

# **The Actual Picture of Challenges Facing Registered Nurses in Emergency Departments and Their Suggested Solutions: A Qualitative Study**

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## **ABSTRACT**

Worldwide, nurses employed in the Emergency Department are facing many challenges that negatively influence their well-being, and their ability to provide high-quality care for patients. Examples of these challenges are overcrowding, nursing turnover, occupational stress, workplace violence, and inadequate occupational health and safety. Previous researches have investigated these challenges in terms of their causes, their effects, and how to deal with them. However, most of the previous researches address these challenges using quantitative research. The current study is possibly of the first one that examines these challenges in Jordan context using a qualitative approach to explore the most important challenges facing nurses who are employed in the ED in Jordan, and describe the suggested solutions for these challenges from nurses' perspectives.

The study used a descriptive naturalistic qualitative research design. Ten Registered Nurses employed in the largest Emergency Department in Jordan were selected through purposeful sampling. Semi-structured interviews were used to collect data. Thematic analysis

technique was used to analyze data in this study. Six main themes emerged through the data analysis. These themes were: the definition of challenges, challenges facing Registered Nurses in the Emergency Department (five sub-themes), prevention measurements, possible solutions (five sub-themes), effects of the challenges (two sub-themes), and challenges in the future.

The hospital administrators and the policymakers should develop effective interventions to overcome the challenges facing nurses in the Emergency Departments to assure a better work environment and high quality-care provided for patients.