

Sigma's 29th International Nursing Research Congress

Explore the Knowledge of Nursing Administrators on Current Nursing Work Environment Issues in Taiwan

Chiou-Fen Lin, PhD, RN

college of Nursing, Taipei Medical University, Taipei, Taiwan

Meei-Shiow Lu, MSN

Institution of nursing, Taipei Medical University, Taipei, Taiwan

Chung-I Huang, MHA

Joint Commission of Taiwan, Joint Commission of Taiwan, and Adjunct Lectures, School of Health Care Administration, Taipei Medical University, and Doctoral Candidate, Department of Technology Application and Human Resource Development, National Taiwan Normal University, New Taipei City, Taiwan

Che-Ming Yang, PhD

School of Health Care Administration and Graduate Institute of Health and Biotechnology Law, Taipei Medical University, taipei, Taiwan

Purpose:

The purposes of this study aimed at assessing the entry level nursing administrators' knowledge of the dilemma of current nursing work environment and how individual characteristics affect their level of knowledge.

Methods:

This study was designed to be a cross sectional study. After two research team discussions and two rounds of expert focus group discussion, all the dilemmas which entry level nursing administrators are facing in current nursing work environment were laid out. Experts of this field were engaged to devise test questions for relevant issues. Every version of test has twenty questions. The numbers of questions pertaining to each issue are apportioned according their importance. Of the twenty, there are four questions for flexible scheduling and scheduling rules-maximization of scheduling satisfaction, five for nursing models and job design - including skill-mix care model, three for effective handover, recording by importance and computerization, five for high performance leadership - pursuing the balance between work and life for nurses, and three for planned cross training and job rotation in line with career development. After expert consultation, we devised 5 sets of tests for the 22 symposiums. Every set of test was analyzed for its level of difficulty and capability of differentiation. All of their difficulty range between 0.5 and 0.8, which means moderate difficulty. And the capability of differentiation ranges from 0.19 to 0.29. Only the fifth set is slightly lower than 0.19 and the other four sets are all greater than 0.2, which means acceptable capability of differentiation. Paper and pencil tests were administered before each symposium and the five tests were used in cycle to ensure fairness. 1,829 persons received the test in total.

Results:

The overall average is 65.37. Passing score is set at 60. As such, 1,384 persons passed with a pass rate of 75.5%. 66.86% of the questions were correctly answered. The highest correct answer rate is for the issue of planned cross training and job rotation in line with career development(87.13%), followed by flexible scheduling and scheduling rules - maximization of scheduling satisfaction at 77.35%, high performance leadership - pursuing the balance between work and life for nurses at 70.04%, effective handover, recording by importance and computerization at 56.20%. The issue of nursing models and job design - including skill-mix care model has the lowest correct rate at 43.56%. According to ANOVA and post hoc analyses, the level of knowledge of the dilemma of current nursing work environment significantly differs among regions in which the hospital is located. In the issues of planned cross training and job rotation in line with career development and effective handover, recording by importance and

computerization, the eastern region is superior to the northern, central and southern. The levels of knowledge of planned cross training and job rotation in line with career development and high performance leadership - pursuing the balance between work and life for nurses significantly differ among hospital accreditation levels. Medical centers are better than regional and district hospitals. The levels of knowledge of high performance leadership - pursuing the balance between work and life for nurses and nursing models and job design - including skill-mix care model significantly differ among educational levels. Graduate school level is better than two year college and bachelor.

Conclusion:

The knowledge of entry level nursing administrators in Taiwan on the dilemma of current nursing work environment has barely made the passing grade. There is plenty of room for improvement. The on the job trainings of future entry level nursing administrators should strengthen the knowledge and understanding of nursing models and job design, and emphasize the issue of effective handover, recording by importance and computerization in the hope of increasing the knowledge of nursing administrators on the dilemma of current nursing work environment and improving nursing work environment. We hope the findings of this study can provide references for future education and training so as to elevate the leading and management ability of nursing administrators and improve nurses' retention intention.

Title:

Explore the Knowledge of Nursing Administrators on Current Nursing Work Environment Issues in Taiwan

Keywords:

current nursing issues, nursing administrator and work environment

References:

Aiken, L. H., Sloane, D. M., Bruyneel, L., Van den Heede, K., Griffiths, P., Busse, R., ... Sermeus, W. (2014). Nurse staffing and education and hospital mortality in nine European countries: A retrospective observational study. *The Lancet*, 383(9931), 1824-1830. doi:[10.1016/S0140-6736\(13\)62631-8](https://doi.org/10.1016/S0140-6736(13)62631-8)

Chang, H.L., & Lin, C.F. (2016). Taiwanese Registered Nurses Reasons for Failure to Practice. *International Journal of Nursing and Clinical Practices*.
From:<http://www.graphyonline.com/archives/archivedownload.php?pid=IJNCP-176>. doi:
<http://dx.doi.org/10.15344/2394-4978/2016/176> (published 2016.3.16)

Chang, H.L., Lu, M.S., & Lin, C.F. (2010). Factors Related to New Nursing Staff Turnover Rates. *The Journal of Health Science*, 12(3), 1-11. (Original work published in Chinese)

Chen, Y.C. (2011). Reformation of the Nursing Administration and Management System. *Journal of Nursing*, 58(3), 21-26. (Original work published in Chinese)

Chen, Y.C., Hsu, M.Y., Yin, Y.C., Lin, L.Y., & Chang, S.C. (2012). An Exploration of Hospital Nurse Manager Job Stress and Job Stress Coping Strategies. *Journal of Nursing and Healthcare Research*, 8(2), 94-105. (Original work published in Chinese)

Dehghani, K., Nasiriani, K., & Salimi, T. (2017). Requirements for nurse supervisor training: A qualitative content analysis. *Iranian Journal of Nursing and Midwifery Research*, 21(1), 63-70.

Gao, F.L. (2015). Exploring the Correlation between Acceptance and Effectiveness of Nursing Records Computerization Information System among Nursing Staff- The Case of a Mental Hospital. Chang Jung Christian University of The Department of Health Care Administration thesis. (Original work published in Chinese)

Hung, C.Y. (2012). The Nursing Professionals' Adoption Process of Nursing E-Learning Information System: The Construction of E-Management Model of Continuing Nursing Education. Yuan Ze University of EMBA thesis. (Original work published in Chinese)

Lin, C.F., Lu, M.S., & Huang, H.Y. (2016). The Psychometric Properties and the Development of the Indicators of Quality Nursing Work Environment in Taiwan. *Journal of Nursing Research*, 24(1), 9-20.

Lin, C.F., Huang, C.I., Kao, C.C., & Lu, M.S. (2013). The Nursing Shortage and Nursing Retention Strategies in Taiwan. *Journal of Nursing*, 60(2), 1-6. (Original work published in Chinese)

Lin, S.J., & Huang, L.H. (2014). Centennial Retrospective on the Evolution and Development of the Nursing Practice Environment in Taiwan. *Journal of Nursing*, 61(4), 35-45. (Original work published in Chinese)

Lu, M.S., Lin, C.F., Chen, Y.C., Kao, Z.F., Yang, L.Z., Huang, C.I., Li, F.C., & Huang, L.H. (2013). The psychometric properties and the development of the indicators of quality nursing work environments and survey in Taiwan. Taipei: Ministry of Health and Welfare. (Original work published in Chinese)

Shirey, M. R., McDaniel, A. M., Ebright, P. R., Fisher, M. L., & Doebbeling, B. N. (2010). Understanding nurse manager stress and work complexity: factors that make a difference. *Journal of Nursing Administration*, 40(2), 82-91.

Warshawsky, N.E., Wiggins, A.T., & Rayens, M.K. (2016). The Influence of the Practice Environment on Nurse Managers Job Satisfaction and Intent to Leave. *Journal of Nursing Administration*, 46(10), 501-507.

Abstract Summary:

A study to explore the knowledge of entry level nursing administrators on the dilemma of current nursing work environment in Taiwan. 1,829 persons received the test in total. The overall average is 65.37. Passing score is set at 60. As such, 1,384 persons passed with a pass rate of 75.5%.

Content Outline:

Purpose:

Methods:

Results:

Conclusion:

First Primary Presenting Author

Primary Presenting Author

Chiou-Fen Lin, PhD, RN
Taipei Medical University
college of Nursing
Associate Professor
Sinyi Area
Taipei
Taiwan

Professional Experience: 1982-1988 -- Instructor in nursing high school. 1989-1991 -- Head Nurse in medical center 1991-2007 -- Instructor in School of Nursing, Taipei Medical University. 2007-2015--- Associate Professor in School of Nursing, Taipei Medical University and National Taipei University of Nursing and Health Science. 2008-2012--- Director of Nursing Department, Shuang Ho Hospital, Taipei Medical University 2015-present --Professor in School of Nursing, Taipei Medical University and National Taipei University of Nursing and Health Science. 2017-present-- Vice Dean, College of Nursing. Director, School of Gerontology Health Management, Taipei Medical University, and Nursing Consultant, Department of Nursing, Shuang Ho Hospital, Taipei Medical University

Author Summary: My major is nursing administration and management. I teach and involve clinic practice, nursing administration, human resources and medical ethics in university. Vice Dean, College of Nursing. Director, School of Gerontology Health Management, Taipei Medical University, and Nursing Consultant, Department of Nursing, Shuang Ho Hospital, Taipei Medical University now.

Second Secondary Presenting Author

Corresponding Secondary Presenting Author

Meei-Shiow Lu, MSN
Taipei Medical University
Institution of nursing
Professor
Sinyi Area
Taipei
Taiwan

Professional Experience: Professional experience is Nursing Education, Administrative Nursing and Ethics & law. Author or coauthor of 60 publications and many books relating to administration and management

Author Summary: 2017 – present President of long-term care association in Taiwan 2016 – present Chairman of the Board of Taiwan Union of Nursing Association 1970 – 2006 Professor in Taipei Medical University 2002-2007 Dean of Nursing college in Taipei Medical University 1996-2002 Vice-president in Taipei Medical University 1984 -1995 Director of Nursing department in Taipei Medical University

Third Secondary Presenting Author

Corresponding Secondary Presenting Author

Chung-I Huang, MHA
Joint Commission of Taiwan, and Adjunct Lectures, School of Health Care Administration, Taipei Medical University, and Doctoral Candidate, Department of Technology Application and Human Resource Development, National Taiwan Normal University

Joint Commission of Taiwan
Deputy Executive Officer,
Banqiao Dist.
New Taipei City
Taiwan

Professional Experience: Responsible for development and implementation of Human Resources Management, Healthcare Management, Healthcare Quality Management for Healthcare Organizations. Author or coauthor of 20 publications and book chapters relating to Human Resources Management, Healthcare Management, Healthcare Quality Management.

Author Summary: 2004.04~2008.12 Director of Division of Hospital Accreditation, Director of Division of Research and Development, Director of Division of Administration, Joint Commission of Taiwan 2008.12~2009.07 Director of Human Resources Office, St. Mary's Junior College of Medicine, Nursing and Management 2009.08~2010.07 Director of Healthcare Affairs Division, Taipei Medical University Hospital 2010.08~2014.05 Director of Human Resources Office, Taipei Medical University 2014.06~present Deputy Executive Officer, Joint Commission of Taiwan 2002.01~present Lecturer of Taipei Medical University, Department of Healthcare Management

Fourth Secondary Presenting Author

Corresponding Secondary Presenting Author

Che-Ming Yang, PhD

Taipei Medical University
School of Health Care Administration and Graduate Institute of Health and Biotechnology Law
professor
Daan Dist
Taipei
Taiwan

Professional Experience: Professor of Taipei Medical University School of Health Care Administration and Graduate Institute of Health and Biotechnology Law. Director of Taipei Medical University Shuang Ho Hospital Department of Nuclear Medicine

Author Summary: 2012-2014 President of Society of Law and Medicine (Taiwan) 2011-2014 Chairman of Taipei Medical University School of Health Care Administration 2010-2011 Chairman of Taipei Medical University Graduate Institute of Humanities in Medicine 2007-2009 Director General of Bureau of International Cooperation Department of Health 2007-2009 Executive director of Taiwan International Health Action 2007-2009 Chief Editor of Taiwan Health in the Globe