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## NURSE CHALLENGES IN INDIA: THE MAJOR WORKFORCE OF THE HEALTHCARE SYSTEM

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### **ABSTRACT:**

The profession of nursing creates a link of care and compassion throughout human civilization. A vocation to care, nursing is a profession that provides both an oasis of moving tales and a pool of challenging experiences. Even though urbanisation and globalisation have occurred in India, the country's healthcare sector is still being forced to adapt to significant new challenges. The provision of care to patients and the performance of leadership responsibilities within healthcare facilities, health systems, and other types of organisations are just two of the many important roles that nurses play in the healthcare business. It is of the utmost significance that all individuals, no matter where they live, have access to nursing care that is provided by qualified professionals who are also motivated and supportive of their patients. The significance of nurses in the healthcare industry should be emphasised in an effort to build a more effective task force that will provide higher-quality treatment for everyone. Within the context of the current healthcare system, nurses are confronted with a variety of difficulties. These difficulties are brought on by problems on a more systemic, organisational, state, and national level. It is of the highest essential to first identify and comprehend each and every conceivable problem that the nurses confront in order to effectively deal with them. not only acknowledge and comprehend them, but also search for and implement appropriate countermeasures.

**Keywords:** *Challenges, Nurses and Healthcare System*

### **INTRODUCTION:**

The profession of nursing creates a link of care and compassion throughout human civilization. A vocation to care, nursing is a profession that provides both an oasis of moving tales and a pool of challenging experiences. The range of nursing practise has broadened, and it is no longer confined to the confines of a single location, such as a hospital. The human life is the most valuable item in this vast universe, and nurses are the ones who work with it [1]. Nurses are often the component that acts as the pivot point throughout a broad continuum of treatment. The professional competencies and educational

background of a nurse make a substantial contribution to the achievement of favourable patient outcomes in a number of care settings, including acute and tertiary care, as well as preventative and wellness initiatives [2]. The patient reports a high level of pleasure as a result of their kind smile, caring touch, and attentive treatment.

Even though urbanisation and globalisation have occurred in India, the country's healthcare sector is still being forced to adapt to significant new challenges. The curative component of the healthcare system is being neglected more and more as it shifts its emphasis to the fulfilment of patients' material requirements and the expansion of those components' potential for financial gain. Because of the way that the country's healthcare system is structured at the moment, this has made curative treatment prohibitively expensive for a large number of the country's average citizens. As a direct consequence of this, the healthcare system is now experiencing a variety of difficulties. The remedy is to investigate the origins of the issues more thoroughly and think creatively about ways in which they might be mitigated.

The provision of care to patients and the performance of leadership responsibilities within healthcare facilities, health systems, and other types of organisations are just two of the many important roles that nurses play in the healthcare business. Despite the fact that nursing is sometimes a highly rewarding career, it is not without its share of difficulties, and it requires an enormous amount of attention and commitment from its practitioners. The nurses not only have to concentrate on the requirements of the patients, but also on the administration of the care delivery system. Regardless matter how diligently a nurse strives to provide patient care, this often results in unwelcome difficulties for the patient. They are responsible for coordinating and maintaining the care provided to patients. In addition to their technical abilities, they will also need to have a good deal of management experience for this position.

A larger load is placed on the remaining workforce as a direct result of a shortage of excellent medical treatment, which in turn contributes to greater rates of illness and death. It is of the utmost significance that all individuals, no matter where they live, have access to nursing care that is provided by qualified professionals who are also motivated and supportive of their patients. The significance of nurses in the healthcare industry should be emphasised in an effort to build a more effective task force that will provide higher-quality treatment for everyone.

Nevertheless, the current healthcare system presents nurses with a number of unique problems, which they must overcome. These difficulties are brought on by problems on a more systemic, organisational, state, and national level. It is of the highest significance to first identify and comprehend each and every potential difficulty that nurses confront in order to effectively deal with

them. not only acknowledge and comprehend them, but also search for and implement appropriate countermeasures. The healthcare system in India is experiencing a significant transformation, and there are health goals that are not being realised. The transition occurred as a result of a number of factors, some of which include: immigration; task shifting; education-service gap; economic slump; advancements in medical technology; profit generating attitude; and advancements in medical technology. Despite the fact that it has been established as a profession for a considerable amount of time, it remains subservient to the medical fraternity (WHO). The cooperation of other healthcare professionals, such as physicians, paramedical personnel, and other auxiliary staff, is facilitated by nurses. Examples of such providers include: It is because of the many difficult problems that nurses confront in the job that they are unable to provide patients with the same level of quality treatment as before. This in turn lends an unfavourable reputation to the specific healthcare environment in which they work. Despite this, it is arguable that these difficulties are the major factors that cause nurses to abandon their jobs, which in turn leads to a reduction in the number of students who choose to become nurses, which contributes to a shortage of personnel. They uproot their families and migrate to a new country in search of better pay, working conditions, and respect.

## **CHALLENGES FACED BY NURSES AT WORKPLACE:**

### **A. Workplace Mental Violence:**

There is a high incidence of violence in the workplace in healthcare settings. The enormous amount of labour and duties that are placed on the personnel may often disrupt their mental calm, which in turn can eventually result in care that is less effective. In a hospital setting, having to juggle many responsibilities might be problematic. Threats, verbal abuse, antagonism, and harassment are all examples of the types of mental violence that may occur in the workplace. These types of behaviour can lead to psychological trauma and stress. When taken to its logical conclusion, verbal abuse may lead to physical attack. Patients, visitors, invaders, and even coworkers all have the potential to be violent in a hospital environment. These four groups are also potential perpetrators of violence. Between the years 2002 and 2013, there were four times as many instances of severe workplace violence in the healthcare business as there were in private industry on average. These occurrences required the wounded worker to take time off work to recover. Patients account for the majority of violent incidents that occur in hospital settings, although they are not the main cause of such incidents. In 2013, encounters with patients were responsible for eighty percent of the significant violent episodes that were recorded in hospital settings. Other situations were brought on by guests, other

employees, or other individuals. In many cases, incidents of violence in the workplace are not recorded [3].

#### **B. Shortage of Staff:**

A lack of available manpower results in an unmanageable number of patients and an imbalanced ratio of nurses to patients. The nurse-to-patient ratio is an important factor that plays a significant role in the process of providing medical care to patients and must be carefully monitored and managed. Patients either pass away, get infections, are injured, or are sent home too soon without adequate education about how to take care of their illness or injury when nurses are forced to work in environments with high nurse-to-patient ratios. When this occurs, patients die, get infections, are injured, or are sent home too soon. Therefore, they immediately check themselves back into the hospital, often feeling much ill than before. It is easier for nurses to provide quality care to patients when they have a less patient load. 4 When there is a sufficient number of nurses in a healthcare setting, the nurses have more time to advocate with the patients and their relatives about the plan of patient care. Additionally, the nurse is able to ensure that the patient receives everything that the patient requires, which is one of the reasons why patients are more likely to thrive in such situations.

#### **C. Workplace Health Hazards:**

If they do not take the appropriate measures and attention, nurses are at a significantly increased risk of acquiring occupational health risks. Throughout the course of performing their jobs, nurses are exposed to a wide array of risks, including those that are biological, physical, and chemical in nature. The level of occupational safety and health training and resources that are made available to nurses, as well as the incorporation, implementation, and utilisation of such training and resources with management support and leadership, are critical factors in the prevention of adverse outcomes from the occupational safety and health hazards that nurses are exposed to on a daily basis [2].

#### **D. Lack of Synchronicity:**

A new difficulty that the health care industry is facing is one that involves disharmony and a lack of collaboration. The maintenance of cordial relationships among those employed in the healthcare industry is a necessary condition for the functioning of the system. Every terrible event that takes place at the hospital places an indirect burden of blame and responsibility on the nurses who work there. At the event that the patient is unhappy with the level of care provided in the hospital, the nurses will take full responsibility for the situation, even if it was not their doing. Despite the fact that it might have been anything from inefficient medical treatment to a lack of available physicians, the nurses are the ones getting the responsibility for the inadequate care that was provided. The absence of certain pieces of equipment in the hospital, which in turn has an impact on the quality of treatment provided. Despite the fact that nurses are not

solely responsible for the environment in which patient care is provided on their wards, they are ultimately accountable for maintaining it.

#### **E. Non-Nursing Roles:**

Because nurses are expected to do duties that are not typically part of their job description in practically every healthcare environment, they have far less time to focus on their core tasks and real functions. They are devoting a greater portion of their time than is strictly required to activities that are unrelated to nursing, such as billing, record keeping, inventory, laundry, diet, physiotherapy, and so on; as a result, the amount of time available for patient care is being reduced. If there is ever a mistake made in these jobs, the nurses are the ones who have to take the brunt of the responsibility by having their absences cancelled, having their pay reduced, and other similar things. Very little attempts have been taken in any jurisdiction to expressly address this issue.

#### **SOLUTIONS TO CURB THE CHALLENGES:**

Each of the problems that were described is connected to the others and is reliant on them. In order for us to discover answers for these issues, it is essential for us to investigate the depths of the problem and get to the heart of the difficulties that we face.

#### **A. Positive Practice Environment:**

Conditions at work: The conditions at work are a significant factor in determining whether or not one is able to provide excellent care. It has an effect on everything, from the enjoyment of the work to the safety of the patients and the caregivers. There must be working conditions that are accommodating to employers. It is important to prioritise the nurses' safety and protection at all times. Protecting the independence and dignity of nurses in the workplace is essential if we are to realise the full potential of the contributions that nurses make to society. 5 A healthy working environment is one that is risk-free, provides opportunities for growth, and satisfies employees' needs. It is of the utmost importance to cultivate a culture of safety, one in which all leaders, managers, health care workers, and ancillary staff have the duty, as members of the patient-centered team, to carry out their work with a sense of autonomy, professionalism, accountability, transparency, involvement, and the ability to be involved in addition to being efficient and effective. In every environment in which health care is provided, everyone involved has a responsibility to ensure the health and safety of the patient as well as the health care provider, fostering an environment that is safe, respectable, and empowering for all individuals. 6 Motivating and encouraging the nurses to do their best job may include fostering harmonious human interactions in the workplace and providing appropriate rewards.

**Equipment/materials:** There is often cause for worry over the accessibility and sufficiency of samples of consumable consumables and pieces of equipment. The majority of the time, employees will say that they are unable to do their jobs effectively due to a lack of specific supplies and equipment that is both readily available and sufficient. The issues included a lack of life-saving supplies and equipment such as intravenous (IV) medications, oxygen, and autoclaves, as well as relatively inexpensive supplies such as gauze and cotton wool. For the sake of the hospital's efficient operation, the administration should make it a routine practise to check that all of the necessary supplies and pieces of equipment are readily accessible.

**B. Positive Teamwork:**

It is necessary to educate a team on the significance of teamwork, and a strong team will always be able to achieve the desired level of efficient and high-quality patient care. Additionally, it may hasten the shift in emphasis placed on curative treatment for patients.

**C. Recruitment/retention Policy:**

In order to increase the available personnel in an organisation for improved levels of support and care, that company has to have a good and well-planned policy for recruiting and retention of employees.

**D. Closing Education-Service Gap:**

Every business that provides medical care need to make it their top priority to eliminate the disparity that exists between what nurses are instructed to learn throughout their academic careers and what they really perform on the job in medical facilities. In order to narrow the gap that exists between education and service, theoretical and practical parts of nursing should be brought closer together. Nursing schools are continually working to improve both the training programmes they provide and the levels of supervision they provide in an attempt to produce more thoughtful nurses and to better protect the patients they care for. Students need to be taught to have a healthy respect for human life since catastrophe may strike at any time in a hospital, regardless of how well it is run, and the only way to ensure one's safety is to maintain constant attention.

**E. Workload Balance (Quality/Quantity):**

The burden of work often results in unwelcome disruptions and a loss of mental serenity, both of which eventually result in less effective care. In order to receive the outcomes that are sought from a health care team, an organisation should make an effort to maintain a healthy workload by dividing the responsibilities among all of the team members in an equitable manner.

**CONCLUSION:**

Patients and the general public have a legal right to the greatest level of performance from those who work in the healthcare industry, and this can only

be accomplished in an environment that encourages and supports the development of a staff that is adequately trained and motivated. If the needs of nurses are met and their problems are overcome, it is possible for nurses to feel empowered, encouraged, challenged, and validated in their ability to continue doing what they do best without any obstructions.

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