

Abstract

Increasing the quality of nursing is a frequently discussed issue in the nurse profession, because the goal of every medical staff is to provide the best of him in health care. If we want to find out, assess and to improve the treatment of hospitalized patients, we can use the real view of nurses, which are experts in that question. Nurses on department of Internal medicine in our case. This research is part of the RN4CAST international research pilot project in the Czech Republic.

The target of the survey was to find out how nurses perceive the quality and safety of nursing at the level of the inpatient ward, but also to solve problems during nursing at the level of higher management of the hospital. The research data can be used to improve the ward environment and improve the quality of nursing in overall.

The respondent included in the research, had to be a general nurse or a practical nurse which was working at the inpatient ward and finished a 12-hour service (day or night), and at the end of the shift he answered questions in an electronic questionnaire under supervision of a research team member who was ready to answer any question about the formulation of the question or answer.

A total of 52 nurses working in the inpatient wards of the internal type participated in the pilot research in February 2019. Most nurses evaluate the quality of nursing care as positive. The questions about cooperation with management are rather negative. Concerning the communication of personnel at the end of the service or the handover of the patient, most nurses have agreed to pass on all the information including details.

The questionnaire shows that nurses are quite satisfied with the quality of care, but the results show that there is a space for improvement. Nurses do not have the confidence to cooperate with hospital management, and on the base of undesirable events the nurses are not informed of introduced changes in most cases. They are unable to assess whether safety of the patient is the hospital's top priority. The results in the area of communicating on the handover of the service or

handover of the patients are positive, most nurses deny that they would not pass all the necessary information.