



Universidad Nacional Experimental de los Llanos
Centrales
Rómulo Gallegos
Decanato del Área Ciencias de la Educación
Centro de Estudios E Investigación (CEIACERG)



Depósito Legal Número: GU218000006
ISSN: 2610-816X



Volumen 8 Número 1 Enero a Julio 2025 Revista Semestral- Venezuela

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How to cite this article: "Argelia Vásquez y Betty Cardell. What to do of the nurse supervisor in service quality management". (2025), (1,17)

Received: 10/07/2024 Revised: 12/07/2024 Accepted: 23/07/2024

What to do of the nurse supervisor in service quality management

ABSTRACT

The nursing supervisor is not only a coordinator, but a guardian of the quality and safety of the care provided to patients, where her role is to ensure that protocols and procedures are rigorously followed, conducting audits and providing feedback to the nursing team. Properly manage the nurses in each area, maintaining a balance in the workload. Purpose. Interpret the nursing perception of the nursing manager in his professional performance at the José María Benítez La Victoria State Aragua Hospital. Methodology. Social and human in nature, based on a dynamic and flexible paradigm, it offers the appropriate way to achieve purposes based on experiences, perceptions and expectations, the post-positivist paradigm. The present research is critically realistic, supported by epistemological, ontological, axiological, teleological and gnoseological assumptions; which allow us to sustain and reinforce the qualitative position around the situation under study, the phenomenological, hermeneutical method, validity in the research. Discussion. Effective Communication: Like a river that flows without obstacles, you must transmit instructions and listen to the team's concerns. Inspirational Leadership: Your light guides the team to high standards of care and skillfully resolves conflicts. Organization and Planning: Weaves an efficient network of tasks, ensuring coverage in all areas and shifts. Summary, the nursing supervisor is the compass that guides the quality of care. Without his leadership, management would be a stormy sea without lighthouses.

Descriptors: Nurse Supervisor, Management, Quality of Service.

Biographical Review: Msc/Abg. Argelia Vásquez, Associate Professor at the Experimental University of Los Llanos UNERG. Nursing Supervisor at the José María Benítez Hospital. Dr. Betty Cardell, PhD in Epistemology, Associate Professor at the University of Carabobo