

Challenges in managing an emergency service



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I start this discussion by highlighting how much nursing schools still need to intensify the time of learning in management for their undergraduates, offering parameters so that they can make them understand the true reality of the modern world and how it is a continuous challenge to manage hospital services.

One of the current issues on the agenda is greater life expectancy of the population and the increase in morbidity and mortality from cerebrovascular and coronary diseases, for example. These factors overcrowd people at the doors of public and private care seeking care and treatment. Therefore, the nursing team is often not prepared to take on these demands and the dimensioning is not always enough due to the interface that the current market requires.

As a nursing manager with many years of training in the management area, I see that this scenario has not changed from the time of training to the present day. We have to deal daily with work overload and absenteeism that is always on the rise. The objective of the nursing manager is to maintain balance and harmony between the teams and the service in line with the objectives of the health organization in

favor of quality care and quality services. To achieve these goals, nurses who manage emergency units must associate time control with theoretical foundations, discernment, initiative, to maturity and emotional stability and leadership capacity, which requires the development of skills such as communication, interpersonal relationships and decision making.

Leadership becomes a fundamental managerial instrument for the work of the nurse manager, because the leadership who collaborates in the coordination of the nursing work and the intermediation between the different professionals of the health team, it can be understood and developed, as long as there is interest and initiative on the part of the professional.

Based on the above, the need for managers to always review the ways forward in front of their work teams and share the difficulties and the way to manage all these conflicts is highlighted. These are challenges experienced in the management of emergency care and as a manager I try to implement strategies to face the demands of the function, always being a professional based on ethical principles, always close to my team and valuing actions that involve humanization and reception,

as they are important requirements in the exercise of the profession.

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