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## Nursing management in Kazakhstan organization: Initial six years' experience

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**Aim:** The aim of this paper is to illustrate experience and management system of nurses' working in National Research Center for Cardiac Surgery and its changing from 2012.

**Materials & Methodology:** To increase the effectiveness of nursing work at the base of the National Research Center for Cardiac Surgery the nursing project was established with following methods: Uniform work standards; Narrowed direction of nurses' training; Sharing a clear teaching of manipulation; Continuous training; Feedback and Communication skills. In other words, there were several implementations like mobile application with information on nursing standards, psychologist consultation on personnel, constant assessment of knowledge and skills of nurses, testing and supervision of the implementation of procedures, daily training at the workplace.

**Results:** As a result, of our methods of organizing nursing work, we have received competent and qualified members of a multidisciplinary team. The result of the satisfaction survey before the implementation of project in 2012 was 70% (540 people), and after the project in 2017 it was 91% (621 people), doctors' satisfaction with the nurses' work before the project was 67% (78 people), after the project it was 91.5% (82 people), nurses' satisfaction with their work before the project was 57% (198 people), after the project it was 87% (230 people). From the analyzed results of the study, after the implementation of the project, several errors in work related to the human factor and lack of knowledge has decreased.

**Conclusions:** The methods which are used to organize the work of the nursing service have helped to improve nursing processes and have contributed to the effective work of the multidisciplinary team and the reduction in the number of medical errors.

### Biography

Nadirbekova G E has completed Semipalatinsk Medical School. After graduation from the medical school, she began to work as a Nurse in the department of septic surgery. She has been working as a Nurse then as a Chief Nurse of the operative units at the cardiac surgery departments from 1994 till 2010. She is currently a Nursing Director at the JSC "National Research Center for Cardiac Surgery" since 2010. She has many awards for her professional merits; for selfless and noble work; devotion and love of medicine in Kazakhstan and special merits in the matter of protecting the health of population of the Republic of Kazakhstan.

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