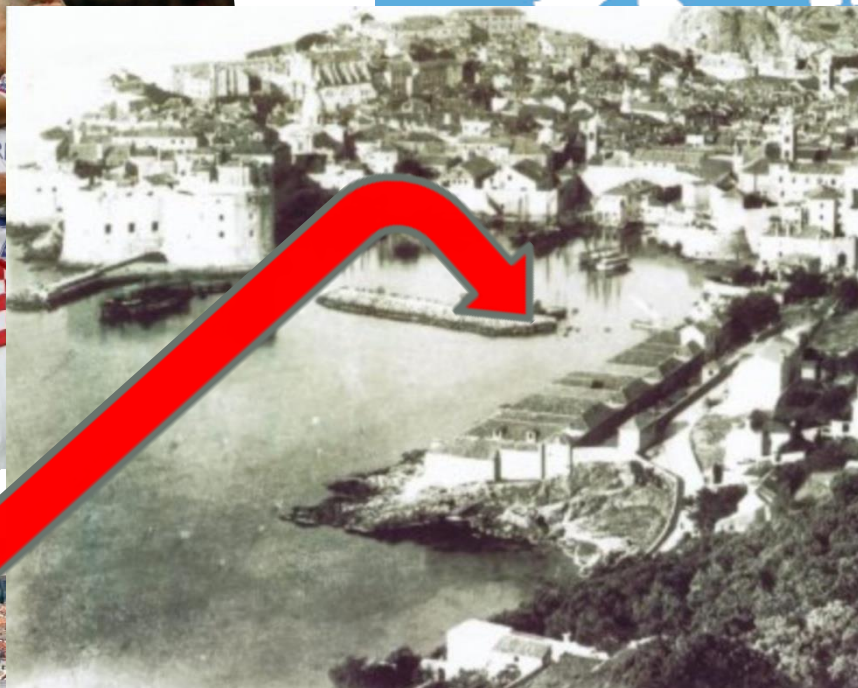




MANAGE HOSPITAL ROUNDS MEANS TO BE IN CONSTANT CONTACT WITH YOUR TEAM

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Republic of Croatia



Republic of Croatia



Surface area	land 56,594 km ² , coastal waters (inland and territorial waters) 31,067 km ²
Population (2023)	3 860 000
Capital city	Zagreb



UHC Zagreb



- 29 Clinics
 - Polyclinical, diagnostic, scientific services
- Emergency medicine centre
- Cord blood bank
- Hospital Pharmacy
- Educational base

Management of UHC Zagreb

- Structured and strictly defined management mode
 - Health politics
 - Legislative framework
- The governance of:
 - Executive; management Director with assistants
 - Legislative; Steering Council appointed by the government
- The chief Nurse - assistant director:
 - Team in charge; seeking for the best management methods – One way
 - I discovered and accepted Management By Walking Around

UHC Zagreb

Educational base for under - and postgraduate students at:

- School of Medicine, University of Zagreb
- School of Dental Medicine, University of Zagreb
- Associated professions in healthcare
 - Psychology, defectology, kinesiology, sociology
- University of Applied Health Studies
 - Nursing, radiological engineers, physiotherapy, laboratory medical diagnostics
- Secondary School for Nursing and Midwives

Trainees



- Orientation Day
- Internships at clinics according to schedule
- Joint lectures
- Evaluation of the internships of all interns
- Celebrate

Orientation days

A well-designed introduction program for new employees has multiple advantages:

1

Efficiently use time

2

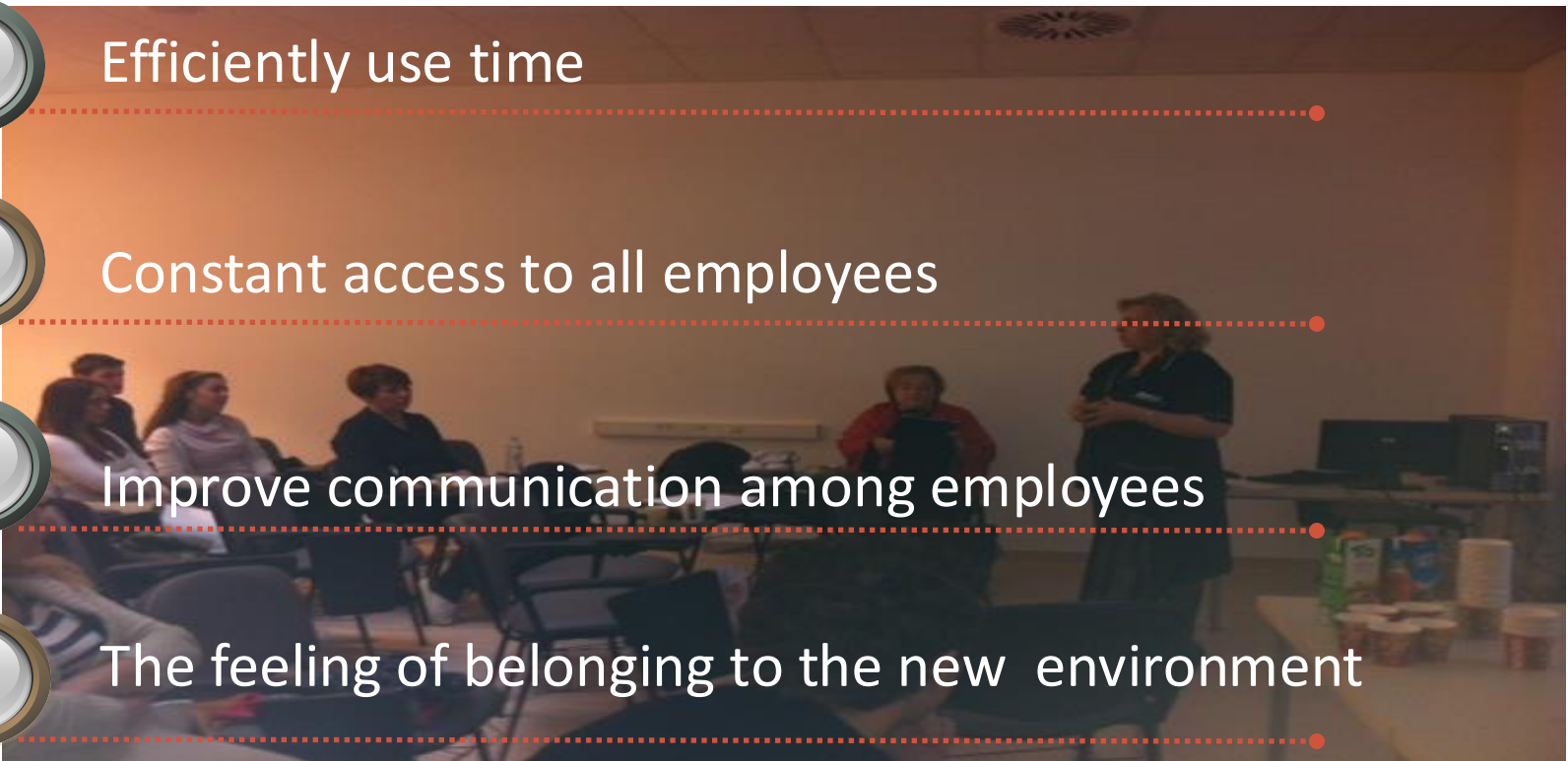
Constant access to all employees

3

Improve communication among employees

4

The feeling of belonging to the new environment



Courses of:

- “Nurses Documentation”
- "Health Care Planning”
- "Fall Prevention and Physical Restriction (Seclusion)”
- "Prevention of decubitus”
- "Communication Skills”
- “Hand Hygiene”
- **More Quality and safety for patients**



Educational program BLS

- Duration of the program 5 hours (every Wednesday)
 - Scoring:
 - Croatian Chamber of Nurses
 - Croatian Chamber of Physiotherapists
 - Croatian Chamber of Health Workers
 - Certificate issuance
- More Quality and safety for patients**



Management by walking around - MBWA

- Means being in constant contact with your team
- Improving communication
- Nonsense program



How to apply

MBWA - Management by walking around

Tips on "walk around" 1

- Relaxation
- Listen and observe more than you are talking about
- Ask for feedback and ideas
- Walk around evenly
- Use the right moment for a spontaneous reaction
- Keep your "out"
- Do not take the time to criticize and do not judge

How to apply

MBWA - Management by walking around

Tips on "walk around" II

- Answer the question openly and frankly
- Communicate
- Talk
- Do not overdo it



MBWA - Management by walking around

Factors affecting job satisfaction at nurses are of particular interest

The results of a recent study on job satisfaction among nurses point to growing concerns of nurses in work and organization issues such as:

- Autonomy
- Supervisory style
- Interpersonal relationships with associates and superiors
- Organizational climate
- Self-esteem (Pincus, 1986)

The idea of a mobile team

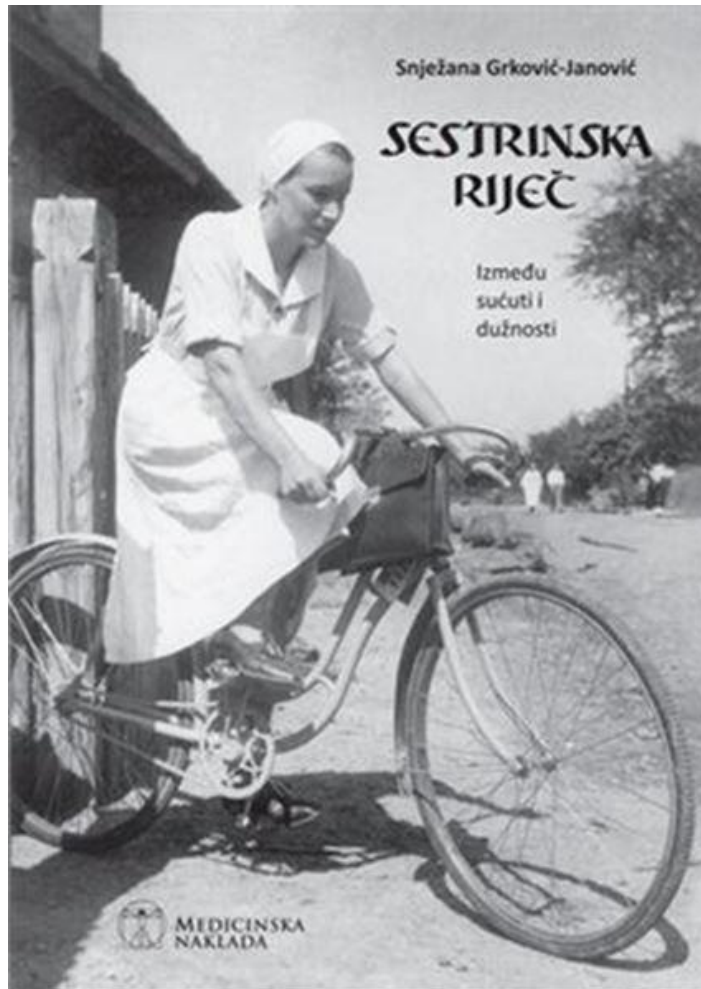
It's taken from the hospitals we work with

- Research of nurses journal
- Personal contacts, read literature,
- support the establishment of mobile
- teams for now within a healthcare organization
- Open a vision of the desired future



*YES...!
it's
possible!*

From the book Nurses word - speech of nurse Antonija Schiffrer)



- “In spite of the small differences, we have the same thoughts and desires, the same will to work and the advancement of our profession.
If there are apparent external differences among us, there are no deeper internal differences
Among us can only be noble matches that will raise their nurses to the height they belong to.”

Thank you!

