



Department:	Nursing		
Document:	Departmental Policy and Procedure		
Title:	Nursing Patient Care Delivery System		
Applies To:	All Nursing Staff		
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1. PURPOSE:

- 1.1 To define how the work is organized, what and who provides nursing care and how nursing staff delivers the care.
- 1.2 To establish a therapeutic relationship between nurses and patient's families.
- 1.3 To provide the organization rules and structure that define responsibility and accountability.

2. DEFINITONS:

- 2.1 **Nursing Care Delivery System** – it means a structure for the organization of nursing work, to identify the types of healthcare workers providing the care and to define the boundaries for the delegation of authority and responsibility.
- 2.2 **Total Patient Care** – is an intensive form of care delivery, which is sometimes, called as case nursing, it involves nurses overseeing almost every aspect of patient care.
- 2.3 **Functional Nursing (Task nursing)** it is focuses on the distribution of work based on the performance of tasks and procedures, where the target of the action is not the patient but rather the task. The work is thus broken down into tasks performed by different professionals

3. POLICY:

- 3.1 The Nursing Service Department addresses the method use to organize the delivery nursing care in Maternity and Children Hospital.
- 3.2 The Nursing Service Department adopts a case method and primary nursing in delivering nursing care to the patients admitted in Maternity and Children Hospital.

4. PROCEDURE:

- 4.1 Total Patient Care function includes work allocation, clinical decision-making, communication and management.
- 4.2 Total Patient Care used in all inpatients departments.
 - 4.2.1 The staff RN provides holistic care to a group of patients during a defined work time. The physical, emotional, and technical aspects of care are the responsibility of the assigned RN. Complex functions of care, such as assessment and teaching the patient and family, as well as the less complex function aspects of care, such as personal hygiene is received from RN's to complete in the whole shift
- 4.3 Total patient care (case method)
 - 4.3.1 Work Allocation and/or Patient Assignment:
 - 4.3.1.1 All patients have a registered nurse assigned to them.
 - 4.3.1.2 There is no assignment requirement that the registered nurse have the same patient to handle day after day nor there a consistent coordination to ensure continuity of care during the course of hospitalization.

- 4.3.1.3 Nursing assignment are largely patient based with registered nurse providing activities of care.
- 4.3.1.4 Allocation of patient assignment for each nursing staff vary by shift based on patient acuity and staff competency while supporting continuity of care.
- 4.3.2 Clinical Decision Making:
 - 4.3.2.1 The registered nurse assumed responsibility for the total care of the patient and may have several-assigned patient.
 - 4.3.2.2 Responsible for the nursing process and for all indirect patient care function.
 - 4.3.2.3 Care planning and goal setting occur between family, patient and nurse during specific shift.
 - 4.3.2.4 The charge nurse may have a patient load or may assist wherever needed.
 - 4.3.2.5 The charge nurse manages the shift activities, provide consultation to staff and make patients assignment according to resources available.
- 4.3.3 Communication:
 - 4.3.3.1 Communication and coordination of care between shifts is dependent on the effort of the individual shift nurse.
 - 4.3.3.2 The registered nurse communicate changes, needs and requests for assistance to the charge nurse.
 - 4.3.3.3 The registered nurse is generally expected to communicate with physician and other disciplines regarding patient care needs.
- 4.4.4 Management:
 - 4.4.4.1 The registered nurse provides holistic and comprehensive care that includes planning, coordinating and evaluating patient care.
 - 4.4.4.2 The registered nurse provides continuity of care in collaboration between other healthcare provider professionals that can reduce length of stay and mortality rate
- 4.4 **Function Nurse** - Functional nursing is a nursing model that focuses on efficiency and getting as many tasks as possible done in the shortest time.
Use procedural area and outpatient clinic
 - 4.4.1 Work Allocation and/or Patient Assignment
 - 4.4.1.1 All patients have a designated function nurse responsible for specific care tasks
 - 4.4.1.2 There is no requirement for the function nurse to handle the same patients consistently, allowing flexibility in care assignments
 - 4.4.1.3 Nursing assignments are often based on specific functions, with the function nurse providing targeted activities of care.
 - 4.4.1.4 Allocation of assignments varies by shift, influenced by patient needs and the competencies of the nursing staff, while supporting continuity of care.
 - 4.4.2 Clinical Decision Making:
 - 4.4.2.1 The function nurse assumes responsibility for specific aspects of patient care and may handle multiple patients.
 - 4.4.2.2 They are accountable for implementing defined nursing processes and performing indirect patient care functions.
 - 4.4.2.3 Care planning and goal setting involve collaboration with the patient and family during each specific shift.
 - 4.4.2.4 The charge nurse may manage a patient load or provide assistance as needed, ensuring that all care functions are covered.
 - 4.4.2.5 The charge nurse oversees shift activities, offers staff support, and makes patient assignments based on available resources.
 - 4.4.3 Communication:
 - 4.4.3.1 Effective communication and care coordination between shifts depend on the individual efforts of each function nurse.
 - 4.4.3.2 The function nurse communicates changes in patient status, needs, and requests for assistance to the charge nurse.
 - 4.4.3.3 They are expected to liaise with physicians and other healthcare professionals regarding patient care requirements

4.3.4 Management:

- 4.3.4.1 The function nurse provides focused and comprehensive care, emphasizing planning, coordination, and evaluation of patient needs..
- 4.3.4.2 They ensure continuity of care by collaborating with other healthcare providers, which can lead to improved patient outcomes and reduced length of stay.

5. MATERIALS AND EQUIPMENT:

- 5.1 Nurses Progress Notes Form
- 5.2 Nursing Assignment Logbook

6. RESPONSIBILITIES:

- 6.1 Nurse

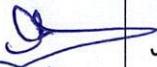
7. APPENDICES:

- 7.1 N/A

8. REFERENCES:

- 8.1 Directorate of Health Affairs Holy Capital Maternity and Children Hospital, Kingdom of Saudi Arabia.
- 8.2 Parreira, P., Santos-Costa, P., Neri, M., Marques, A., Queirós, P., & Salgueiro-Oliveira, A. (2021). Work methods for nursing care delivery. International Journal of Environmental Research and Public Health, 18(4), 2088.

9. APPROVALS:

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