

Creating Healthy Work Environments VIRTUAL 2021

The Effects of Administrative Support on Registered Nurse Well-Being During COVID-19

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Purpose:

Healthcare workers have proven to be one of the most critical and scarcest resources in the COVID-19 pandemic (Lobdell et al., 2020). The International Council of Nurses highlights the potential effect of COVID-19 on long-term mental health and the need for governments and organizations to support the vulnerable population of healthcare workers (Ford, 2020).

The purpose of this project is to survey Florida inpatient Registered Nurses (RNs) to determine the effect of administrative support to RNs on well-being during COVID-19. By determining possible linkages among administrative support, burnout, and well-being workplace policies can be designed to optimize workplace well-being and minimize burnout. This in turn provides economic value to the healthcare organizations by increasing productivity (de Oliveria et al., 2019).

There is currently a knowledge gap on the specific role of administrative support in the workplace for nurses related to the novelty of COVID-19. The protection of nurses' well-being is not the sole responsibility of the individual but a joint effort with the organization in which the nurses work (Maben & Bridges, 2020). Leadership can help staff overcome empathetic distress, one factor related to burnout and well-being (Shanafelt et al., 2020). Therefore, there is an expected association between strong administrative support and positive well-being.

Methods:

This cross-sectional study involves the use of a survey to assess for trend analysis among demographics, administrative support, burnout, and overall well-being of nurses during COVID-19. The main outcome measure for this project is the role of administrative support on the well-being of RNs during COVID-19. The project will implement the Copenhagen Burnout Inventory (CBI), World Health Organization Quality of Life-BREF (WHOQOL-BREF), and Caring Assessment Tool- Administration (CAT-Adm) surveys to assess administrative support, burnout, and inpatient nursing well-being during the COVID-19 pandemic. The surveys were chosen for their applicability and brevity. The CBI scale has a Cronbach's alpha of 0.91 and the validity has been evaluated across numerous healthcare populations and disciplines (Grabbe et al., 2019; Papaefstathiou et al., 2019). The components of this survey include assessing the level of exhaustion involving the workplace and when working with clients. Bazazan et al. (2018) cites the WHOQOL-BREF survey as a valid and reliable international tool to evaluate quality of life among nurses. A Cronbach's alpha coefficient of 0.92 was reported in a study on nurses' quality of life in Singapore (Kowitlawkul et al., 2018). The components involve quality of life, health of environments, mobility, sleep, satisfaction with work, relationships, and access to resources. The CAT-Adm has proven validity and a Cronbach's alpha of 0.98 (Wolverton et al., 2018). This proven instrument

provides administration with information about nurse manager caring behaviors. Components of this survey assess the caring behaviors of nurse managers toward staff.

Results: Project is on-going and results are to be determined.

Conclusion: Project is on-going and results are to be determined.

Title:

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Keywords:

COVID-19, nurses and well-being

Abstract Summary:

Understanding the level of administrative support related to nurses' well-being during the COVID-19 pandemic can help improve workplace conditions for nurses working in inpatient facilities. Determining trends among demographics of this population can aid in developing targeted approaches to improve RN well-being in the workplace.

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Author Summary: Cassandra is an RN enrolled in the University of Arkansas DNP-FNP program. She has experience in pediatric nursing, peri-operative nursing, rehab nursing, and as a BSN clinical instructor.