Institution Name: Directorate General of Nursing Affairs, MoH

Document Title: Nursing Annual Report Standard Operation Procedure

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Table of Content:

Acknowledgment:

The Directorate General of Nursing Affairs (DGNA) appreciates all those who have participated in writing and reviewing the Nursing Annual Report Standard Operation Procedure, in particular the following professionals (*in alphabetical order*):

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Saada Al Suqri	Directorate of Professional Regulation, Section of Professional Registration and Licensure

Acronyms:

MoH	Ministry of Health
HQ	Head Quarters
DGNA	Directorate General of Nursing Affairs
DGQAC	Directorate General of Quality Assurance Centre
DoN	Director of Nursing
HoN	Head of Nursing

Nursing Annual Report Standard Operation Procedure

1. Introduction

The annual report is an annual tool that is obligatory for all health care institutions to compile. It is a piece of communication that presents a wealth of information about the health organization to many different audiences. The annual report is a primary document that includes data about the healthcare institutions' activities, achievements, strengths, and challenges as well as overall human resources situations. The Directorate General of Nursing Affairs provides this operation procedure to standardize the format of writing the annual reports that are prepared by all MoH health care institutions.

2. Purpose

This document provides a standardized guide and template of the nursing annual report to be followed by the Governorates and hospitals' DoD/HoN.

3. Scope

This document is applied to all health care institutions within the Ministry of Health in Oman.

4. Definitions

4.1   Absenteeism: the tendency to be away from work without a good reason.

4.2   Community Health Nursing Activities: activities carried out by the community health nurses that are directed toward health promotion, disease prevention, early diagnosis and treatment, disability limitation and rehabilitation.

4.3   Emergency Leave: an employee who is entitled to personal emergency leave can take up to 10 days of paid leave due to personal illness, injury, or medical emergency.

4.4   Extended Leave: this type of leave encompasses forms of leave with or without pay that last longer than 15 consecutive workdays. It may be provided for medical (self and family), parental, and personal reasons.

4.5   Hospitalization: leave intended to cover the period when a physician deems that an employee requires hospital care.

4.6 **Incident Reports:** an incident report or accident report is a form that is filled out to record details of an unusual event that occurs at the facility, such as an injury to a patient.

4.7 **Key Performance Indicators:** measurable values that demonstrate how effectively a health care institution is achieving its set objectives.

4.8 **Leave without pay:** temporary non-pay status and absence from duty that, in most cases, is granted at the employee's request.

4.9 **Maternity leave**: period of absence of work granted to a mother after the birth of her child.

4.10 **Mission:** concise explanation of the organization's reason for existence. It describes the organization's purpose and its overall intention.

4.11 **Omanization:** A policy enacted by the government of Oman aimed at replacing non-Omanis with trained Omani personnel.

4.12 **Organizational Chart**: a graphic representation of the structure of an organization showing the relationships of the positions or jobs.

4.13 **Quality Initiatives:** an effort that builds upon the existing work by setting specific, measurable targets to further improve quality of care.

4.14 **Resignation**: the act of leaving a job or a position and making a statement that you are doing this.

4.15 **Resources**: available manpower, facilities, revenue, equipment, and supplies to produce requisite health care and services.

4.16 **Retirement:** withdrawal from one's position or occupation or from one's active working life.

4.17 **School Health Nursing Activities:** activities carried out by the school health nurses that are directed toward growth and development, health promotion, safety, and advanced well-being of the child.

4.18 **Staff Allocation:** the allocation of staff to a particular area of work based on their expertise and service need.

4.19 **Staff/ Continuing Professional Development Activities:** learning to earn or maintain professional credentials such as academic degrees to formal coursework, attending conferences, and informal learning opportunities situated in practice.

4.20 **Sick Leave:** an absence from work permitted because of illness.

4.21 Study Leave: leave of absence from work granted to allow a person time to study or carry out research.

4.22 Turnover Rate: in a human resources context, turnover refers to the number of employees who leave the organization. In most cases, these leavers need to be replaced by new employees. The formula to calculate Turnover Rate is:

$$\frac{\text{Total no. of staff left the organization (resigned/ transferred out etc.)}}{\text{Total no. of staff available at the end of the year}} \text{ X 100}$$

4.23 Values: the core principles that guide and direct the organization and its culture.

4.24 Vision: the ideal state that the organization wishes to achieve. It is inspirational and aspirational and should challenge employees.

5. Procedure

5.1 The annual report will be compiled at the end of each year and is to be submitted to the Directorate General of Nursing Affairs, MOH (HQ) by the last week of January of the consecutive year as a soft copy.

5.2 It is the responsibility of the Director/ Head of Nursing of the Governorate and hospital to send the compiled report on time.

5.3 Each Governorate and the referral hospital in the Governorate will submit the annual report of their institutions separately.

5.4 The cover page of the report will include the name of the Governorate/hospital, the year of compilation and the name of the person who compiled the report.

5.5 The report will include a table of contents with appropriate headings and page numbers for each.

5.6 Followed by that there will be a foreword by the Director General and/or the Director/Head of Nursing of the Governorate/hospital.

5.7 The rest of the sections to be completed according to the template illustrated in (appendix 1).

5.8 The report will be complete with the signature and approval of the Head/ Director of Nursing Affairs and official stamp of the Governorate/ hospital.

6. Responsibilities

6.1 Directorate General of Nursing Affairs:

6.1.1 Provide guidance and follow up for the implementation of this SOP.

6.1.2 Compile the overall annual reports provided by Governorate and hospitals, identify important indicators (clinical and administrative), and plan accordingly.

6.1.3 Use statistics provided in the reports for next year's strategic plan.

6.1.4 Communicate with Governorates and hospitals any concerns or improvement plans.

6.2 Directors/Heads of Nursing

6.2.1 Gather data from different sections and units at their respective healthcare institutions.

6.2.2 Adhere and comply with the procedures/template of this nursing annual report.

6.2.3 Compile the report and submit the annual report to the Directorate General of Nursing Affairs at the MOH (HQ) on or before last week of January of the consecutive year.

7. Document History and Version Control:

Document History and Version Control				
Version	**Description of Amendment**	**Author**	**Review Date**	
01	Initial Release	DGNA	January 2022	
02	Updated version	DGNA	January 2025	
Updated by		**Reviewed by**		**Approved by**
DGNA Team		Director of Professional Practice		Director General of Nursing Affairs

8. References:

Title of book/ journal/ articles/ Website	Author	Year of publication	Page
Human resources glossary. https://www.shrm.org/ResourcesAndTools/tools-and-samples/HR-Glossary/Pages/default.aspx	The Society for Human Resource Management	2021	N/A
What does high turnover mean? turnover rates, jobs, and causes. https://www.aihr.com/blog/high-turnover-meaning-rates/	Academy to Innovate HR	2021	N/A

9. **Appendices**

   9.1 **Appendix 1: Nursing Annual Report Template**

Section	Title
1.	**Introduction on the services provided by the institution, including:** ▪ Vision, mission, values, and current year's objectives ▪ Organizational chart of the healthcare institution
2.	**Human Resources Management Status and Service Utilization** *(see appendix 2)*
3.	**Key achievements throughout the year, including but not limited to:** ▪ Quality improvement projects and patient safety initiatives ▪ Nurses' innovative projects and research initiatives ▪ New policies, standard operation procedures, and guidelines ▪ Development of Nurses: CME activities/ staff training and development courses, workshops, conferences, etc. ▪ Leadership development activities and succession planning ▪ Community Health Nursing Activities and campaigns (when applicable)
4.	**Nursing Practice:** ▪ Nursing key performance and quality indicators (when applicable) ▪ Reflections on incident reports, lessons learned, and improvement plans
5.	**Current overall challenges with recommendations**
6.	**Future objectives and action plans in line with MoH Five Year Strategic Plan for Health Development.**

9.2 Appendix 2: Human Resources Management Status and Service Utilization

	Name of Governorate/Hospital			
	Total Number of Nurses:	**Omani**	**Non-Omani**	**Total**
1.	Female			
	Male			
	Grand Total			
	Nurse Interns (enhancement training program)		**N/A**	
	Community, School and University Health Nursing (if applicable)			
	Total no. of community health nurses			
	Total no. of school health nurses			
2.	Total no. of nurses working out of nursing areas			
3.	Omanization Rate (%)			
4.	Turnover Rate (%)			
5.	Number of audits carried out in duty roster			

	Nurses' Nationalities *(please add columns below if required)*												
6.	Oman	India	Philippines	Pakistan	Tunisia	Egypt	Iraq	Bangladesh	Sri Lanka	Jordan	Sudan	Iran	Other (specify)

	Nurses' Length of Service:	**Omani**		**Non-Omani**		**Total**
		Male	Female	Male	Female	
7.	Less than 1 year (excluding Interns)					
	Above 1 year to 2 years					
	Above 2 years to 5 years					
	Above 5 years to 10 years					
	Above 10 years to 15 years					
	Above 15 years to 20 years					
	Above 20 years to 25 years					
	Above 25 years to 30 years					
	Above 30 years to 35 years					
	Above 35 years					

	Total Number of Medical Orderlies:	
8.	Males	
	Females	

	Nurses' Educational Qualifications:	Omani	Non-Omani	Total	
	General Nursing Diploma				
	BSN General Nursing				
	BSc Community Health Nursing				
	BSc Midwifery				
	Master's Degree				
	PhD				

	Post Basic Diploma *(Any accredited program of not less than 9 months in duration)*	Omani		Non-Omani		Total		Grand Total Out
		In	Out	In	Out	In	Out	
9.	Midwifery							
	ACCNP - A&E							
	ACCNP - ICU							
	Critical Care - Paediatric							
	Critical Care - Neonatal							
	Nephrology							
	Mental Health							
	Infection Control							
	Nursing Administration							
	Healthcare Management							
	Any other nursing specialty areas (specify)							

	Number of Leaves for Nurses and Medical Orderlies	Omani		Non-Omani		Medical Orderlies (M/O)	
		No. of Nurses	No. of Days	No. of Nurses	No. of Days	No. of M/O	No. of Days
10.	Annual leave days						
	Sick leave						
	Leave without pay						
	Maternity leave						
	Attendant leave						
	Emergency leave						
	Extended leave						
	Study leave						
	Absenteeism						
	Days of hospitalization						
	Edda leave						
	Pending off days						
	Other (specify)						
	Grand Total:						

		Omani	Non-Omani	Total
	Nurses			
11.	Number of Chronic Illnesses			
12.	Number of Resignations			
13.	Number of Terminations			
14.	Number of Absconding			
15.	Number of Transfer Out			
16.	Number of Transfer In			
17.	Number of Appointments			
18.	Number of Vacant Grades			
19.	Number of Successors in Succession Plan Pool			
20.	Number of Nurses with Temporary Contract			
	Medical Orderlies			
21.	Number of Chronic Illnesses			
22.	Number of Resignations			
23.	Number of Terminations			
24.	Number of Absconding			
25.	Number of Transfer Out			
26.	Number of Transfer In			
27.	Number of Appointments			
28.	Number of Vacant Grades			

	Service Utilization (hospitals - when applicable)				
	Area/Unit/Department	Total No. of Beds	Bed Occupancy Rate	Total No. of Nurses	Total No. of Medical orderlies
29.	Intensive Care Unit				
	Paediatric ICU				
	Neonatal ICU				
	Burn Unit				
	Accident and Emergency				
	Operation Theatre				
	Renal Medicine Unit				
	Delivery Suit				
	Cardiac Care Unit				
	Other (specify)				
	Service Utilization (primary healthcare – when applicable)				
30.	Local Hospital (name)				
	Renal Medicine Unit				
	Other (specify)				

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