



# Professional perspectives and Issues

**Lecture : Client Systems**

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# Introduction

- The foundation of nursing—its bones—is its basic concepts, the ideas that are essential to understanding professional practice. These concepts are **person, environment, and health**.
- Each concept has sub concepts, which are other ideas that are related to the larger concept, but which are also related to nursing. **Every thing professional nurses do, is in response to one of these basic interrelated concepts .**



# Introduction

- You as a nurse are guided by beliefs, values, and a philosophy, which work in concert to shape your practice. This is a simple example, but one that will give you an idea of how nursing's concepts are at work in nursing actions.



# Client

- The concept of client (or patient) is central to all nursing models because it is the client who is the primary recipient of nursing care. Although the term client usually refers to a single individual, it can also refer to small groups or to a large collective of individuals (e.g., for community health nurses, the community is the client).

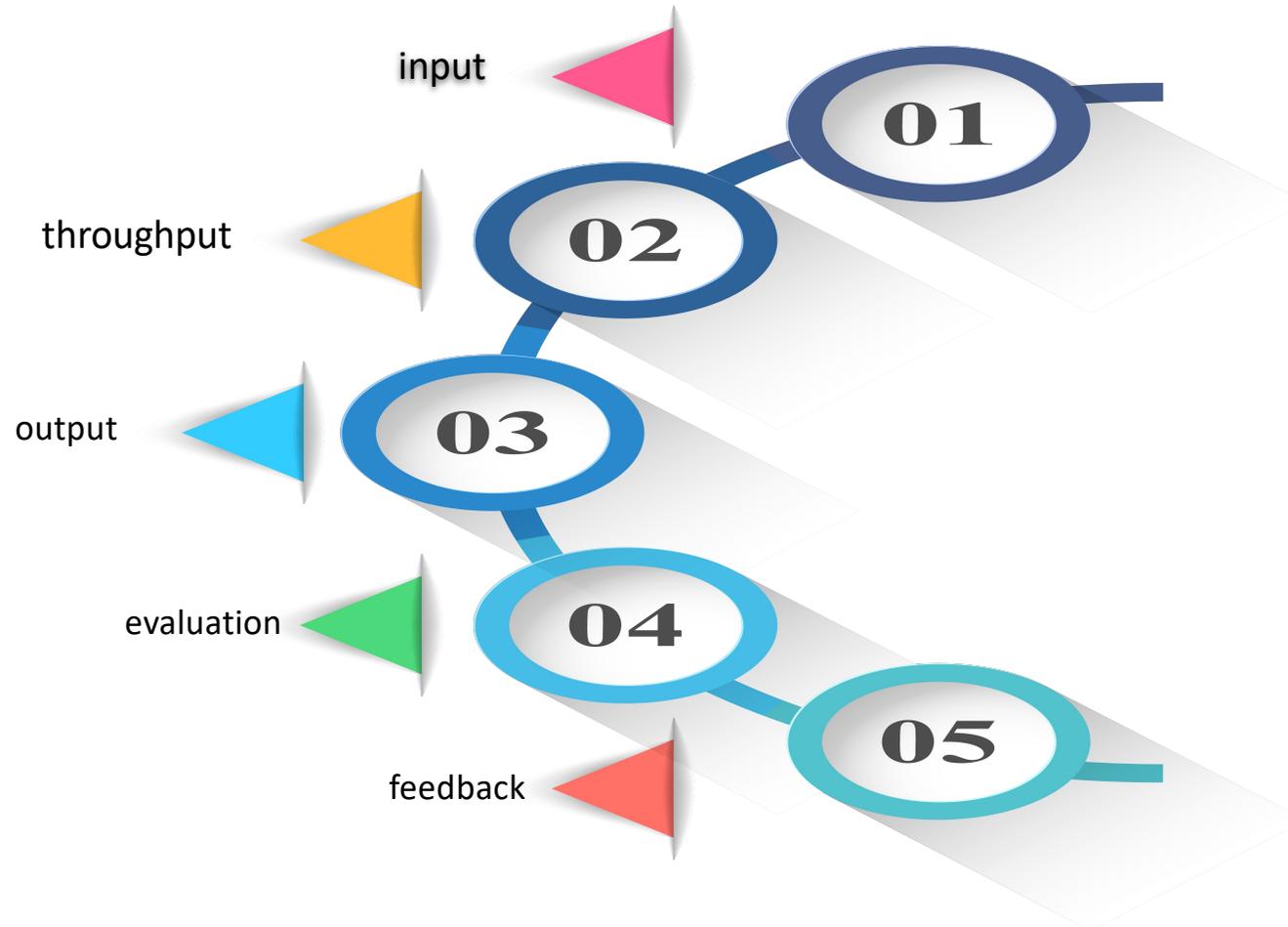


# General System Theory

- General systems theory was developed in 1936 by biologist Ludwig von Bertalanffy, who believed that a common framework for studying several similar disciplines would allow scientists and scholars to organize and communicate findings, making it easier to build on the work of others. Each part of a system is a necessary or integral component required to make a complete, meaningful whole.
- These parts are input, throughput, output, evaluation, and feedback.

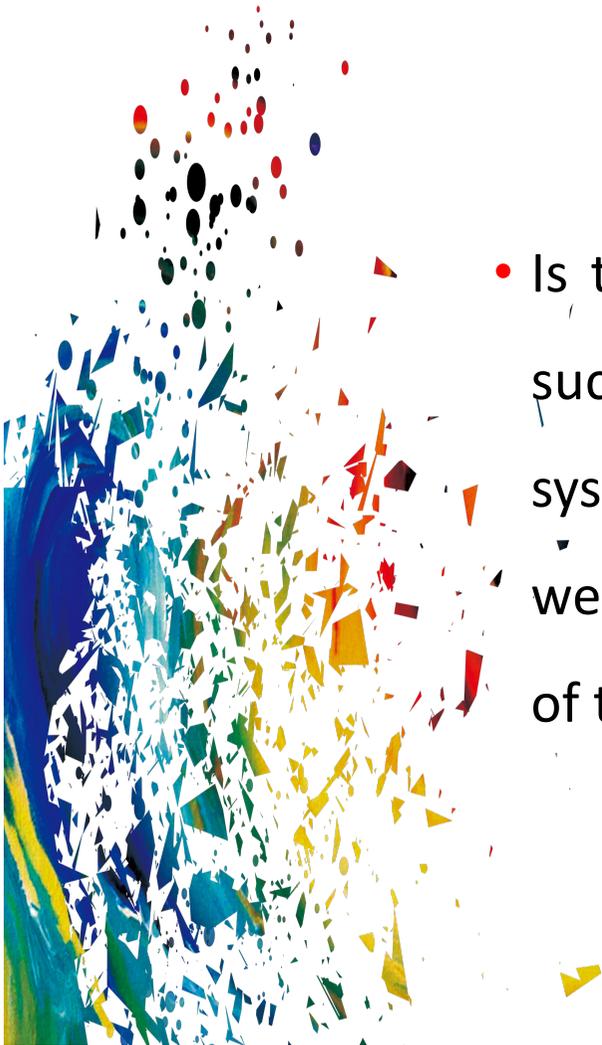


# Components of Systems



# Input

- Is the first component of a system—the raw material, such as information, energy, or matter that enters a system and is transformed by it. For a system to work well, input should contribute to achieving the purpose of the system.



# Throughput

- Is the second component of a system. Throughput consists of the processes a system uses to **convert** raw materials (input) into a form that can be used, either by the system itself or by the environment (also called the suprasystem).



# Output

Is the end result or product of the system. Outputs vary widely, depending on the type and purpose of the system.



# Evaluation

- Is the fourth component of a system. Evaluation means measuring the success or failure of the output and consequently the effectiveness of the system. For evaluation to be meaningful in any system, outcome criteria against which performance or product quality is measured must be identified.



# Feedback

- The final component of a system, is the process of communicating what is found in evaluation of the system. Feedback is the information given back into the system to determine whether the purpose, or end result, of the system has been achieved.



# Examples of Systems

- A simple example helps clarify the components of systems . In a school of nursing system, the **raw material, or input**, consists of **students , faculty, ideas , the desire to learn , and knowledge**. For high-quality input, students need to be ready to learn, and the faculty should be knowledgeable and well prepared to teach.
- **The processes (throughput)** whereby ideas, knowledge, and skills are transmitted must be clear and understandable. In this example, throughput consists of learning experiences such as ***readings, lectures, discussions, labs , and clinical experiences .***



## Con...

- The **output**, or product, of the system is educated graduates.
- For **evaluation** of the output, the *National Council Licensure Examination (NCLEX)* is a good measure of how well the system worked. If a **high percentage of graduates** pass on the first try, the system has achieved its purpose. If **not**, changes need to be made in the input or in the system itself (**feedback**) — for example, setting higher admission standards, hiring more talented faculty, and/or designing more effective courses and curricula.



# Characteristic of System

- 1- Open and Closed Systems
- 2- Dynamic Nature of Systems



# 1- Open and Closed Systems

For instance, the hospital and all its subsystems are open systems. An open system promotes the exchange of matter, energy, and information with other systems and the environment. The larger environment outside the hospital is called the suprasystem. A closed system does not interact with other systems or with the surrounding environment. Matter, energy, and information do not flow into or out of a closed system. There are few totally closed systems. The whole is different from and greater than the sum of its parts (its subsystems).



## Con...

- Anyone who has ever been in a hospital, for example, knows that, what happens there is different from and more than the sum of the following equation: (nurses + pharmacy + physicians + environmental services = hospital).
- The second point involves synergy. Synergy occurs when all the various subsystems work together, to create a result that is not independently achievable. Synergy in the hospital occurs when the people who compose the subsystems collaborate to work with patients and their families.



## 2- Dynamic Nature of Systems

- The exchange of energy and information within open systems and between open systems and their supra systems is continuous. The dynamic balance within and between the subsystems, the system, and the suprasystems helps create and maintain homeostasis, or internal stability.
- All living systems are open systems. The internal environment is in constant interaction with a changing environment external to the organism. As change occurs in one environment, the other environment is affected.



# Key Concepts about Systems

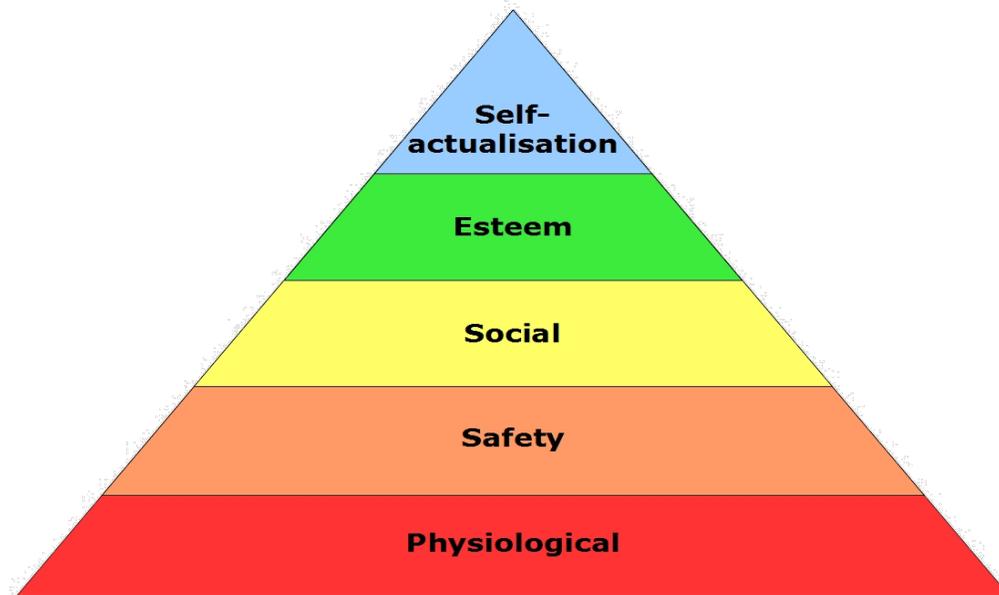
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- A system is a set of interrelated parts.
  - • The parts form a meaningful whole.
  - • The whole is different from and greater than the sum of its parts.
  - • Systems may be open or closed.
  - • All living systems are open systems.
  - • Systems strive for homeostasis (internal stability).
  - • Systems are part of suprasystems.
  - • Systems have subsystems.
  - • A change in one part of a system creates change in other parts.

# Human Needs

- In 1954, psychologist Abraham Maslow published *Motivation and Personality*.
- In this classic book, Maslow rejected earlier ideas of **Freud**, who believed that people are motivated by unconscious instincts, and **Pavlov**, who believed humans were driven by conditioned reflexes.
- Instead, Maslow presented his human needs theory and explained that human behavior is motivated by intrinsic needs.



# Maslow's Hierarchy of Needs



Understanding this hierarchy helps nurses prioritize their care

# Self-actualization

- Self-actualization is the highest level of needs. Self actualized people have realized their maximum potential; they use their talents, skills, and abilities to the fullest extent possible and are true to their own nature.
- People do not stay in a state of self-actualization but may have “peak experiences” during which they realize self-actualization for some period of time.
- Maslow believed that many people strive for self-actualization, but few consistently reach that level.



# Adaptation

The concept of adaptation (nature of people to change, grow, and Develop) is also helpful in understanding that people admitted to hospitals and removed from their customary, familiar environments commonly become anxious. Even the most confident person can become fearful when in an uncertain, perhaps threatening, situation.



