



# DEDER GENERAL HOSPITAL

## *Outpatient Department*

### Nursing procedures protocol Utilization Monitoring Report

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*Report period: 4<sup>th</sup> Quarter of 2017E.C*

*Deder, Oromia*

*June 2017E.C*

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## INTRODUCTION

Deder General Hospital's Outpatient Department (OPD) provides essential healthcare services to the local population, and nursing procedures are a critical aspect of maintaining high standards of care. Nursing procedures cover a wide range of activities, from basic tasks like hand hygiene to more complex tasks such as medication administration, wound care, and post-operative management. Ensuring compliance with established nursing protocols is crucial for maintaining patient safety, improving patient outcomes, and optimizing hospital operations.

This report evaluates the utilization and compliance with the hospital's nursing procedure protocols through a structured monitoring process. The aim is to assess the adherence of nursing staff to the prescribed procedures and identify areas requiring improvements.

## OBJECTIVE

**The primary objectives of this monitoring report are:**

1. Evaluate the compliance of nursing staff with OPD nursing procedure protocols.
2. Identify gaps and areas where non-compliance occurs.
3. Develop and propose action plans to address identified gaps.
4. Monitor the progress of the action plans and suggest improvements where necessary.
5. Ensure continued high-quality patient care through effective implementation and adherence to nursing procedures

## METHODOLOGY

The utilization monitoring report is based on a compliance checklist of various nursing procedures used in the OPD. The methodology followed to gather data includes:

1. **Direct Observation:** Observing nursing staff during their routine duties to check adherence to nursing protocols.
2. **Documentation Review:** Reviewing patient charts and records to ensure proper documentation of nursing interventions and patient care.
3. **Patient Interviews:** Conducting interviews with patients to assess their understanding of nursing care and procedures provided.
4. **Staff Interviews:** Interviewing nursing staff to understand challenges they may face in adhering to procedures.
5. **Sample size and techniques;** A total of 13 observations were made across different nursing procedures, and each was rated on a Yes/No/NA basis.
6. **Analysis:** The results were then compiled, and areas of non-compliance were highlighted. These findings formed the basis of the proposed action plan.

## **RESULTS**

The OPD nursing team demonstrated exceptional adherence to essential procedural protocols in June 2017, achieving perfect 100% compliance across all nine monitored criteria. Every single observed instance (13 per criterion, totaling 117 observations) met the required standards. This flawless performance encompassed fundamental aspects of nursing care: infection prevention (Hand Hygiene, Infection Control), core clinical skills (Vital Signs Monitoring, Medication Administration, Wound Care, IV Cannulation & Management, Catheterization), and patient-centered practices (Pain Assessment and Management, Patient Education). The overall compliance rate stood at 100%, reflecting consistent application of protocols in every observed case.

This result indicates a very high level of standardization and diligence in daily nursing practice within the OPD during the monitoring period. The absence of any non-compliant observations ("No" responses) for any criterion, including critical areas like medication administration and infection control, suggests robust adherence to established guidelines and protocols. Achieving 100% compliance across such a broad range of procedures, from technical skills like IV cannulation to communication-focused tasks like patient education, points to a well-trained, disciplined, and protocol-oriented nursing team operating effectively within the OPD setting (**Table 1**).

*Table 1: OPD nursing procedure protocol adherence monitoring performance, June 2017E.C*

S/N	Nursing Procedure Criteria	Compliant (Yes)	Compliant (No)	Compliance (%)
1.	<b>Hand Hygiene</b>	13	0	100
2.	<b>Vital Signs Monitoring</b>	13	0	100
3.	<b>Medication Administration</b>	13	0	100
4.	<b>Wound Care</b>	13	0	100
5.	<b>IV Cannulation &amp; Management</b>	13	0	100
6.	<b>Infection Control</b>	13	0	100
7.	<b>Catheterization</b>	13	0	100
8.	<b>Pain Assessment and Management</b>	13	0	100
9.	<b>Patient Education</b>	13	0	100
	<b>Overall</b>	117/117	0/117	100

## DISCUSSION

The documented 100% compliance rate across all nine nursing procedure criteria represents an exceptionally high level of observed adherence to established protocols within the OPD setting during June 2017. This uniform perfection across fundamental aspects of care—including critical infection control measures (Hand Hygiene, Infection Control), essential technical skills (Medication Administration, IV Cannulation, Wound Care, Catheterization), and patient-centered practices (Vital Signs Monitoring, Pain Assessment, Patient Education)—suggests a deeply embedded culture of protocol compliance and standardization among the nursing staff. The absence of *any* non-compliant observations (0 out of 117) indicates a consistent application of best practices in every monitored interaction. This level of performance is commendable and points to successful training, strong supervision, and a likely emphasis on quality assurance within the OPD nursing team. It reflects a well-structured operational environment where established procedures are reliably followed.

However, while these results are impressive, several important considerations warrant attention to ensure sustained excellence and understand the full picture. Firstly, the methodology (13 observations per criterion) provides a snapshot; it may not capture performance variability across all shifts, staff members, or during periods of high patient volume or stress. Secondly, achieving 100% compliance across such diverse and complex tasks raises questions about the potential for observation bias (e.g., Hawthorne effect - staff altering behavior because they know they are being watched) or whether the audit criteria were sufficiently rigorous or sensitive to detect minor deviations. Thirdly, compliance measures *adherence to the procedure steps*; it does not directly assess the *quality* of the execution (e.g., effectiveness of wound cleaning, depth of patient education understanding) or the *patient outcomes* resulting from these actions. Finally, maintaining this level of perfection is challenging. Continuous monitoring, reinforcement of standards, addressing potential complacency, and adapting protocols based on evolving evidence are crucial for long-term sustainability. This outstanding result should be viewed as a significant achievement and a strong foundation, but also as a starting point for ongoing quality improvement efforts focusing on depth, consistency under all conditions, and ultimately, impact on patient health outcomes.

## RECOMMENDATIONS

- ❖ Sustain current performance through M&E

### Improvement plan

- ❖ No Major Gap Seen

**Table 2: Implementation Status of previous performance improvement plan, June 2017E.C**

Identified Gap	Proposed Intervention	Responsible body	Implementation Status
<b>Low Wound Care Compliance</b>	Ensure availability of necessary supplies.	Nursing Director, OPD head & IPC f/P	<b>Completed</b>
<b>Low IV Cannulation &amp; Management Compliance</b>	Reinforce IV Cannulation best practices through refresher training and random audits.	Nursing Director & QI team	<b>Ongoing</b>
<b>Minor Non-Compliance in Catheterization</b>	Reinforce catheterization best practices through refresher training and random audits.	Nursing Director & QI team	<b>Completed</b>



Guyyaa/ቀን/Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

- ❖ Garee tajaajila OPD irraa
- ❖ Garee Qulquullina Tajaajila Fayyaatiif

**Dhimmi: waa'ee Gabaasa Structural protocol mon erguu ilaala**

Akkuma mata Dureerrattii ibsamuuf yaalameettii **Structural protocol “Nursing Procedures”** Jedhamu kan kurmaana **4ffaa** bara **2017** xalayaa **Fuula 9** qabuu gaggeessituu kana waliin walqabsiifnee isiiniif eerguu keenya kabajaan isiniif beeksiifnaa.

**Nagaya wajiin!!**