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Conceptual frame work for structured nursing rounds on the level of patient satisfaction and job satisfaction among nurses by using Ludwig von Bertalanffy General Systems Theory

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Abstract

General system theory, therefore, is a general science of wholeness... The meaning of the somewhat mystical expression, "The whole is more than the sum of its parts" is simply that constitutive characteristics are not explainable

from the characteristics of the isolated parts. The characteristics of the complex, therefore, appear as new or emergent... - Ludwig von Bertalanffy

Keywords: Ludwig Von Bertalanffy, General system theory, Structured Nursing Rounds, Patient Satisfaction & Job Satisfaction

1. Introduction

A theory is a group of related concepts that propose action that guides practice. General system theory describes "how to break whole things into parts and then to learn how the parts work together in systems". General system theory is known by different names – system theory, theory of open systems, systems model, and family systems theory.

The author of General system theory was Ludwig Von Bertalanffy in the 1950s,

A system is a complex of elements in interaction, which on the first appearance does not seem interconnected or interrelated.

As Von Bertalanffy's theory emerged in the early 1930s, scholars from many disciplines discovered that the concepts of General system theory could be applied equally to their fields, such as chemistry, physics, and social sciences. The application of General system theory to psychiatry helped conceptualize the development of personality.

Von Bertalanffy (1969) introduced General systems theory as a universal theory applicable to any field of study which provides a way of examining interrelationship and deriving principles.

General system theory describes how to break the whole apart and then learn how the parts work together.

- Emphasizes the relationships between parts.
- Describes how parts function and behave.

2. Statement of the Problem

"A Study to Assess Effect of, on the Level of Patient Satisfaction and Job Satisfaction among Nurses Working in a Selected Wards at Pondicherry".

3. Objectives

1. To Assess the Level of Job Satisfaction among Nurses working in the wards.
2. To Assess the Level of patient satisfaction among patients admitted to the wards
3. To evaluate the effect of structured nursing rounds on the level of job satisfaction among Nurses 4. To determine the effect of structured nursing rounds on post-test level of patient satisfaction
4. To associate the post-test level job satisfaction of nurses with selected socio-demographic variables.
5. To associate the post-test level of patient satisfaction with selected socio-demographic variables.

4. Hypotheses

- **H₁** – There will be a significant difference in the level of Patient satisfaction before and after SNR among Patients.
- **H₂** - There will be a significant difference in the level of job satisfaction before and after SNR among Nurses
- **H₃**: There will be a significant association between the post-test levels of Patient satisfaction with the selected demographic

Variables.

- **H4:** There will be a significant association between post-test the Level of Job Satisfaction among Nurses with the selected demographic variables.

5. Research Methodology

5.1. Research approach-Quantitative approach

5.2 Research Design- Quasi Experimental Non Equivalent Control Group design

Nurses – pre and posttest control group design

Experimental Group	O1	X	O2
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Control Group	O1	-	O2
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Patients: posttest only control group design

Experimental Group	X	O2
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Control Group	O2
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(O₁ = Pre-test; O₂ = Post-test; X= Intervention)

5.3 Setting -The study will be conducted in selected hospital, Puducherry.

5.4 Population: All patients admitted and Nurses working in selected hospital, Puducherry

5.5 Target Population: Registered nurses with RN and RM & working in selected hospital more than 6 months

5.6 Patients: admitted in Medical and Surgical wards for more than 3 days with

Medical conditions like (COPD and Pneumonia),

OBG wards include patients with (Cesarean Section, Puerperal sterilization, Hysterectomy Patients, Mothers of newborns with neonatal jaundice),

Ortho ward - (Patients with IMIL, ORIF, Fracture & Spine injuries) and

Surgical wards (Patients with large bowel Surgery)

5.7 Sample Size: Patient – 300, Nurses – 120

5.8 Description of the Tool

Tool I (A): Socio demographic data of Nurses

Tool I (B): Socio demographic data of patients

Tool II (A): Individual Work Performance Questionnaire (IW PQ)

Tool II (B): Nurses Modus Operandi Scale

Tool II (C): Patient Satisfaction with Nursing Care Scale (PSNCS)

5.9 Data Analysis

Descriptive and inferential statistics

5.10 Interpretation of data Findings

6. Conceptual Framework

The conceptual framework is analogous to a frame of a house, just as the foundation supports a house. In this study, the investigators have incorporated the general system theory model Ludwig von Bertalanffy (1968)

According to this theory, a system can be open or closed. All living systems are open and there is a continuous exchange of matter, energy, and information. Open systems have varying degrees of interaction with the environment from which the system receives input and gives to the form of matter, energy, and information. The system returns output to the environment in an altered stage, affecting the environment. The feedback is the environment response of the system. The system may be positive, negative, or neutral. The components of the theory are:

1. Input
2. Throughput
3. Output
4. feedback

Input

Patient-related factors

Demographic variables: Age, Gender, Marital status, Type of family Type of caregivers

Education, Occupation Department – OBG, Ortho, Surgical Wards, Medical Wards,

Perception on the previous hospitalization

Nurse related factors

Demographic variables: Age, Gender

Marital status Professional education

Nursing experience

Experimental & control group nurses

1. Pretest on Nurses job satisfaction is assessed by the Individual Work Performance Questionnaire (IW PQ)
2. Pre-test Effect of SNR which is observed by using Nurses Modus Operandi Scale

Throughput

Throughput is the activity phase. In this study Experimental.

SNR NURSES 9P's

1P – Person,

2P - Plan

3P - Perform Tasks

4P – Pain, 5P - Position

6P - Proximity, 7P - phlebitis

8P – Presence,

9P - Patient Education

Intervention: Structured Nursing Rounds training schedule for 5 weeks from 11 am to 12 Noon.

1st week: 15 Nurses from Ortho (M&Fe) wards

2nd week: 15 Nurses from Medical (M&Fe) wards

3rd week: 15 Nurses from Surgical (M&Fe) wards

4th Week: 15 Nurses from OBG & Gynaec wards

Output

Experimental & Control Group

Post Test (Nurses =60)

- Post assessment will be done at the end of 3 months (12 weeks) nurses job satisfaction will be assessed by using Individual Work Performance Questionnaire (IW PQ)
- Effect of SNR is observed by using Nurses Modus Operandi Scale

Post Test (Patients 150)

Post assessment on patient satisfaction will be assessed by using the Patient Satisfaction with Nursing Care Scale (PSNCS) tool will be done at the end of 5th day of admission

Feedback

In this study, feedback refers to the change in the level of satisfaction among nurses and patients after Structured Nursing Rounds the findings of the study will be implemented in nursing care practice.

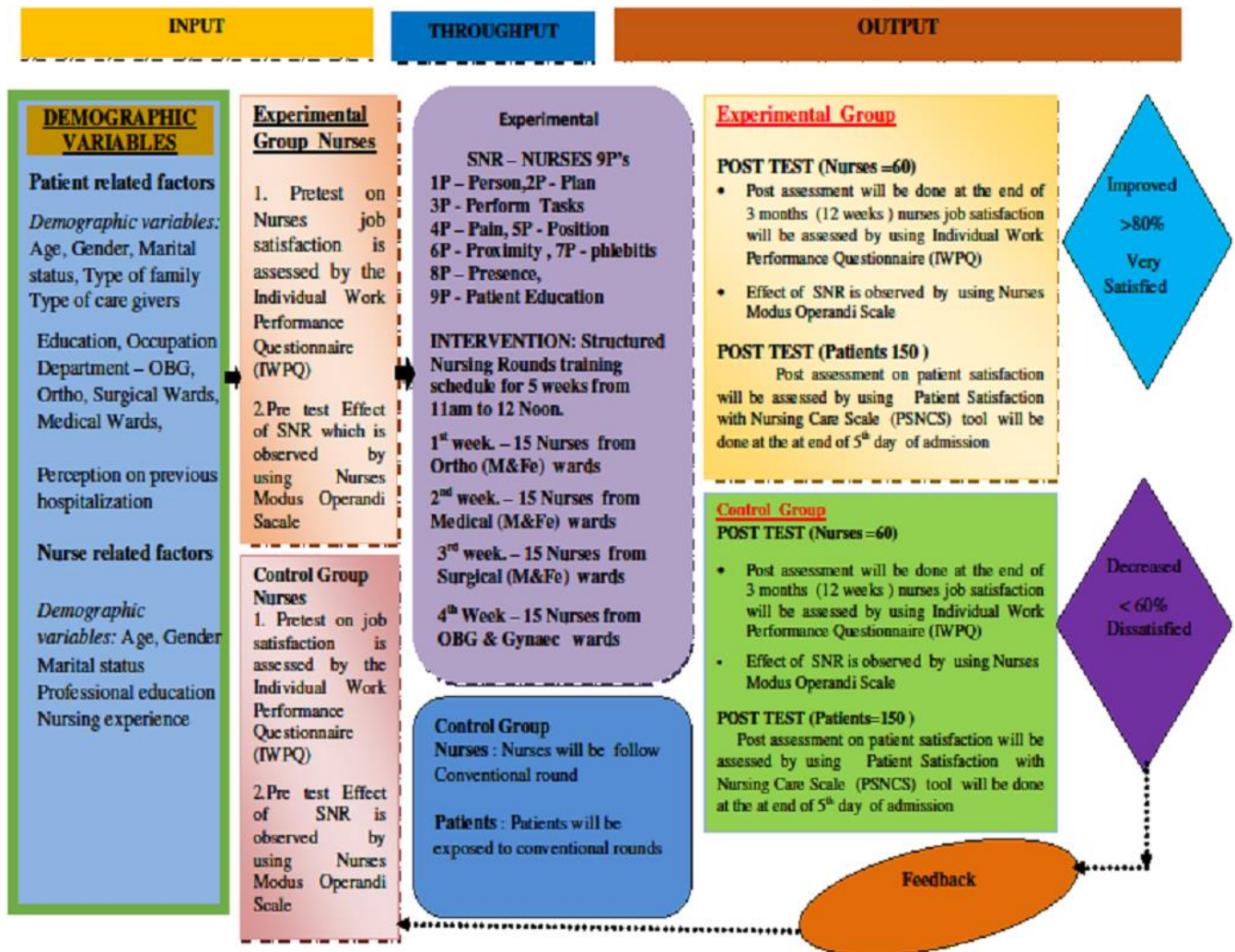


Fig 1: Conceptual framework based on Ludwig von Bertalanffy’s 2011 general system theory

8. Conclusion

Systems advocates envision the organization as being made up of interdependent factors including individuals groups, attitudes, motives, formal structure, interactions goals, status & authority if all parts of the organization are not coordinated internally then organization goals cannot be achieved. Again open system approach recognized that org. are not self-content they rely on their environment for essential inputs as sources to absorb their outputs. So system approach is very crucial for organizations for its existence in the business scenario and economic environment, to face all cyclic circumstances and move a step ahead to achieve organizational goals.

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