

POWER AND EMPOWERMENT

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Introduction

- In this modern day and age, there are many challenges in healthcare. These challenges include new types of disease or re-emergence of old diseases. However with the advancement of the healthcare and technology, life can be saved and life prolonged. Furthermore the length of hospitalization can be shortened. In present modern era of technology, patients are more educated and have accessibility to information in the internet. Hence, demand for quality care is higher. They have led to great changes in the nursing career. "Nursing began as women's work and was a domestic role where women were expected to fulfill in the home." But today, nursing is different from those days. It has progressed from doctors' "handmaiden" to being a healthcare professional. The responsibility hence, is greater to provide a more complex nursing care. So, it is important for a nurse to be empowered and have the empowerment on her duty. This can improve in health care and patient outcome.



Definition

- **Power:** is one's capacity to influence others
- **Empowerment:** authority or power given to someone to do something.



Purpose of Empowerment

- To empower nurses in Decision Making in relation to patient's health care needs.
- To demonstrate Autonomy And Assertiveness In Problem-Solving Approach towards patient care.
- To empower nurses in Protecting Patient Rights.



Source of power (Types of power).

- 1- **Reward:** power comes from ability to reward others.
- 2- **Coercive power:** comes from ability to punish others.
- 3- **Legitimate power:** comes from position in hierarchy
- 4- **Referent power:** (*role model*) followers desire to be like the leader
- 5- **Expert power:** power through knowledge, skills, and information .



Types of power



Reward



Coercive



Legitimate



Referent



Expert

Guess !!!



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Empowerments !

- Empowered to do Nursing Assessment.
- Empowered to define nursing care plan (NCP).
- Empowered to administer 25% dextrose timely to manage acute hypoglycemia (RBS < 40 mg).
- Empowered to start oxygen administration in case of Spo2 is < 85%.
- Empowered to do cold sponging in case of Hyperpyrexia & high grade fever.
- Empowered to change dressing in case of wet dressing or soiled dressing.
- Empowered to make independent decision for positioning, use of comfort devices in regard to pressure ulcer based on Pressure Ulcer Risk Assessment.
- Nurses shall ensure safety of patient by ensuring appropriate hand hygiene practice by colleagues/physicians/other staff.



Cont...

- Nurses shall participate in patient triaging and escalate immediate requirements to physicians/ senior nurses.
- Nurses shall be trained in BLS and shall initiate CPR timely based on critical condition of the patient
- Nurse shall announce various hospital emergency codes based on situations.
- Empowered & motivated to report medication errors and adverse events.
- Empowered to audit infection control practices for all health care workers.
- Empowered to counsel the patient & family members regarding various treatment modalities (Potential to fall counseling/HIC/Wound care etc.).
- Empowered to voice out any incidents of misbehavior/misconduct at workplace.
- Supported by continuing education, training, Incentives & Innovations.
- Promoting IPR (Interpersonal Relations).



Nurse Empowerment and Patient Outcomes

- Empowered nurses foster better health outcomes for patients
- Nurses who perceive themselves to be empowered are more likely to use more effective work practices resulting in positive patient outcomes



Empowerment and Work Environment

- Nurses who are empowered often feel committed to their job resulting in higher level of performance
- Empowerment is a predictor of positive work behaviors leading to a positive work environment



Structural Empowerment

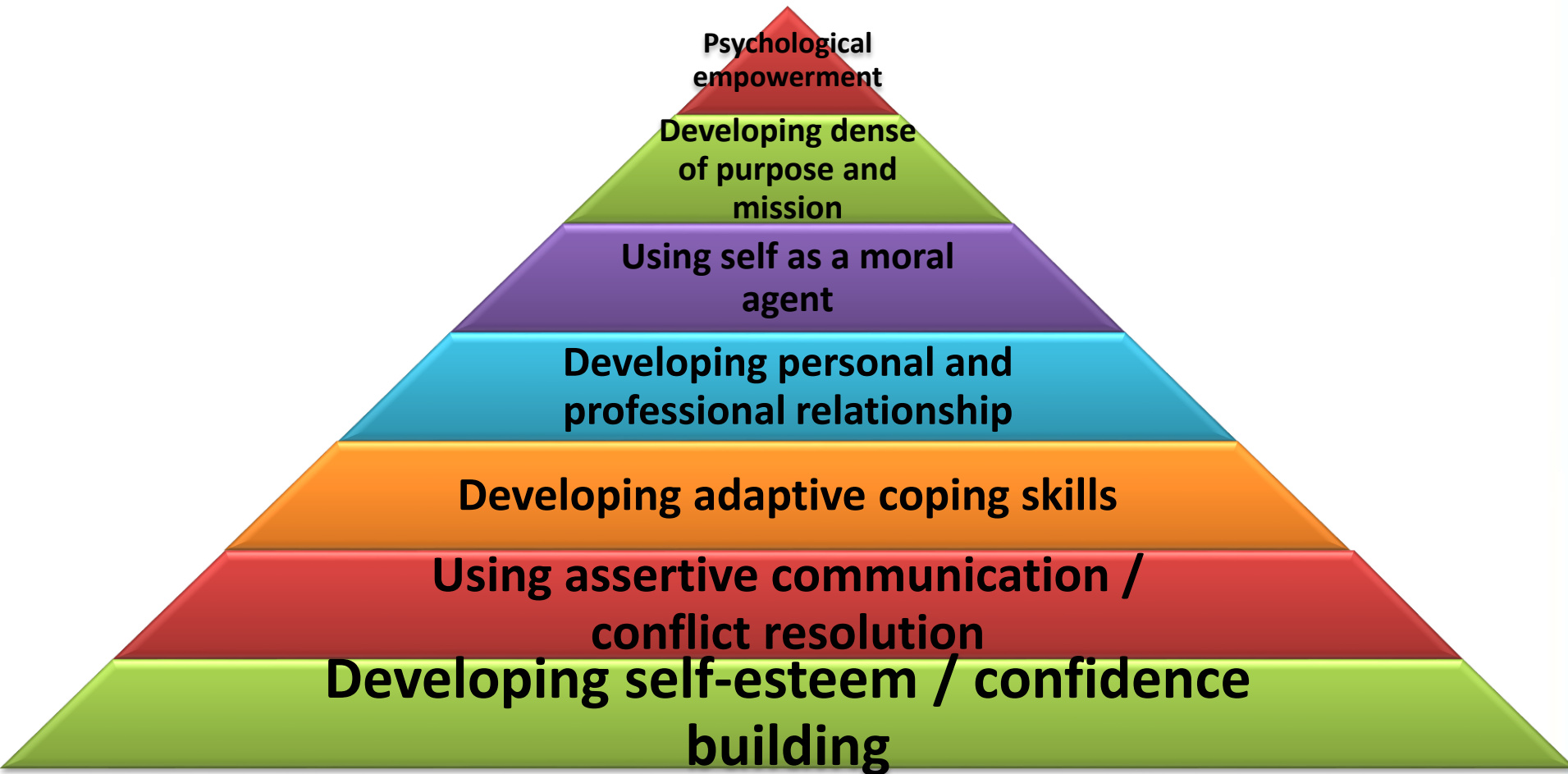
- Opportunity
- Information
- Support
- Resource
- Power

Psychological Empowerment

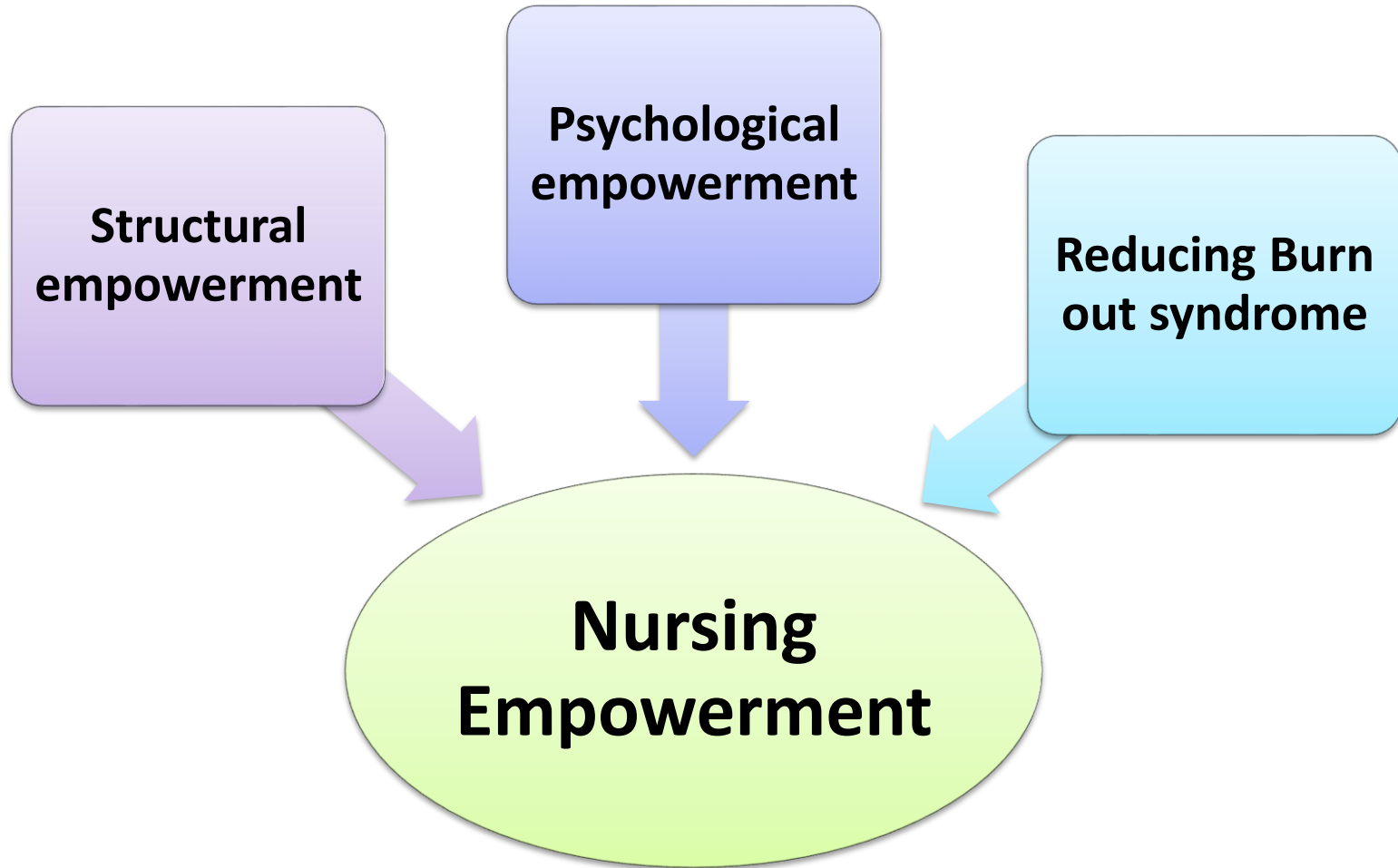
- Meaning
- Confidence
- Competency
- Impact



The Journey of psychological Empowerment(McNulty 2010)



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CAUTION

EMPOWERMENT ZONE AHEAD!



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WORK PLACE CONFLICT



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Myths

- Conflict is only at work.
- Conflict is dysfunctional in the workplace.
- Conflict represents a communication breakdown.
- If avoided, conflict will eventually go away.
- Conflict always results in a winner and a loser.

Truths

- Conflict will occur
 - 42% of leader's time
- Communication is a must
 - Don't stop talking until a solution is reached.
- Conflict can help build relationships
- Conflict can be a motivator for change
- Most conflicts can be managed
- Most people deal with conflict by...
 - Fight or Flight





Conflict may be defined as friction between individuals due to differences of opinions, ideas, beliefs, values, needs or objectives.



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- Intrapersonal conflict
- Interpersonal conflict
- Functional conflict
- Intergroup conflict



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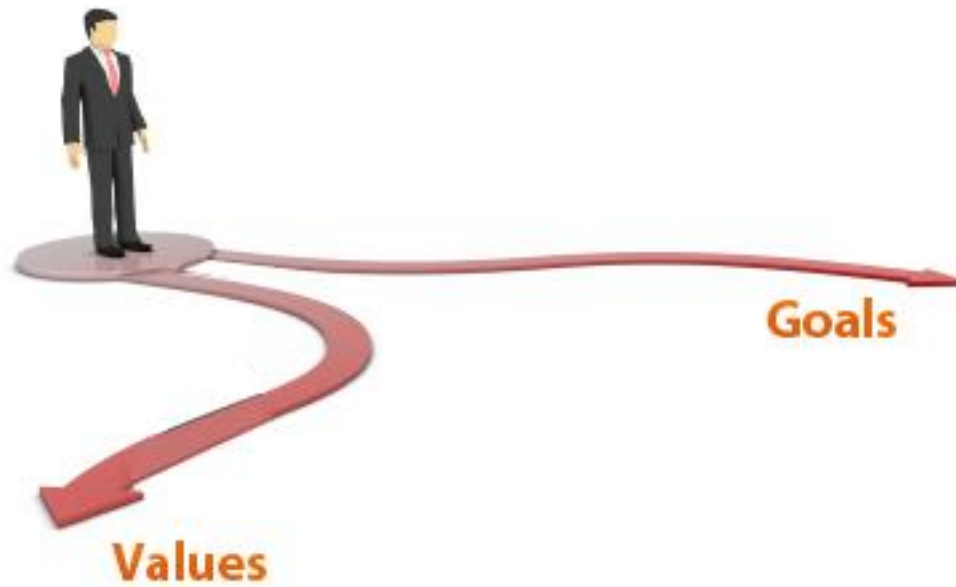
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Effects of conflicts



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1. Positive effects of conflicts



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- Triggers the need for searching for new facts and solutions



Improves group cohesiveness



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2. Negative effects of conflicts



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Reduces productivity



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Delays the decision-making process



HOW DO YOU DEAL WITH CONFLICT SITUATIONS?



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Negotiate



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Solve the problem



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Be polite and respectful



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Conceptual skills



Communication Skills



Listening

2. Asking Question



Assertive action



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Manage emotions and tempers



Resolve the conflict in a healthy way



MANAGING CONFLICT

20-50-30 Rule

20% of employees are “change friendly”

50% of employees are “fence sitters”

30% of employees are “resisters”

The “resisters” make the most noise and require the majority of your time.

Spend your time wisely with the “fence sitters.”



Summary

- Effective conflict resolution begins with addressing conflict immediately
- Not all conflict is bad
- Don't mistake diversity for conflict
- Embrace knowledge and experience from your peers and subordinates ~ **“It is not threatening”**
- Learn to accept and value compromise
- Improve listening skills
- Look at the **FUTURE**, not the **PAST**



THANK YOU



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Summary

- The best teams have the best leaders
- Invest in team training
- Change begins with effective communication
- Identify the three types of change groups:
 - Change friendly
 - Fence sitters
 - Resisters
- It's all about Leadership
- Deal with the problem employee





**“I attribute my success to
this: I never gave or
took an excuse.”**

— Florence Nightingale



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- [International Journal of Nursing Sciences](#)
- [Volume 5, Issue 4](#), 10 October 2018, Pages 390-395

