

## Enhancing the Emergency Response Capability and Comprehensiveness of Obstetric and Gynecological Nursing Personnel



Yu-Ting Chen<sup>1</sup>、Hsin-Hui Huang<sup>2</sup>、Wei-Ching Li<sup>3</sup>

Hsin-Chu Mackay Memorial children's Hospital, Hsin-Chu, Taiwan

### Background and objective

Emergency incidents are most frequently observed within hospital general wards. Delays in adhering to emergency protocols can prolong response times, thereby delaying the timely transfer of patients to intensive care units for advanced treatment. Such delays increase the risk of patient mortality and may escalate into medical disputes. However, timely identification and resolution of issues by nursing personnel, along with early administration of cardiopulmonary resuscitation (CPR) and defibrillation, can significantly improve patient survival rates.

### Methods/intervention



Post-event interviews and surveys aimed at analyzing the completeness of emergency responses among nursing personnel revealed that incomplete execution of emergency procedures was primarily due to factors such as unfamiliarity with emergency equipment and medications, lack of emergency experience, and inadequate educational training. To address these shortcomings, a comprehensive strategy was developed based on current analysis and literature reviews. This strategy involves utilizing instructional videos uploaded to online platforms and converted into QR codes for convenient access to critical emergency techniques such as defibrillator operation, endotracheal intubation, and manual resuscitator use. Additionally, emergency medication flashcards, flowcharts, obstacle course assessments, and scenario-based role-playing exercises are employed to enhance nursing personnel's familiarity and competence. Regularly scheduled educational training sessions, integrated into a two-year learning passport system, facilitate ongoing improvement in emergency response completeness.

### Results

Following the implementation of the program, the completeness of emergency responses among nursing personnel increased significantly, from 58.8% to 97.7%. This substantial improvement effectively elevated the quality of emergency responses, leading to enhanced patient survival rates and a reduction in medical disputes.

### Conclusions/lessons learned

In conclusion, enhancing the completeness of emergency responses among nursing personnel not only improves their knowledge and skills but also emphasizes the importance of executing the most comprehensive and accurate emergency measures in the shortest possible time frame. This approach helps to mitigate the impact of human factors or teamwork issues on the success rate of emergency interventions. Ultimately, it leads to improved patient safety and enhances the quality of medical care provided.

