



**Lorestan University of Medical Sciences
School of Nursing and Midwifery of Khorramabad**

Title

**The effect of education based on needs assessment on the
quality of care and caregiving behavior of nurses in the
emergency department**

By:

Asma Asadi

For the Degree of Master of Sciences

Subspecialty in *Emergency* Nursing

Thesis Supervisor:

Dr. Tahereh Toulabi

Thesis Advisors:

Dr. Parasto Kordestani,

Dr. Saba Farzi

Dr. Rasool Mohammadi

summer 2025

Abstract:

Introduction: The emergency department is one of the most critical parts of the hospital that provides urgent and vital care. Therefore, emergency nurses need focused training on managing multiple critical crises simultaneously and providing urgent care in stressful situations. Therefore, the present study was conducted to determine the effect of needs-based training on the quality of care and caring behavior of emergency department nurses.

Methods: This study is a semi-experimental single-group before-and-after study that was conducted in the emergency department of Pol-e Dokhtar Hospital in 1403-1404. 32 nurses were included in the study using a full-scale census method. Educational needs assessment was conducted and training was conducted by the researcher over eight weeks of theoretical and practical sessions (72 hours). Specialized checklists for assessing the quality of care of the Qualpack and the nursing caring behavior were completed before, one week, one month, and two months after the educational intervention and after four observations in the morning, evening, and night shifts by the researcher. Repeated measures analysis of variance and Bonferroni post hoc test and SPSS 25 were used for data analysis.

Findings: The mean score of quality of care before was 25/169 and one week, one month and two months after the intervention (43/202, 28/204, 91/201), and the caring behavior of emergency department nurses before was 40/178 and one week, one month and two months after the intervention (18/165, 21/176, 96/182) showed a significant difference ($p < 0.05$). This statistical difference indicates the positive effect of the interventions on the quality of care, but it increased the caring behavior of nurses only one week later.

Conclusion: This study showed that although needs-based training and the use of the Watson model can be used as an effective strategy to improve the quality of nursing care in the emergency department, to achieve sustainable changes in nursing behavior, multifaceted, systematic, and long-term interventions are needed that simultaneously improve individual skills and modify organizational and environmental factors. Therefore, conducting quantitative and qualitative research using other needs-based methods and data collection tools, and over a long period of time, is recommended.

Keywords: Needs-based training, quality of care, nursing behavior, emergency department nurses

