Impact of Nurses’ Sanctification of Work on Work-Related Outcomes and Patient Satisfaction

Hazel M. Ada, PhD-c, RN; Ellen D’Errico, PhD, RN; Elizabeth Johnston-Taylor, PhD, RN

Loma Linda University School of Nursing, Loma Linda, CA

BACKGROUND

Job dissatisfaction, burnout, and employee turnover often threaten nursing staff. These nurse outcomes, in turn, effect patient outcomes. Yet if healthcare organizations can employ satisfied and engaged nurses, it can support them to have a competitive advantage and financial gain (Rich, LePine, & Crawford, 2010).

Thus, the construct of sanctification of work—recognized in psychology, but not yet in nursing, provides promise. In the findings from the few studies examining sanctification of work, positive associations were observed between it and work outcomes. For instance, Walker, et al. (2008), Hall, et al. (2012), and Carroll, et al (2014) found associations in different work groups between sanctification of work and organizational commitment, job satisfaction, and turnover intention.

PURPOSE

This study will not only measure a previously unstudied phenomenon in nursing (i.e., sanctification of work) to determine its prevalence in a sample of hospital nursing staff, but also examine how it explains nurse and patient outcomes. Specifically, we measured how sanctification of work relates to:

• work-related outcomes
• patient satisfaction
• nursing personnel demographics and characteristics.

METHODS

• Design: quantitative, descriptive, cross-sectional, correlational
• Setting: a 353-bed, not-for-profit, faith-based, teaching hospital in urban Southern California
• Sample: Licensed/unlicensed nursing personnel
• Measures: 82-item “paper and pencil” type questionnaire comprised of 8 previously psychometrically supported measures and demographic items
  – The Duke University Religion Index (DUREL) - 5 items
  – Sanctification of Work Scale – 22 items
  – Overall Job Satisfaction - 5 items
  – Employee Engagement – 14 items
  – Affective Commitment Scale – 8 items
  – Maslach Burnout Inventory – 9 items
  – Turnover Intention Scale – 9 items
  – Demographics and Participants’ Characteristics – 10 items
• Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) items on spiritual care and emotional support were pulled from National Research Corporation
• Analysis: mean/SD, frequency/percentage, linear regression

RESULTS

Sample Demographics (N=451)

• 81% female, 45% Hispanic, 60% Roman Catholic, 64% bedside nurses
• Age: M= 42
• 50% BSN-prepared, 47% had more than 10 years experience

How is sanctification of work related to work outcomes?

• Sanctification of work is independently and significantly related to job satisfaction, employee engagement, and organizational commitment.

<table>
<thead>
<tr>
<th>Work-Related Outcomes</th>
<th>Beta Estimate</th>
<th>p-value</th>
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</thead>
<tbody>
<tr>
<td>Job Satisfaction</td>
<td>-0.119</td>
<td>0.0077</td>
</tr>
<tr>
<td>Employee Engagement</td>
<td>0.457</td>
<td>&lt;.0001</td>
</tr>
<tr>
<td>Organizational Commitment (Affective)</td>
<td>0.121</td>
<td>0.0052</td>
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<tr>
<td>Job Burnout</td>
<td>0.018</td>
<td>0.7264</td>
</tr>
<tr>
<td>Turnover Intention</td>
<td>-0.032</td>
<td>0.5517</td>
</tr>
</tbody>
</table>

How is sanctification of work related to patient satisfaction?

• No association between staff level of sanctification of work and unit patient satisfaction average scores were observed.

How is sanctification of work related to nursing personnel demographics and work characteristics?

• Females perceived work as more sanctified than males (p = 0.0011).
• Religiosity (DUREL) was positively associated with sanctification of work (p = <.0001).

CONCLUSION

Given findings substantiated that the sanctification a nurse ascribes to work does impact nurse work outcomes, these results suggest salient implications for nurse clinicians, administrators, and educators. Clearly, how to promote nurses’ sanctification of work must be considered. What interventions, work climates, and educational methods best create within a nurse a sense of sanctification for work? How does a clinician daily or hourly maintain this perception of nursing care as sanctified work? Might nurse recruiters screen potential employees for this quality? Whereas future research and evidence-based practice projects can address such questions, these study findings provide isolated, yet strong evidence that the sanctification of work among nurses does contribute to the critical and continually pursued outcomes of job satisfaction, employee engagement, organizational commitment.

REFERENCES


CONTACT

Hazel M. Ada, PhD-c, RN
hada@llu.edu
909-539-7161