II RESEARCH INSTRUMENTS
II. A. : IN-PATIENTS' QUESTIONNAIRE (INITIAL INTERVIEW SCHEDULE)

RECORD OF EXPECTATIONS (E) AND PERFORMANCE (P):

5 – strongly agree
4 – agree
3 – not sure
2 – disagree
1 – strongly disagree

1. All good hospitals should have modern and sophisticated equipment.
2. A good hospital should always look pleasant.
3. The wards should be cleaned many times in a day as and when they become dirty.
4. The hospital staff should always keep the bathrooms and toilets clean and pleasant to use.
5. The bed linen should be changed everyday.
6. There should be no noise (equipment, staff and patients/relatives talking) in the ward.
7. The food should be tasty and appetizing.
8. There should be a choice of food (eg. rice or wheat based) on the menu.
9. All hospital employees (doctors, nurses, support staff) should be easily identifiable by their uniforms.
10. Employees should always perform the services correctly without making any mistakes.
11. All testing procedures should be performed right the first time without having to repeat them.
12. When medical students treat me, care should be taken to see that the procedures are accurately performed.
13. The hospital staff should help me find my way around the hospital.
14. Staff must always assist patients who find it difficult to move on their own.
15. Support staff should accompany and guide patients when any tests have to be done.
16. Staff should help in collecting the medicines from the hospital pharmacy.
17. Doctors should attend immediately, without making patients wait.
18. Doctors should be available on holidays and outside working hours.
19. Nurses should always attend to patients quickly without making them wait.
20. A good hospital should have facilities to receive complaints and suggestions from patients or their relatives.
21. A good hospital is one that is highly recommended by other doctors in the area.
22. A hospital that is attached to a medical college or research institute will be able to offer very superior diagnostic services as compared to any other hospital.
23. The presence of medical students ensures that better attention is given to patients’ needs.
24. Only senior consultants should see patients.
25. A teaching hospital will be very modern and up to date in its approach to care.
26. In a teaching hospital, allowing students to attend to patients will not compromise patient care.
27. In a teaching hospital, patients should get as much priority as students
28. In a teaching hospital, allowing students to learn their skills will not compromise patient care.
29. Most people seek treatment at a public hospital as the services are given free of charge.
30. My permission should be sought before allowing medical students to examine or perform any procedures.
31. Screens should be drawn around my bed whenever medical procedures and examination are carried out in the ward.
32. My consent should be sought before being used as a participant in research.
33. Doctors should always be willing to listen and allow patients to explain their problem.
34. Doctors should never seem to be in a hurry while seeing patients.
35. Nurses should always be courteous and never show any irritation with patients.
36. Support staff should be equally polite and courteous to all patients.
37. Employees should treat patients’ relatives with respect and courtesy.
38. Doctors should explain the diagnosis and treatment options.
39. Give sufficient information about the effects of medicines given.
40. Explain the results of the tests and procedures that are carried out on me.
41. Explain my condition to my relatives.
42. Give medical advice in simple language that I can understand.
43. Doctors should discuss with me the medical care following discharge from hospital.
44. Nurses should give instructions so that I can take the medications on my own during my hospital stay.
45. Nurses should explain the rules in the ward.
46. Nurses should help me remember and follow the doctor’s instructions.
47. Doctors should take interest in me as a person and not just my illness.
48. Doctors should make the setting friendly while speaking to patients.
49. Doctors should speak to me in my mother tongue.
50. Even if a doctor cannot cure me quickly, he should make me feel more comfortable by giving me medicines, injections, I V fluids, etc.
51. Doctors and nurses should do their best to make patients feel emotionally better.
52. Nurses should be kind, gentle and sympathetic at all times.
53. Nurses should get to know me better by spending time talking to me whenever they can.
54. Doctors and nurses should show concern for my relatives and their anxiety.
55. Nurses should treat me as a person and not just a bed number.
56. In a good hospital, emergency services will be equally efficient any time of the day or night.
57. A good public hospital should make its services fully available on all days, including holidays.
58. Patients should not be made to wait for a very long time for service.
59. Unless specifically referred, most people would prefer to go to a hospital where the waiting time is not unreasonably long.
60. If quicker service were offered at some extra charge, most people would prefer it.
II. B: HOSPITAL QUALITY QUESTIONNAIRE - FINAL FACTORS / DOMAINS

<table>
<thead>
<tr>
<th>DOMAINS</th>
<th>QUESTIONNAIRE ITEMS</th>
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<tbody>
<tr>
<td>EMPATHY</td>
<td>1. F1.1. Doctors and nurses should make patients feel emotionally better.</td>
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<td>2. F1.2. Nurses should treat me as a person and not just a bed number.</td>
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<td>3. F1.3. Nurses should be courteous and never show any irritation with patients.</td>
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<td>4. F1.4. Doctors should be willing to listen and allow patients to explain their problem.</td>
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<td>5. F1.5. Nurses should be kind, gentle and sympathetic at all times.</td>
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<td>6. F1.6. Doctors should make the setting friendly while speaking to patients.</td>
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<td>7. F1.7. Doctors should explain my condition to my relatives.</td>
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<td>8. F1.8. Nurses should attend immediately, without making patients wait.</td>
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<td>9. F1.9. Doctors should speak to me in my mother tongue.</td>
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<td>RESPECT</td>
<td>10. F2.1. My consent should be sought before being used as a participant in research.</td>
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<td>11. F2.2. A good hospital should have facilities to receive complaints and suggestions from patients or their relatives.</td>
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<td>12. F2.3. Screens should be drawn around my bed whenever medical procedures and examination are carried out in the ward.</td>
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<td>13. F2.4. My permission should be sought before allowing medical students to examine or perform any procedures.</td>
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<td>14. F2.5. There should be no noise (equipment, staff and patients/relatives talking) in the ward.</td>
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<td>15. F2.6. In a teaching hospital, allowing students to attend to patients will not compromise patient care.</td>
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<td>16. F2.7. Support staff should be equally polite and courteous to all patients.</td>
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<td>17. F2.8. All hospital employees (doctors, nurses, support staff) should be easily identifiable by their uniforms.</td>
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</table>
Patients should not be made to wait for a very long time for service.

**COMMUNICATION**

19. F3.1. Doctors should discuss with me the medical care following discharge from hospital.
20. F3.2. Explain the results of the tests and procedures that are carried out on me.
21. F3.3. Give medical advice in simple language that I can understand.
22. F3.4. Nurses should give instructions to help take the medications on my own during my hospital stay.
23. F3.5. Give sufficient information about the effects of medicines given.
24. F3.6. Doctors should explain the diagnosis and treatment options.

**RESPONSIVENESS**

25. F4.1. Support staff should accompany and guide patients when any tests have to be done.
26. F4.2. The hospital staff should help me find my way around the hospital.
27. F4.3. Staff must always assist patients who find it difficult to move on their own.
28. F4.4. Nurses should help me remember and follow the doctor's instructions.
29. F4.5. If quicker service were offered at some extra charge, most people would prefer it.
30. F4.6. In a teaching hospital, patients should get as much priority as students.

**CLEANLINESS**

31. F5.1. The wards should be cleaned many times in a day as and when they become dirty.
32. F5.2. The hospital staff should always keep the bathrooms and toilets clean and pleasant to use.
33. F5.3. The bed linen should be changed everyday.
CREDIBILITY

34. F6.1. A good hospital is one that is highly recommended by other doctors in the area.

35. F6.2. A hospital attached to a medical college or research institute will offer very superior diagnostic services as compared to any other hospital.

36. F6.3. The presence of medical students ensures better attention to patients’ needs.

37. F6.4. A teaching hospital will be very modern / up to date in approach to care.
Dear Doctor:

I have interviewed in-patients and nursing staff of JIPMER and recorded their perceptions about the patient care services offered. It would be helpful if you could give your perceptions too so that the principal service providers’ views are fully taken into consideration.

While answering, please keep in mind your "average" patient. Please do not consider patients who are exceptions or have extreme viewpoints. Response to each item has to be from TWO angles. First, please record the level of Expectation of an average in-patient of JIPMER as E 1 to 5. Then please record the Perception about the Performance of JIPMER as P 1 to 5. Thus each item will have a total response that will look like this: for example, Item No.5: E-4    P-2.

Please use the following scale:

RECORD OF EXPECTATIONS (E) AND PERFORMANCE (P) :

5 – strongly agree
4 – agree
3 – not sure
2 – disagree
1 – strongly disagree

1. Doctors and nurses should do their best to make patients feel emotionally better.
2. Nurses should treat me as a person and not just a bed number.
3. Nurses should courteous and never show any irritation with patients.
4. Doctors should be willing to listen and allow patients to explain their problem.
5. Nurses should be kind, gentle and sympathetic at all times.
6. Doctors should make the setting friendly while speaking to patients.
7. Doctors should explain my condition to my relatives.
8. Nurses should attend immediately, without making patients wait.
9. Doctors should speak to me in my mother tongue.

10. My consent should be sought before being used as a participant in research.
11. A good hospital should have facilities to receive complaints and suggestions from
patients or their relatives.

12. Screens should be drawn around my bed whenever medical procedures and examination are carried out in the ward.

13. My permission should be sought before allowing medical students to examine or perform any procedures.

14. There should be no noise (equipment, staff and patients/relatives talking) in the ward.

15. In a teaching hospital, allowing students to attend to patients will not compromise patient care.

16. Support staff should be equally polite and courteous to all patients.

17. All hospital employees (doctors, nurses, support staff) should be easily identifiable by their uniforms.

18. Patients should not be made to wait for a very long time for service.

19. Doctors should discuss with me the medical care following discharge from hospital.

20. Explain the results of the tests and procedures that are carried out on me.

21. Give medical advice in simple language that I can understand.

22. Nurses should give instructions to help take the medications on my own during my hospital stay.

23. Give sufficient information about the effects of medicines given.

24. Doctors should explain the diagnosis and treatment options.

25. Support staff should accompany and guide patients when any tests have to be done.

26. The hospital staff should help me find my way around the hospital.

27. Staff must always assist patients who find it difficult to move on their own.

28. Nurses should help me remember and follow the doctor’s instructions.

29. If quicker service were offered at some extra charge, most people would prefer it.

30. In a teaching hospital, patients should get as much priority as students.
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32. The hospital staff should always keep the bathrooms and toilets clean and pleasant to use.

33. The bed linen should be changed everyday.

34. A good hospital is one that is highly recommended by other doctors in the area.

35. A hospital that is attached to a medical college or research institute will be able to offer very superior diagnostic services as compared to any other hospital.

36. The presence of medical students ensures that better attention is given to patients’ needs.

37. A teaching hospital will be very modern and up to date in its approach to care.

Please fill in these details about yourself to facilitate analysis:

NAME:  GENDER: M / F  AGE:

EXPERIENCE (JIPMER):  (yrs)  DEPT:  DESIGNATION:

THANK YOU FOR YOUR PATIENCE AND CO-OPERATION.
II.C: PATIENT INFORMATION & LEVEL OF INVOLVEMENT

1. NAME:  
2. AGE:  
3. GENDER: M / F

4. EDN. (No. of yrs):  
5. OCCU:  
6. INCOME: 

7. ADDRESS:  
8. AREA: Urban / Rural

9. RESPONDENT: Pt. / Rel  
10. DEPT. / WARD:

11. WARD CATEGORY: A B C Gen.  
12. PAYMENT STATUS: P / Non-P

13. ROUTE TO HOSP. ADM.: OP Emer.  
14. LENGTH OF HOSP STAY:

15. NO. OF PREVIOUS VISITS TO THIS HOSP: OP:_________ Adms_________

16. INVESTIGATIONS DONE: ROUTINE: BLOOD Hb URINE STOOLS  
SPECIAL: X-RAY SCAN BIOPSY ECG EEG

17. WHETHER ANY SURGICAL PROCEDURES DONE: YES NO

18. FACILITIES PROVIDED: Mostly Prov. Prov. Mostly not Not Prov  
MEDICATIONS  
INJECTIONS  
INVESTIGATIONS

19. WHETHER HAVING VISITORS: YES NO

20. OUTCOME: Cured Relieved Status-Quo Worse
21. LEVEL OF HOSPITAL EMPLOYEE KNOWN TO PATIENT:

<table>
<thead>
<tr>
<th>Level of Employee</th>
<th>Top Mgt.</th>
<th>HOD</th>
<th>Doc</th>
<th>Nurse</th>
<th>Admin</th>
<th>Tech</th>
<th>Supp.Stf</th>
<th>None</th>
</tr>
</thead>
</table>

22. LEVEL OF INVOLVEMENT OF PATIENT:

<table>
<thead>
<tr>
<th>Activity</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Cleaning / Self-Care</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Trying to know about Health</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Initiative in taking Medicines</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Keeping own things Clean</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Helping other Patients</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Knowing Post-Discharge Care</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>
II. D. : PATIENT’S HEALTH STATUS & PERCEIVED SEVERITY OF ILLNESS

1. Can you tell me for what health problems / symptoms you have sought treatment at this hospital now?
   (a)                                      (b)                                      (c)
   (d)                                      (e)                                      (f)

2. For how long have you had these problems / symptoms?
   (a) Upto 48 hours                                      (b) 48 hours - 1 week
   (c) 1 week - 1 month                                      (d) 1 - 6 months
   (e) 6 months – 1 year                                      (f) more than 1 year

3. Any other place or person where you have sought treatment for this problem?
   General Practitioner / Family Doctor                                      Specialist
   Private Nursing Home                                      Private
   Hospital                                      
   Government Hospital                                      Religious
   place                                      
   Local / traditional healer                                      None

4. How often have you been hospitalised for this problem?
   Never                                      Once                                      Twice                                      More than twice

PERCEIVED SEVERITY OF ILLNESS

5. To what extent did you experience physical discomfort due to your health condition?
   Severe                                      Moderate                                      Mild                                      Minimal
   4                                      3                                      2                                      1

6. To what extent did you feel anxious and worried about your health condition?
   4                                      3                                      2                                      1
7. To what extent did you feel socially disadvantaged due to your health condition?  
   4 3 2 1

8. To what extent did you feel your health condition hampered you in performing your daily activities?  
   Mobility 4 3 2 1
   Self care 4 3 2 1
   Sleep 4 3 2 1
   Food / eating 4 3 2 1

9. To what extent did you feel you were dependent on relatives and others due to your health?  
   4 3 2 1

10. To what extent did you feel you were dependent on medication due to your health?  
    4 3 2 1

11. To what extent did you feel unable to perform your occupational role due to your health?  
    (eg. student, housewife, income/wage earner)  
    4 3 2 1

12. Overall, how much did you feel affected by your illness?  
    4 3 2 1
Dear Sir / Madam:

The purpose of this instrument is to develop a profile of your organization. There are no right or wrong answers. Please give your honest opinions.

Please read each of these statements and give your responses about the current status of your organization as C- 1 to 3 and the target status that you feel your organization can achieve as T- 1 to 3. Please be frank about the current status and as realistic as possible about the target status. You may use the following scale to give your responses:

Very Frequently True / In most parts of the organization : 3

Sometimes / In some parts of the organization: 2

Very Rarely / In few parts of the organization : 1

Thus each statement will have a set of responses that will look like this:

eg. Item No. 3 : C- 3, T- 2.

1. Teamwork is encouraged.
2. One has to support the decisions of one's boss.
3. Secure employment is provided.
4. Importance is given to maximizing customer satisfaction.
5. Experimenting with new management techniques is encouraged.
6. There is an effort to understand the customer's point of view.
7. Work is highly organized.
8. Proven methods are used to serve existing customers.
9. There is a significant attempt to decrease time delays.
10. Employees are provided with resources needed to satisfy customers.
11. There are efforts to establish new ventures or new lines of service.
12. Commitments to customers are reliably delivered.
13. Thinking and approach is flexible and adaptive.
14. Limited resources are effectively used.
15. Promoting one's point of view strongly is encouraged.
16. Lines of authority and accountability are very clearly maintained.
17. Clear and well-documented work processes are established.
18. There are efforts to continuously improve operations.
19. The organization attracts top talent.
20. Employees are treated fairly and consistently.
21. Superior performance is rewarded in some possible way.
22. Pioneering new ways of doing things is encouraged.
23. A high sense of urgency is maintained in the organization.
24. Clear job descriptions and requirements are established.
25. There are attempts to capitalize on windows of opportunity.
26. Innovative technology is applied to new situations.
27. There is tolerance for well-meaning mistakes.
28. There is response to customer feedback.
29. Employees are encouraged to participate in training and continuing education.
30. There is a tendency to limit taking risks.
31. If necessary, resources outside the organization are used to get things done.
32. The organization encourages capitalizing on creativity and innovation.
33. The organization is quick in anticipating changes in the external environment.
34. Employees take the initiative in doing things.
35. The chain of command is strictly respected.
36. Jobs are organized around the capabilities of individuals.
37. There are attempts to increase decision-making speed.
38. Innovation is encouraged.
39. There are attempts to build strategic alliances with other organizations.
40. The organization adapts quickly to changes in the external environment.
41. Action is taken despite uncertainty.
42. There is a quality checking of employees' work.
43. The organization strives to minimize the unpredictability of business results.
44. There are attempts to gain the confidence of the customers.
45. Expression of diverse viewpoints is encouraged.
46. Being precise is considered very important.
47. Acquiring cross-functional knowledge and skills is fostered.
48. Top-management decisions are supported.
49. Decision-making is allowed even at the lowest levels.
50. All systems are geared to minimize human error.
51. The organization finds novel ways to capitalize on employees' skills.
52. New products and services are developed.
53. Employees are loyal and committed to the organization.
54. Budgeted objectives are achieved.

NAME: GENDER: M / F AGE:

EXPERIENCE (JIPMER): (yrs) DEPT: DESIGNATION:
II. F. : NURSING ROLE EFFICACY SCALE:
Please think of your nursing role. Read each statement and give your responses as one of the numbers indicated below. There are no right or wrong answers. We only want to know how you feel. Please do not leave any statement unanswered.

Write 1 : if you feel the statement is NOT AT ALL TRUE
   2 : A LITTLE TRUE
   3 : NOT SURE
   4 : VERY TRUE
   5 : COMPLETELY TRUE

Please use the Answer Sheet to mark your responses. Please do not mark on this page.

1. All nurses generally perceive their roles as noble, to bring smiles to several faces. 
2. There is not much cooperation amongst the nursing personnel here. 
3. Nurses here frequently interact with administrative staff of the hospital. 
4. Doctors here help nurses to gain new knowledge and skills. 
5. Nurses have no opportunity to use their own judgement even in their own roles. 
6. The doctors consider the role played by the nurses in this hospital important. 
7. Nurses here generally do not solve problems, and refer them to their supervisors. 
8. Nurses here are encouraged to try out new ways of dealing with problems. 
9. Nurses here cannot take initiative and have to wait for their supervisor's instructions. 
10. This hospital provides enough opportunities for nurses to use their competencies. 
11. Nurses think of the profession as well paying, not so much about serving the needy. 
12. Administrative staff have no empathy for the nurses and their problems. 
13. There is not enough interaction amongst nurses. 
14. The hospital provides opportunities for nurses' professional growth in various ways. 
15. Doctors consult nurses on relevant matters and listen to their suggestions. 
16. Nurses in this hospital are proud that they contribute to the good name of the hospital. 
17. Nurses here have to solve most of their problems and not bother their supervisors about them.
18. Nurses trying out new ideas to deal with problems are not liked here.
19. Nurses have enough opportunities to plan how to do their work.
20. Here nurses do not get opportunities to make use of their training and skills required.
21. Nursing work gives opportunities to serve a larger and noble cause in the society.
22. Doctors provide the necessary help and guidance needed by the nurses.
23. Doctors interact with nurses on several matters.
24. Here nurses stagnate: they have no opportunities for professional development.
25. The administrators consult nurses on several matters and nurses influence several decisions.
26. Hospital administrators do not consider the nurses’ role to be important.
27. Here nurses like to solve problems rather than passing them on to others.
28. Supervisors here do not like the nurses who are creative and use new ways of working.
29. In this hospital nurses are encouraged to take initiative and act on their own.
30. In most cases nurses feel that they cannot fully use their knowledge and skills in their jobs.
# Nursing Role Efficacy Scale: Answer Sheet

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Rating</th>
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NAME (optional):   AGE:

DESIGNATION:(pl. tick):   Staff Nurse   Nursing Sister   ANS

WORK EXPERIENCE IN YEARS:   EDU. QUALIFICATION:

PRESENT POSTING (Ward / Speciality):

PREVIOUS 3 POSTINGS:

DAILY TIME SPENT ON: PATIENT CARE:   ____%  
WARD MAINTENANCE:   ____%  
RECORD KEEPING:   ____%  
EMERGENCIES:   ____%  

xxix
LIST THE TASKS THAT YOU FEEL ARE OF THE FOLLOWING TYPES: (please refer to list of tasks & mention their serial numbers)

(A) MOST IMPORTANT:
(B) LEAST IMPORTANT:
(C) MOST ENJOYABLE:
(D) LEAST ENJOYABLE:
(E) MOST DIFFICULT:
(F) LEAST DIFFICULT:

WHAT CHARACTERISTICS OF PATIENTS DO YOU FIND ARE:

(A) MOST PLEASANT:
(B) MOST IRRITATING:

IN WHAT WAYS DO YOU THINK YOU CAN PERFORM YOUR ROLE BETTER?

WHAT SUPPORT DO YOU FEEL YOU REQUIRE TO DO YOUR JOB BETTER?
LIST OF NURSING TASKS:

PATIENT CARE:
1) Bedside Nursing: Bed making, vital signs, giving medicines, injections, I.V fluids, etc.
2) Investigations: collection of samples
3) Admission / Discharge Orientation
4) Pre-operative preparation (OT prepn)
5) Receiving patients from O T.
6) Assisting doctors in procedures, rounds, preparation, etc.
7) Fluids receiving and distribution
8) Any other: please specify.

WARD MAINTENANCE / ADMINISTRATION
9) Checking Inventory of things in the ward.
10) Cleanliness: ward, toilets.
11) Checking Resuscitation Trolley – oxygen suction
12) Indenting from CSSD
13) Duty arrangement
14) Floating of staff: drawing C & D staff from other wards & work adjustment.
15) Leave sanctioning, rearranging staff.
16) Issuing passes: visitors, food.
17) Condemnation, Breakage, Repair – sending to workshop.
18) Any other: please specify

RECORD KEEPING
19) Treatment Book Updating.
20) Case Sheet checking.
21) Writing Diet slips.
22) Daily Drug Accounting.
23) Indenting for Drugs.
25) Transfer in / Transfer out Reports.
26) Special Investigations / OT Preparation Reports.
28) Complaint Book.
29) Duty Book preparing and checking.
30) Stock Maintenance.
31) Any other: please specify.

EMERGENCIES:
33) Patient Death.
34) Medico-legal cases.
35) Any other: please specify.