

Creating Healthy Work Environments 2019

Assessment of the Quality of Working Life of Nurses: Care for the Caregiver Supportive Strategies

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The American Nurses Association assessed nurse wellness from 2013-2016. Over 14,000 nurses and student nurses reported workplace stress (82%), put their patients health first (68%), and musculoskeletal pain at work (51%). Current evidence suggests that work environment influences nurse well-being and the perception of quality of working life of nurses which in turn impacts quality of patient care and organizational commitment. In 2017, the nursing leadership of a large healthcare system launched a Care for the Caregiver initiative founded on the American Association of Critical-Care Nurses Healthy Work Environment Standards.

The purpose of this program was to implement strategies to promote the nurses' well-being and a higher quality of working life. Nurse leaders identified Care for the Caregiver champions for each of 10 hospital campuses within the system. The multi-year project included: (1) well-being training sessions for champions (mindfulness, stress reduction, sleep strategies, nutrition); (2) nurse wellness expos on each campus; (3) journal clubs to explore healthy work environment strategies; (4) creation of a webpage listing supportive resources to support health and stress management; and (5) an assessment of the perception of the overall quality of working life of nurses prior to the program initiative. The Work Related Quality of Life (WRQoL) scale is a 24-item instrument using a 5-point Likert response format that includes four subscales assessing work-based factors (job and career satisfaction, control at work, working conditions, stress at work) and two subscales assessing non-work life factors (general well-being and home-work interface) to measure the perception of quality of working life.

Results of the nurses' perception of their overall quality of working life supported the need for the Care for the Caregiver program. Of the (5,139) nurses who received an invitation to participate in the survey, 41% (2082) completed the survey. Fifty four percent (N= 1,124) of nurses reported a higher percentile ranked score (70%-99%) of their overall quality of working life. Sixty-six percent (N= 1374) reported an average percentile ranked score (40%-60%) of General Well-Being, 37% (N= 770) of nurses reported a higher percentile ranked score (70%-99%) of Stress at Work and 35% (N=729) in the lower ranked score (10%-30%). Forty one percent (N=854) of nurses reported a higher percentile ranked score (70%-99%) of Control at Work and 35% (729) in the lower range (10%-30%).

The next step includes examining relationships between organizational commitment, intent to stay, overall quality of working life, and the retention of nurses at this large health system. Additionally, continued strategies to support the well-being of nurses will be implemented and the perception of the overall quality of working life of nurses will be re-assessed.

Future research is needed to explore the perception of quality of working life of nurses nationwide to provide nurse leaders with information to implement supportive strategies that mitigate work stressors and improve nurse well-being. Health policy is needed to create and sustain healthy hospital work environments that support nurse well-being.

Title:

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References:

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Abstract Summary:

In 2017, the nursing leadership of a large healthcare system launched a Care for the Caregiver initiative founded on the American Association of Critical-Care Nurses Healthy Work Environment Standards. The purpose of this program was to implement strategies to promote the nurses' well-being and a higher quality of working life.

Content Outline:

I. Introduction

A. Over 14,000 nurses and student nurses reported workplace stress (82%), put their patients health first (68%), and musculoskeletal pain at work (51%).

B. Current evidence suggests that work environment influences nurse well-being and the perception of quality of working life of nurses which in turn impacts quality of patient care and organizational commitment.

II. Body

A. Main Point #1 Promote the nurses' well-being and a higher quality of working life.

1. Identified Care of the caregiver champions within hospitals

B. Main Point #2 Implement Strategies to support the well-being and quality of working life of nurses

1. Well-being training for champions

a) mindfulness, stress reduction, sleep strategies, nutrition

2. Nurse wellness expos

3. journal clubs to explore healthy work environment strategies

4. creation of a webpage of supportive resources on health and stress management

5. assessment of the perception of overall quality of working life of nurses

C. Main Point #3 The Work Related Quality of Life Scale measures overall quality of working life

1. Nurses completing the survey resulted in a 41% (N=2082) response rate.

2. 54% (1124) nurses reported a higher percentile ranked score (70%-99%) of their overall quality of working life

3. 66% (N= 1374) reported an average percentile ranked score (40%-60%) of General Well-Being

4. 37% (N= 770) of nurses reported a higher percentile ranked score (70%-99%) of Stress at Work and 35% (N=729) in the lower ranked score (10%-30%).

Conclusion

A. Results of the nurses' perception of their overall quality of working life supported the need for the Care for the Caregiver program.

B. Future research is needed to explore the perception of quality of working life of nurses nationwide

C. Health policy is needed to create and sustain healthy hospital work environments

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Professional Experience: Assistant Vice President in Nursing at Ochsner Medical Center (OMC) - West Bank. 37 years nursing experience. Doctorate of Science in Nursing and a Master's of Science in Nursing Administration, Master's of Science in Health Services Administration Deidra's doctoral work focuses on the quality of working life of registered nurses, particularly medical surgical nurses. Deidra was the principle research investigator in the Quality of Working Life study of Ochsner nurses in 2017. co-investigator in the research study on reducing chemo-induced anxiety through diversional activities. Author or co-author of several poster presentations at local and national conferences, and one publication

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