

Strengthening associations of nurses and technicians to carry out projects aimed at strengthening the competencies of nurses and technicians at the centers in Bosnia and Herzegovina



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Supported by the Mental Health Project in Bosnia and Herzegovina implemented by Association XY in partnership with the Ministry of Health and Social Welfare of Republika Srpska and the Federal Ministry of Health supported by the Government of Switzerland.

Aim of presentation

- Strengthened association of nurses and technicians (one of the three entities) for the implementation of projects aimed at strengthening the competencies of nurses / technicians in the centers in B&H
- Reinforced competence of nurses / technicians to provide more comprehensive and timely services to patients, aimed at prolonging the recovery of patients

Idea.....

- The first training for nurses in psychiatry - PMZ, 2010
- Participants identified need to make uniform nursing documentation



- PMI recognized the need to realize ideas
- Analysis of existing nurses associations in Bosnia and Herzegovina

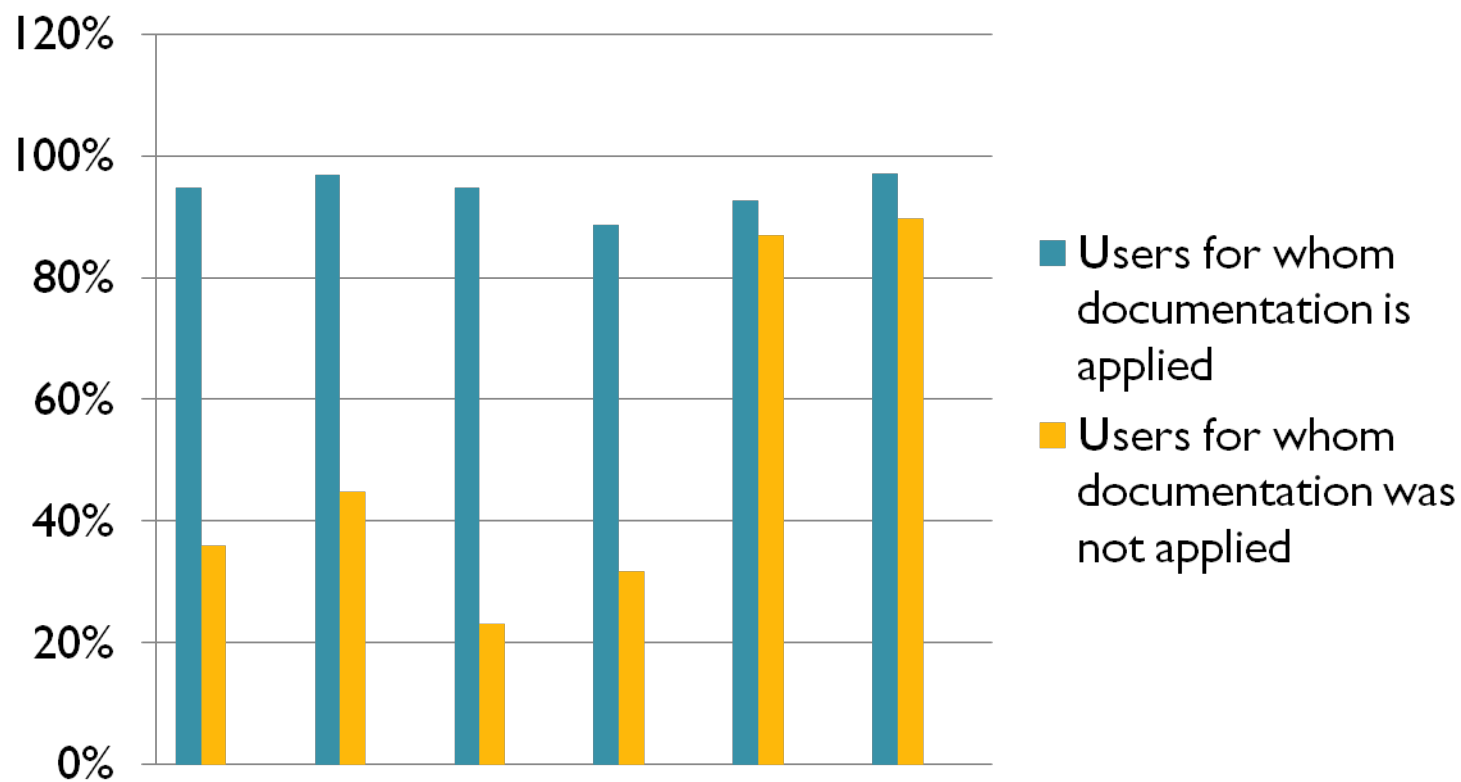
Realization of the project

- Memorandum of Cooperation 3 associations of nurses from the two entities and Brcko District and the appointment of educators
- The appointment of the working group and two meetings of the working group and made nursing documentation / history, interview
- Two two-day training for 40 participants
- Supervision of the application of the nursing documentation: on site visits and reports of centers of education of the participants on a quarterly basis

Project results....

- 40 centers that apply documentation
- Number of trained nurses in the course of the project from the initial 32 reached 153 educated nurses
- 2949 patients who applied nursing documentation, for the period June 2016-February 2017
- 13 onsite visit selected centers during which the measure customer satisfaction through two focus groups

- 1637 or 56% of them with the short time to establish a final diagnosis and condition.
- 1384 or 54% more users who are in the treatment of these centers and flare is prevented
- Of the 73 users for which the applied nursing documentation, them 69 or 95% pointed out that zadovoljnji speed of obtaining services at the centers, and 71 or 97% said they were more satisfied the quality of services received.
- For users where not applied nursing documentation, out of 69 of them 25 or 36% said they were more satisfied speed of obtaining services, while 31 of them or 45% noted that they zadovoljnji quality of services received.



Examples of good practice

- Defining uniform nursing documentation at the state level
- Peer-to-peer education
- Willingness to work on improving nursing practice and strengthen the competencies of a nurse technician in the centers
- Customer satisfaction by applying the nursing documentation



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