



Nursing Assessment and Management in Multiple Incidents in Emergency Clinic at the University Clinical Centre of Kosovo

Podvorica E¹, Berisha A², Halilaj-Vishi B², Beqiri L³, Krasniqi Y⁴, Zogaj Q¹, Ismaili A^{1*}

^{*1} University of Pristina Faculty of Medicine, Department Nursing and Midwifery

² College Universi, Pristine 10000, Republic of Kosovo.

³ College AAB, Pristine 10000, Republic of Kosovo.

⁴ College UBT, Pristine 10000, Republic of Kosovo.

***Corresponding author:** Ismaili A, University of Pristina Faculty of Medicine, Department Nursing and Midwifery, Pristine 10000, Republic of Kosovo. Email: adelina.ismaili@uni-pr.edu

Received: 03 February 2021

Accepted: 10 February 2021

Published: 17 February 2021

Abstract

Multiple incidents are a large number of casualties caused in a short period of time, usually as a result of a single event such as a military plane accident, hurricane, flood, earthquake, road traffic accident or armed attack that does not exceed the logistics capabilities of emergency clinics. Developing countries including Kosovo are at high risk due to many factors such as: population growth in urban areas, climate change, technology, road traffic accidents, earthquake, etc. All of these cause losses of life. The aim of this paper is to analyze nursing assessment and management to multiple incidents at the Emergency Clinic at the University Clinical Centre of Kosovo (UCCCK) and to evaluate nurses' knowledge of their readiness to handle these cases. To conduct this topic, a quantitative method was used where I conducted surveys with 40 nurses from this centre. In addition to the quantitative method, desk research has also been used, a method for conducting desk research and reviewing previous research findings. As a result of this research paper is found that nurses have sufficient confidence in their knowledge to manage all emergency cases at Emergency Clinic at the UCCCK and it is considered that the workload of nurses at Emergency Clinic at the UCCCK does not affect the most professional evaluation of multiple incidents.

Keywords: Multiple incidents, Nurse, Emergency Clinique, First Aid, Evaluation.

INTRODUCTION

Multiple incidents are usually characterized by an amount, severity, and diversity of patient injuries that can rapidly overwhelm the ability of local medical resources to provide comprehensive and definitive medical care. Cases related to natural disasters, especially rapid onset disasters, are due to various factors such as open trauma, injuries related to squeezing, drowning, and mental health issues. This shows the importance of being well prepared and ready to respond to such events [1]. Multiple incidents can have different definitions but some authors define multiple incidents as many injured patients present at one time

are mostly the result of several events like a military plane crash, hurricane, fire, flood, earthquake, accident with multiple vehicles, terrorist attack, infectious disease epidemics, building demolition, collision or armed attack, but local capabilities are not overloaded and in this situation the trash system is necessary to save people's lives [2]. Multiple Incident Preparedness is very complicated for emergency clinics (hospitals) due to their insecurity. No one knows when the victims will come, where they will come from, or the sources of the victims. This is why it is very difficult for emergency clinics and hospitals to deal with preparing staff for unfamiliar events similarly to other countries. In Kosovo, during 2018, the UCK Emergency has intervened with resuscitation measures on over 14 thousand patients. Otherwise, close to 60 thousand people were treated in this clinic for 12 months [3]. The UCK Emergency Clinic served close to 60 thousand patients during 2018. According to the work report, 5142 patients were admitted to the Emergency from accidents, where 33 of them died [3]. Injured with firearms ended up in the Emergency 63 people, 6 of whom did not survive the injuries. Over 100 people have been treated for cold steel injuries and luckily only one of them has died [3].

NURSE'S KNOWLEDGE OF MULTIPLE INCIDENT MANAGEMENT

Every emergency clinic is required to have a health care system and nurses ready to respond to events of various types of disasters, the emergence of infectious diseases and deliberate acts of terrorism involving chemical, biological, radiological in the surrounding area. The most common casualties in multiple incidents are caused by natural disaster or human factor. If they occur, they can cause death, injury and displacement of many people. Nurses as health care workers play a major role in disaster management why they need to learn more and have up-to-date skills and practice. All healthcare staff that interacts with the patient must be equipped with sufficient knowledge about accident management in order to respond effectively when such events occur. Knowledge is gained through training and education. Nurses are the first group in the hospital even in case of mass accidents, so they should have current information regarding disaster preparation except that they are the group that should be trained for the first time as the first step in preparation [4].

NURSES' APPROACH TO MULTIPLE INCIDENT PREPAREDNESS

Approach is defined as the way a person sees something or tends to behave towards it. According to Magnaye et al. in 2011, practices and knowledge are influenced by their approach in order to perform their function well on standby. Furthermore, nurses' inputs in multiple incident case management are determined by their knowledge and practices which are empowered by the approach [5]. Emergency preparedness requires continuous and coordinated efforts involving every level of hospital especially in nursing and nurses prepare for known and unknown health situations, collect and exchange information for emergency intervention. It is clear that nurses have an emergency equipment ready to keep the community or hospital safe and healthy and also have different types of kits for a range of emergency situations such as: an on-site shelter, equipped ambulance in case that they should evacuate, and other vehicles for supplies and first aid kits in case someone is injured.

THE IMPORTANCE OF GIVING FIRST AID

First aid - means the application of medical assistance at the scene of the sick or injured, during transport and in the relevant health institution, in order to directly eliminate the risk factors that worsen the health of the patient or of the injured. The provision of first aid starts from the scene and continues during the transport until the placement of the injured and sick in the respective medical institutions. The main purpose of first aid is to provide the sick, injured and poisoned with rapid lung ventilation and systemic perfusion, to be sent as soon as possible and in the best possible health condition to the Health Institute.

The rescuer should seek help, determine the exact time of cardiac arrest, and place the injured person horizontally on a solid surface. This can be given continuously as an overview [6].

MATERIAL AND METHODS

The selection of methods for conducting this study was based and adapted according to the nature of the research. So, quantitative method is used which explains social phenomena and helps to understand how people make sense of their issues and experiences. This method used was carried out through the survey process and represents a structured procedure. So, the questions were structured where all participants were asked the same questions, in the same order and with the same words, and they had the same set of answers from which to choose. In addition to the quantitative method, the desk research method is also used, which is another name for secondary research, and is not related to data collection.

SAMPLE

The total number (40) of participants in this survey is considered a sample in this research. The participants in the survey were employees of the Emergency Clinic at UCK. The selection was random (not intentional), where I did not have any criteria for the employee I surveyed.

RESULTS AND DISCUSSION

Multiple incidents are usually characterized by an amount, severity, and diversity of patient injuries that can rapidly overwhelm the ability of local medical resources to provide comprehensive and definitive medical care [2]. Multiple incidents are characterized as the aftermath of major disasters and / or incidents, usually manifested by different categories of physically traumatized patients and other patients who may quickly deplete the medical institution's ability to cope. It is to be appreciated the fact that the Emergency Clinic at UCK has sufficient capacities of the health staff to handle all the cases that appear in it. This fact is confirmed by 87% of respondents. Also, the research revealed that the Emergency Clinic at UCK does not lack the spatial capacity to provide emergency medical care and this attitude is shared by 77% of respondents.

Based on the research done, the Emergency Clinic has provided adequate protective equipment to prevent the risk of contamination, and this issue is confirmed by 67% of respondents participating in the research. An equal percentage of respondents (67%) also found that in the event of a multiple incident the Emergency Clinic nurses are willing to work, even if they are at high risk. There is an interesting result to the question of whether respondents expect risks to occur in their careers, in which case only 17% of respondents fully agree. Also, among the respondents a positive mood was observed not to leave work. This is confirmed by the question which had to do with whether the respondents would be absent from duty because they think that the infection from emergencies can spread to their family and friends, in which case related to this question only 2% of respondents fully agree and 5% of respondents agree.

There is an interest of nurses to have information on disaster and disaster plans. They categorically deny the claim that they do not need to have information on disaster plans and disasters at 0%. So, no respondent stated that there is no need to have such information. Of this nature was also the result of the statement: I want to get information about disaster preparedness and my task in multiple incidents, in which case 97% of respondents agree that they want to get information about preparing to respond to disasters and their task in multiple incidents.

The respondents are flexible in their working hours in case of any serious multiple case. More specifically 100% of respondents state that if they were on vacation and asked to go to work because the hospital has a large number of victims to care for, they would be flexible to do so. Since training and professional development play an important role in the work of the Emergency Clinic and the provision of care for Multiple Incidents, it was of interest in our research to find out whether the Emergency Clinic often organizes workshops / trainings to educate staff members on emergencies. Regarding this question, 75% of respondents state that the Emergency Clinic often organizes workshops / trainings to educate staff members on emergencies, which is to be appreciated. Even in the finding that nurses should have training and education for the management of Multiple Incidents - 100% of respondents claim that nurses should have training and education for the management of Multiple Incidents. Another important finding in the research is that 50% of the respondents claim that during a disaster or emergency situation, they are legally responsible for every action they take, therefore I consider that nurses should have more information regarding the legal aspect of their duties and responsibilities, and not just to have information about the professionalism of the nursing practice. If we refer to the results of the research, it turns out that 97% of the respondents claim that they have learned about the rules of nursing in relation to disaster situations and emergency preparedness in my nursing program / program, while with the same percentage (97 %) respondents claim that if an emergency disaster occurred, they would offer as individual / help the best in their ability.

CONCLUSION

Based on the literature review and the research done we reach these conclusions of the study it can be concluded that the Emergency Clinic at UCK has sufficient capacity of health staff to treat all cases that occur in it; this clinic does not lack the spatial capacity to provide emergency medical care. The clinic has also provided appropriate protective equipment to prevent the risk of contamination. Nurses at the Emergency Clinic at UCK claim that they need information on disaster and disaster plans. They also want to get information about disaster preparedness and their role in Multiple Incidents. They are flexible in their work schedules in case of any severe Multiple case. Nurses have learned about the rules of nursing in relation to disaster situations and emergency preparedness in their nursing program / program, and if an emergency occurred in the emergency, they would offer the best help as an individual. in their ability. In the Emergency Clinic at UCK, nurses treat all emergency cases equally without distinguishing on the basis of gender, nationality, economic status, kinship, etc. They have sufficient confidence in their knowledge to manage all emergency cases at the Emergency Clinic at UCK; they have sufficient knowledge to manage all emergency cases in the Emergency Clinic at UCK. It is worth mentioning that there are good relations between the Emergency Clinic - UCK - Police - and Firefighters; and this clinic has no problems with electricity, water, heating and ventilation, which is to be commended.

RECOMMANDIONS

Referring to the findings of the research and its conclusion as well, we give a series of recommendations which are addressed to the Emergency Clinic of UCK and the nursing staff of this clinic:

- The Emergency Clinic at UCK must provide at all times (24/7) adequate capacity of health staff in the event of a multiple incident;
- The Emergency Clinic must constantly strive to increase space capacity to cover multiple incidents in the event of a humanitarian catastrophe;

- The Emergency Clinic should continuously ensure that it has adequate protective equipment to prevent the risk of contamination, but permanently test the equipment if it is functioning properly;
- Nurses should be offered benefits (in the form of incentives) from time to time so that they love their job so that even in the event of a multiple incident they are willing to work even if they are at high risk and do this work willingly and will;
- Nurses need to be mentally prepared that risks to their careers can occur at any time, even risks with large numbers of victims;
- The Emergency Clinic should take care in compiling books, guides or information brochures dedicated to nurses so that they are provided with information on disaster and disaster plans, as well as their preparation to respond to disasters in multiple incidents;
- The Emergency Clinic should increase the organization of workshops / trainings to educate staff members for emergencies;
- Nurses should be prepared and read the legal aspects of their responsibilities for the work they do during a disaster or emergency situation;
- Not only nurses, but all medical staff, in all cases of emergency, should be treated equally, without distinguishing on the basis of gender, nationality, race, economic status, kinship, etc. The Emergency Clinic should balance the working hours of nurses so that they do not work under the pressure of extended hours;
- The cooperation and creation of closer relations between: the Emergency Clinic, the UCK, the Kosovo Police and the Firefighting Unit should be further increased.

CONFLICTS OF INTEREST

There are no conflicts of interest.

ACKNOWLEDGMENTS

We thank all the nurses who participated in this research.

REFERENCES

1. Ben-Ishay O, Mitritonno M, Catena F, Sartelli M, Ansaloni L, et al. Mass casualty incidents - time to engage. *World J Emerg Surg.* 2016;11:8.
2. Lee CH. Disaster and mass casualty triage. *The virtual mentor.* 2010;12:466-470.
3. <https://omk-rks.org/mbi-14-mije-paciente-u-shpetuan-nga-emergjenca-e-qkuk-se/>
4. Moghaddam MN, Saeed S, Khanjani N, Arab M. Nurses' Requirements for Relief and Casualty Support in Disasters: A Qualitative Study. *Nurs Midwifery Stud.* 2014;3:e9939.
5. Bella Magnaye RN, Lindsay MMS, Ann FM, Gilbert VR, Heather MJ. The role, preparedness and management of nurses during disasters. *E-International Scientific Research Journal.* 2011;3:269-294.
6. Lenjani B. Ndhima e Parë RKP –AED. Prishtinë: Libri Shkollor, 2019.