Human resource management of renal nursing staff: The case study of Northern Greece

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1. Introduction

By definition, human resource management (HRM) refers to the administrative function which studies, implements and supervises the improvement of activities related to the management and development of staff in an organization. This can be achieved with various documented programs and tools.

Nursing in hemodialysis units has been well established since the 1960s. Moreover, the current technological developments offer to patients the opportunity to select various replacement methods. However, the limited economic sources put additional workload to the administration of the dialysis unit. The increasing demand has required the nurse to become technologically skilled to the detriment of caring. The main approaches according to “theory of change” could be adopted to develop and support nursing staff: recruiting staff with skills in service transformation; redesigning roles and creating new roles; enhancing the work planning; linking staff development to renal units needs; creating opportunities for shared learning and knowledge exchange. Therefore, each nurse contributes to success individually.

2. Methods

The objectives are summarized in the increase of competitiveness and efficiency as well as the performance and satisfaction of renal nurse staff with a concurrent advanced quality of the services to renal patients.

A structured questionnaire was selected using twelve multiple choice questions and twenty Likert scale questions. The sample is made up of 46 people, all nurses having a position of responsibility in Renal Units of twelve public hospitals in the area of Macedonia and Thrace of Northern Greece.

3. Results

<table>
<thead>
<tr>
<th>Assessment variables of Human Resources Management</th>
<th>Average</th>
<th>Standard Deviation</th>
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</thead>
<tbody>
<tr>
<td>The required training of renal staff in HRM</td>
<td>2.86</td>
<td>0.979</td>
</tr>
<tr>
<td>The opportunities offered to staff to discuss with the head nurses about the difficulties that they face is much lower</td>
<td>2.37</td>
<td>1.035</td>
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<td>The available participation in training programs</td>
<td>3.17</td>
<td>1.004</td>
</tr>
<tr>
<td>The use of information systems by renal nurses</td>
<td>2.92</td>
<td>1.003</td>
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<tr>
<td>The work performance and the level of education and knowledge</td>
<td>2.85</td>
<td>0.878</td>
</tr>
<tr>
<td>The implementation of training sessions on quality issues</td>
<td>3.65</td>
<td>0.911</td>
</tr>
<tr>
<td>The implementation of quality assessment and improvement methods</td>
<td>3.77</td>
<td>0.924</td>
</tr>
</tbody>
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4. Conclusions

The satisfaction with job performance along with training and education of nursing staff are sufficient; although training programs on quality issues are few or null. Finally, the methods used to assess and enhance the quality of care provided are also limited in renal units of Northern Greece.

5. References