

The Study of Hospital Staff Educational Situation in the Face of Crisis

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Abstract: Hospitals have an important role in accidents and critical situations and they are the most important centers for treatment of the wounded, so they need to be prepared for crisis time. In this context, midwives and nurses as the biggest health care providers have an important role and they need to promote their knowledge and awareness. So, this study was conducted to determine educational situation of the hospital staff in the face of crisis in 2016. This descriptive study was done in Motazedi Iran Hospital in Kermanshah, Iran and include 75 midwives and nurses. Sampling method was available sampling. Data was collected by questionnaire. Findings showed that 86% of samples were midwives and 14% were nurses. Most samples (56%) had work experience >15 years. In relation to training in the last 3 years 55% of samples had passed CPR courses and none of them had passed carrying injured, bleeding control, wound dressing and bandage, fire extinguishing, rescue missions after earthquakes and floods. The 72% of samples agreed that teaching the above items in university courses is effective intermediate. The 14% had activity as a member of emergency situations committee and training course was held for them. None of them was member of red crescent. Most of them (90%) agreed with rescue team formation. The 40% had been in unexpected events during the course of employment and among them 20% had good function, 30% had average performance and 50% had poor performance during this time. Most of them agreed with unexpected events course holding for general population. Most of them (84%) believed that facilities available is insufficient at the time of earthquake or flood events. Samples believed that the most important factors for having appropriate performance at the time of events are facilities (68%), crisis management before the event (54%), training before the event (50%) and crisis management after the event (30%), respectively. Hospital managers must obtain information about crisis management and codify educational programs about emergency and first aids to train staff. This policy not only increase their skills in various fields of work but also causes active participation and sufficient confidence at crisis time.

Key words: Training, staff, crisis, time, policy

INTRODUCTION

Beginning of creation till now human always have dealt with kinds of damages and disasters and they have had a lot of life and financial damages. So, that each year about 200 million persons get involved in crises and disasters and hundreds of them lose their life (Zad and Boom, 1991). Unexpected events are events that cause destruction, financial and physical injuries. These events usually influence on a large crowd. During these events routine life headband rupture suddenly and people will suffer from suffering and distress and as a result they need to food, clothing, shelter, medical and nursing care, protection against adverse environmental factors and conditions and other necessities of life. Crisis is equal to

dangerous opportunity, that means the combination of "Threat" and "opportunity" or "as the moment of decision in lack of decision condition" or "lack of decision condition" (Khazaie, 2004). Although, crisis and disaster may happen rarely but they are very destructive and influence health system so health system being ready can not only decrease mortality and morbidity but also in alleviation the pain of victims is effective (Hekmatkhah *et al.*, 2011). Iran throughout its ancient history has been to the exposure of many natural and artificial disasters and in terms of statistics in natural disasters is the fourth in Asia and the sixth in the world (Mohebifar *et al.*, 2008). Encounter of these events needs extensive proceedings that include proceedings before incident such as staff training and create equipment and

safety in the buildings, proceedings during the incident like presence of paramedics on site and rescue victims from the rubble and caring of the wounded, proceedings after the incident that includes continuing of rescue and care of victims, communication, rescue operations (procurement of shelter, food), medical and health services and welfare (Behnodi, 2003). Crisis management is a process for accident risk reducing in effective and efficient way with use of available source for coping with crisis (Yarmohammadian, 2013). In this context, health sector is one of a sensitive and strategic sectors in coping with crisis because its activity is treatment, rehabilitation of patient and social health control (Malekshahi and Mardani, 2008). Hospitals have an important role during accidents and critical situations and as the most important centers of treating injured in crisis time need proper preparation. Midwives and nurses, as the biggest health care providers, have an important role and they need to promote their knowledge and awareness. So, check of knowledge level has a special importance. Given the importance of the issue this study with the aim of staff training study determination was conducted in 2016.

MATERIALS AND METHODS

This descriptive study was done in Motazedi hospital in Kermanshah, Iran and include 75 midwives and nurses. Sampling method was available sampling. Data was collected by questioner that include personal information pass training courses and the survey of present situation (training, facilities).

RESULTS AND DISCUSSION

Findings showed that 86% of samples were midwives and 14% were nurses. Most samples (56%) had work experience >15 years. In relation to training in the last 3 years 5% of samples had passed CPR courses and none of them had passed carrying injured, bleeding control, wound dressing and bandage, fire extinguishing, rescue missions after earthquakes and floods. The 72% of samples agreed that teaching the above items in university courses is effective intermediate. The 14% had activity as a member of Emergency Situations Committee and Training course was held for them. None of them was member of red crescent. Most of them (90%) agreed with rescue team formation. The 40% had been in unexpected events during the course of employment and among them 20% assessed that their function had been good, 30% had average performance and 50% had poor performance during this time (Table 1).

Table 1: Distribution of absolute and relative frequency of samples according to performance evaluation during unexpected accident

Function at the time of accident	Number	Percent
Good	6	20
Average	9	30
Weak	15	50
Total	30	100

Table 2: Distribution of absolute and relative frequency of samples according to their opinion about participants of unexpected events training courses

In your opinion, who need to training course of unexpected events	Number	Percent
All people	42	56
Volunteers	6	8
Medical team	18	24
Departments and agencies team	9	12
Total	75	100

Table 3: Distribution of absolute and relative frequency of samples according to their opinion about the status of existing facilities in coping to unexpected events

Status of existing facilities in coping to unexpected events	Number	Percent
Sufficient	3	4
Almost enough	9	12
Insufficient	63	84
Total	75	100

Table 4: Percent samples believed that the most important factors

Samples believed that the most important factors	Percent
Performance at the time of events are facilities	68
Crisis management before the event	54
Training before the event	50
Management after the event	30

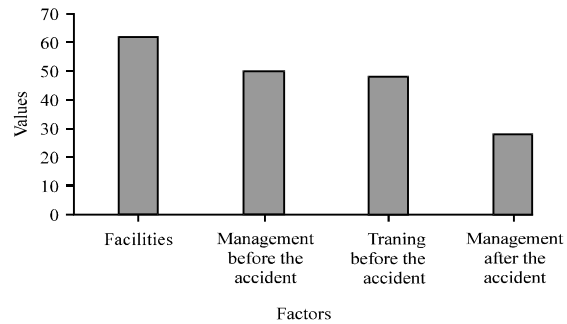


Fig. 1: Distribution of absolute and relative frequency of samples according to their opinion about the most important factors on proper performance during accident

Most of them agreed with unexpected events course holding for general population (Table 2). Most of them (84%) believed that facilities available is insufficient at the time of earthquake or flood events (Table 3). Samples believed that the most important factors for having appropriate performance at the time of events are facilities (68 %) crisis management before the event (54%), training before the event (50%) and crisis management after the event (30%), respectively (Table 4 and Fig. 1).

CONCLUSION

Findings showed that 55% of samples had passed CPR courses in the last 3 years. Unfortunately, experimental studies have showed that lots of designed conventional and traditional knowledge in coping with disasters plan are incorrect so information about coping with disaster in all sections of society especially treatment units staff must be increased. Also staff must be taught to do their duty in emergency and risky situation of disasters. Results showed that 72% of samples agreed that teaching the above items in university courses is effective intermediate. Since, the passage of time causes forgetfulness of some educational tips the need for training and education of the staff is not only necessary and mandatory but also inevitable (Ghabelgoo, 2001). In Hojjat study that assessed awareness and readiness of Tehran University Hospitals staff in the face of disaster. The readiness was intermediate also in Nasiri-Pour and et al awareness level of the staff in the face of crisis was intermediate.

Findings showed that most of samples (90%) agreed with rescue team formation. Crisis management and crisis coping quality must be noted for reduction of natural disaster effects. One of a proper intervention of crisis management is before crisis proceedings such as training and readiness. It is advised that rescue team must be formed in hospitals. This team must hold up training and planning courses for the staff so that professionals and experienced staff minimize the damage caused by accident (Joukar *et al.*, 2007).

Findings showed that most samples that had been in unexpected events during the course of employment had poor performance. Nurses and midwives have excessive eager to continue their education and achieve information in context of their occupation that is a factor for solve and perform educational programs (Ghabelgoo, 2001). In Maleki and Shojaee study that assessed readiness of Iran University training hospitals staff in the face of disaster and find that in most hospitals educational courses have not considered for security staff and these hospitals will face with many problems at the time of disaster. They emphasized that all staff must have sufficient awareness to observe sufficient efficacy at crisis time (Shojaei, 2009).

Results showed that most samples agreed with unexpected events courses holding for general population. Natural disasters and unexpected events may happen at any time without any warning signs. Readiness of families in opposition with these events is one of the most important ways for reduction of probable damages. People must know how to act at crisis time. Also at crisis time they must help their fellows with passing first aid and CPR courses (Kiyannmehr, 2005).

Results showed that most of samples believed that the most important factor for having appropriate

performance at the time of events is crisis management before the event. At the crisis time people will get suffering and Insolvency and need to the necessities of life (power, gas, communication, drinking water, foodstuffs and hygiene). So with facilities existence, officials can give good services to people and they can lead crisis situation to a normal situation with least damages. This requires a efficient and strong management before crisis. However, hospital managers must obtain information about crisis management and codify educational programs about emergency and first aids to train staff. This policy not only increase their skills in various fields of work but also causes active participation and sufficient confidence at crisis time.

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