

Background

Delegation is key for nurses as it lessens the burden of care demand of an increasingly complex patient population. Gaining insight into the nurses' perceptions of his or her ability to effectively delegate has the potential to impact teamwork between the nurse and nursing assistant, as well as the delivery of safe, quality nursing care.

Purpose

To identify nurses' perceptions of ability to effectively delegate to nursing assistants in the acute inpatient hospital setting.

Research Questions

- ❖ What are nurses' perceptions of effective delegation and how delegation relates to teamwork between the nurse and nursing assistant?
- ❖ Is there a perception of increased confidence in delegation based on the nurse's years of experience?

Methodology

Study Approval

- ❖ University of Mount Olive Institutional Review Board
- ❖ Duke University Health System Institutional Review Board

Study Design

- ❖ Qualitative, Non Experimental
- ❖ Grounded Theory
- ❖ Semi-structured, face-to-face interviews
- ❖ Interview questions were based on themes identified in the literature review
 - ❖ Delegation
 - ❖ Preparedness for delegation
 - ❖ Confidence in delegation
 - ❖ Delegation skills
 - ❖ Teamwork



Data Collection

Recruitment site

- ❖ Duke Regional Hospital

Recruitment population

- ❖ Registered Nurses on the Inpatient General Surgery Unit
- ❖ Registered Nurses on the Inpatient Rehabilitation Unit

Sample

- ❖ Purposive sampling
- ❖ Approximately 40 nurses were recruited to participate with a total of 10 participants completing the study.
- ❖ Recruitment achieved through flyers and an email invitation.

Data Collection

- ❖ Semi-structured face-to-face interviews with audio recording.
- ❖ Reflexive notes taken during interviews.

Code	Theme	Participants
C	Confidence	9/10 participants felt they were confident in delegating tasks to the nursing assistants.
Co	Communication	"Good communication...being able to delegate something and then feedback from it and then clarify if there is misinterpretation."
RD	Reactive Delegation	"I would define [delegation] as if I am unable to do something having someone else go...and complete that task for me"
ID	Ineffective Delegators	"I actually don't think I am an effective delegator...I would rather just get it done by myself."
T	Teamwork	"I think care for the patients is better if we work together."
Tr	Training	"I would like group sessions, where we practice what is said and we practice what the other person hears."

Data Analysis

- ❖ Synthesis of data collected in this study followed the analytic method of Glaser and Strauss.
- ❖ Review reflexive notes and audio recordings to identify themes/categories.
- ❖ Transcription of audio recording verbatim to validate themes/categories.
- ❖ Each transcription was reviewed for individual uniqueness and clustered themes.
- ❖ Constant comparison method of analysis to identify meaningful concepts using a two-dimensional matrix.

Findings

- ❖ Nurses felt they were confident in delegating tasks to the nursing assistants, but did not feel they were effective delegators.
- ❖ The nurse's years of experience did not impact the perceived level of confidence in delegating tasks to the nursing assist.
- ❖ Communication is essential to effective delegation.
- ❖ Nurses do not proactively delegate tasks to the nursing assistant.
- ❖ Effective delegation impacts teamwork between the nurse and nursing assistant.
- ❖ Regardless of years of experience, nurses need more training/education about how to effectively delegate.

Implications for Nursing Practice

- ❖ Utilize Swanson's theory of caring to support nurses in learning how to delegate effectively.
- ❖ Implement collaborative learning sessions that involve nurses and nursing assistants to promote teamwork.
- ❖ Incorporate active delegation skills into nurse residency programs.
- ❖ Incorporate communication strategies into nurse education programs.



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References

Available upon request