

Role of the Head Nurse

Lecture 4

- A role is the appropriate behavior, which goes with a position.
- Professional and non-professional nursing service personnel have different roles to play in the nursing unit. The atmosphere of the nursing unit created by the behavior of the head nurse will affect the attitudes of unit nursing personnel and in turn their roles in providing quality patient care.

Levels of Management

1. First level manager (head nurse) is responsible for supervising the work of non-managerial personnel and the day-to-day activities of specific work unit. The head nurse is responsible for:

- Clinical nursing practice.
- Patient care delivery.
- Use of human, fiscal and other resources.
- Personnel development.
- Compliance with professional standards.
- Fostering collaborative relationships.
- Strategic planning.

2. Middle level manager (supervisor) supervises a number of nurse managers usually within related specialty or in a given geographical area.

3. Upper-level manager (nurse director) responsible for managing nursing department in the hospital, and all middle managers report to her.

First level Manager (Head nurse)

The first level manager assumes three main functional areas of responsibilities namely

- 1- Patient care management
- 2- Staff management
- 3- Nursing unit management

1- Patient care management

A. Application of the nursing process...

(Assessing and analyzing patient's needs, determine nursing diagnosis, determine priorities to the diagnosed problems, select objectives for nursing care, decide on a plan of action, develop the patient care plan). (Set standards to evaluate quality & quantity of patient care).

B. Assignment of personnel to meet patient's needs...

(assignment should be made for each individual nurse, should be based on personal qualities of nurses, abilities, previous experience, skills and interests of nurses, patient's needs and problems, should be balanced among nurses, put it in writing, simple and clear to serve as a guide).

C. Supervise all nursing activities related to patient care (make round during the day alone, with unit staff and with physician).

D. Participate in patient education and rehabilitation

2- Staff Management

- A. Staff utilization (plan time schedule, maintain means of communication),
- B. Staff supervision.
- C. Staff development.
- D. Staff evaluation.

3- Nursing Unit Management

- A. Patient admission administration
- B. Patient discharge
- C. Doctor's round
- D. Drug administration
- E. Theatre administration
- F. Interdepartmental co-ordination
- G. Reporting-maintain daily written report of problems of patient care to the supervisor at the end of the shift, maintain incident reports.

Delegation

- Delegating is an effective management competency by which nurse managers get the work done through the employees.
- Nurse managers need to be able to delegate some of their own duties, tasks, and responsibilities as a solution to overwork, which lead to stress, anger, and aggression.
- The following list suggests ways for nurse managers to successfully delegate:
 - Train and develop subordinates.
 - Control and coordinate the work of subordinates, but do not go over their shoulders.
 - Follow up by visiting subordinates frequently
- ❖ Encourage employees to solve their own problems, and then give them the autonomy and freedom to do.
- ❖ Assess results.
- ❖ Give appropriate rewards.
- ❖ Do not take back delegated tasks.

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Barriers in the Delegate

1. Lack of experience
2. Lack of competence
3. Avoidance of responsibility
 - ☒ Over dependence on the boss
 - ☒ Overload of work