation stage can involve annual evaluations about the implementation change regarding the accessibility of mental health resources, improving financial resources, and how these changes affect nurse burnout and the stigmatization of working in pandemic situations. The suggested change will affect the financials of the hospital or business, as improvements in financials will provide psychological reinforcement for nurses during the Covid-19 pandemic (Akkuş et al., 2022). With the implementation of the suggested change, patient and nursing satisfaction will improve patient and nursing safety. Access to psychological reinforcement for nurses will improve the overall well-being of the nurse, therefore better nurse-patient interactions and improved patient care.

References

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