



Sigma Theta Tau International
Honor Society of Nursing®

NURSE PRACTICE ENVIRONMENT, JOB SATISFACTION, SAFETY CLIMATE AND MISSED NURSING CARE

Carla Klava dos Reis Dutra, MSN

*Specialization in Nursing in Adult Critical Care, PhD Student
University of Campinas, Campinas, Brazil*

FACULTY DISCLOSURE

Faculty Name:	Carla Klava dos Reis Dutra University of Campinas (Unicamp, Brazil)
Conflicts of interest:	None
Employer:	University of Campinas, School of Nursing
Sponsorship/ Commercial Support:	None

Faculty Name:	Edinêis de Brito Guirardello University of Campinas (Unicamp, Brazil)
Conflicts of interest:	None
Employer:	University of Campinas, School of Nursing
Sponsorship/ Commercial Support:	None

Funding: Grant # 307182/2015-0.

National Council for Scientific and Technological Development - CNPQ.



LEARNING OBJECTIVES

- To identify the effects of nurse practice environment on safety climate, job satisfaction and reasons of missed care;
- To have insights to create conditions in the work environment to improve a safety climate, job satisfaction and decrease missed care.

BACKGROUND

- Nurse work environment can affect the nurse activities and can be associated with missed nursing care

Ball et al., 2014; Smith et al., 2018

- **Nurse work environment:** organizational characteristics that facilitate or restrict the professional activities of the nursing team

Lake, 2002

- **Missed nursing care:** refers to any aspect of required patient care that is omitted (either in part or in whole) or delayed

Kalisch et al., 2009

BACKGROUND

- **Patient safety** is affected by hospital nursing organizational factors and nursing care process

Liu et al., 2018

- Favorable leadership behaviors can improve the work environment

Roche et al., 2016

- Professional nurses with control over their work environment have **higher job satisfaction**, **less intention of leaving the job** and perceived a **positive safety climate**

Alves et al., 2017

BACKGROUND

Reasons to explain missed nursing care:

Practice environment

Safety climate

Job satisfaction

AIM

- To investigate the impact of nurse practice environment factors on job satisfaction, safety climate and reasons for missed care.

METHOD

- **Design:** Cross-sectional and correlational survey;
- **Setting:** Two teaching hospitals, São Paulo State, Brazil;
- **Sample:** 219 Registered Nurses and Nursing Technicians involved in direct adult patient care at intensive care and medical-surgical units;
- **Data collection:** Subjects were addressed individually in their jobs, after understood the research purpose, who agreed, signed the consent form;

METHOD

- **Measures:**

- ✓ Practice Environment Scale - PES;
- ✓ MISSCARE-Brazil;
- ✓ Job Satisfaction and Safety Climate (Safety Attitudes Questionnaire - SAQ);

Practice Environment Scale - Brazilian Version

Objective: To evaluate the professional nursing practice environment

It contains 24 items in a Likert type scale, the subscales:

- Nurse participation in hospital affairs
- Nursing foundations for quality of care
- Nurse manager ability, leadership, and support of nurses
- Staffing and resource adequacy
- Collegial nurse-physician relations

MISSCARE-Brazil

Objective: To evaluate the phenomenon of omission or missed nursing care to patients and to identify the reasons attributed by professionals for not providing this care

It contains 56 items in a Likert type scale, with the subscales in second part:

- Labor resources
- Material resources
- Communication
- Ethical dimension
- Management style

Safety Attitudes Questionnaire - SAQ

Objective: To evaluate the professional's perception regarding patient safety issues

It was used the subscales:

- **Job satisfaction (05 items):** It refers to the positive view of the work environment.
- **Safety climate (07 items):** It refers to the perception of professionals regarding the organizational commitment to patient safety.

RESULTS

- **Sample:** 219 nursing professionals (35.6% of registered nurses and 64.4% of nursing technicians);
 - ✓ Mean age: 37 years old
 - ✓ Gender female: 81.3%
 - ✓ Intensive Care Units: 44.7%
 - ✓ Medical-surgical Units: 55.3%
 - ✓ Experience in the current unit: 5.5 years

RESULTS

- Better work environment was associate to:

High level of job satisfaction

Better perception of the safety climate

Less reasons for missed care

Table 1. Spearman's correlation coefficient among the subscales of the PES, MISSCARE-Brazil, Safety climate and Job satisfaction - SAQ

VARIABLES	Practice Environment Scale				
	Nurse participation in hospital affairs	Nursing foundations for quality of care	Nurse manager ability leadership	Staffing and Resource adequacy	Collegial nurse-physician relations
Safety Climate	0,56*	0,58*	0,58*	0,35*	0,34*
Job Satisfaction	0,38*	0,45*	0,41*	0,26*	0,34*
MISSCARE Labor Resources	-0,25**	-0,19**	-0,36*	-0,35*	-0,27*
MISSCARE Material Resources	-0,26*	-0,21**	-0,36*	-0,28*	-0,28*
MISSCARE Communication	-0,27*	-0,29*	-0,31*	-0,23**	-0,29*
MISSCARE Ethical Dimension	-0,13	-0,23**	-0,17**	-0,05	-0,19**
MISSCARE Management Style	-0,28*	-0,32*	-0,34*	-0,25**	-0,28*

*p< 0,0001; **p< 0,05

Strong magnitude correlation

Moderate magnitude correlation

RESULTS



Safety climate



- Nurse participation in hospital affairs
- Nursing foundations for quality of care
- Nurse manager ability leadership
- Collegial nurse-physician relations
- Staffing and resource adequacy



Job satisfaction



- Nurse participation in hospital affairs
- Nursing foundations for quality of care
- Nurse manager ability leadership
- Collegial nurse-physician relations

RESULTS



**Labor
Resources**
(Reasons for the
omission of care)



- Nurse manager ability, leadership
- Staffing and resource adequacy



**Material resources
Communication**
(reasons for the omission of
care)



- Nurse manager ability leadership

RESULTS



Management style
(Reasons for the omission of care)



- Nursing foundations for quality of care
- Nurse manager ability, leadership

CONCLUSION

- The importance of nurse manager ability and leadership
- Beneficial to patient safety improvement: providing sufficient support for nurses to spend more time on direct patient care

Liu et al., 2018

Implications for nursing practice:

- Improving work environments can improve the nurses` perception of job satisfaction, safety climate and decrease missed nursing care

REFERENCES

- Alves, D. F.S., da Silva, D., & Guirardello, E.B. (2017). Nursing practice environment, job outcomes and safety climate: a structural equation modelling analysis. *Journal of nursing management*, 25(1), 46-55. doi: 10.1111/jonm.12427.
- Ball J.E., Murrells T., Rafferty A.M., Morrow E., Griffiths P. (2014). 'Care left undone' during nursing shifts: associations with workload and perceived quality of care. *BMJ Qual Saf.*, 23, 116-125.
- Carvalho R.E.F.L., Cassiani S.H.B. (2012). Questionário Atitudes de Segurança: adaptação transcultural do Safety Attitudes Questionnaire - Short Form 2006 para o Brasil. *Rev. Latino-Am. Enfermagem*, 20(3), 575-582.
- Cohen J. (1992). A power primer. *Psychol Bull*, 12(1), 155-9.
- Gasparino R.C., Guirardello E. B. (2017). Validation of the Practice Environment Scale to the Brazilian culture. *Journal of Nursing Management*, 25, 375-383.
- Kalisch B.J., Landstrom G.L., Hinshaw A.S. (2009). Missed nursing care: a concept analysis. *Journal of Advanced Nursing*, 65(7), 1509-1517. doi:10.1111/j.1365-2648.2009.05027.x
- Kalisch B.J., Xie B. (2014). Errors of omission: missed nursing care. *West J Nurs Res.*, 36(7), 875-890.
- Lake E.T. (2002). Development of the practice environment scale of the Nursing Work Index. *Res Nurs Health*. [internet], 25(3), 176-88. Available from: <https://www.ncbi.nlm.nih.gov/pubmed/12015780>
- Liu, X., Zheng, J., Liu, K., Baggs, J. G., Liu, J., Wu, Y., & You, L. (2018). Hospital nursing organizational factors, nursing care left undone, and nurse burnout as predictors of patient safety: A structural equation modeling analysis. *International Journal of Nursing Studies*. , 86, 82-89. <https://doi.org/10.1016/j.ijnurstu.2018.05.005>
- Roche, M. A., Duffield, C., Friedman, S., Twigg, D., Dimitrelis, S., & Rowbotham, S. (2016). Changes to nurses' practice environment over time. *Journal of nursing management*, 24(5), 666-675.
- Sexton J.B., Helmreich R.L., Neilands T.B., Rowan K., Vella K., Boyden J., Roberts P.R., Thomas E.J. (2006) The Safety Attitudes Questionnaire: psychometric properties, benchmarking data, and emerging research. *BMC Health Services Research*, 6(44). doi:10.1186/1472-6963-6-44.
- Smith, J. G., Morin, K. H., Wallace, L. E., & Lake, E. T. (2018). Association of the nurse work environment, collective efficacy, and missed care. *Western journal of nursing research*, 40(6), 779-798.. doi:10.1177/0193945917734159.



Thank You!

E-mail: ckrdutra@gmail.com