

Va Health Care: Role of the Chief of Nursing Service Should Be Elevated: Hrd-92-74



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U.S. Government
Accountability Office (GAO)

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Reviews

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(Alfreda Bradtke)

VA HEALTH CARE: ROLE OF THE CHIEF OF NURSING SERVICE SHOULD BE ELEVATED: HRD-92-74

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BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 28 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. Pursuant to a congressional request, GAO reviewed ways in which acute nursing care quality could be improved in the Department of Veteran Affairs (VA) facilities, focusing on: (1) organizational changes to enhance the delivery of nursing services; (2) use of information technology to increase bedside nursing time; and (3) allowing the chief of nursing services to report directly to the medical center director. GAO found that: (1) the chief of nursing service in most nonfederal hospitals reports directly to the chief executive; (2) VA tested this reporting structure in one medical center, resulting in improvements in quality of nursing care and in communications between top management and the nursing department; (3) the centers staff, a consultant, and the VA Office of Inspector General recommended that the concept be extended to other medical centers; and (4) VA has not extended the organizational change to other medical centers. In addition, GAO found that: (1) the nursing community holds a generally accepted assumption that the amount of time nurses spend with patients correlates directly with good quality nursing care; (2) nurses could potentially increase their time at bedside by the use of bedside computer terminals; (3) both VA and non-VA hospitals have been slow to install bedside terminals due to their cost and the lack of reliable data supporting their use; (4) in 1988, VA had a consultant evaluate the potential for bedside terminals to increase the time nurses could spend with patients, and the consultant determined that terminals could improve clinical operations and patient care; and (5) in response, VA started pilot tests in two medical centers. This item ships from La Vergne, TN. Paperback.

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