



Nurses' Extended Work Hours and Patient, Nurse, and Organizational Outcomes in General Hospitals in Thailand

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Faculty Disclosure

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Conflict of interest:	None
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Sponsorship/Commercial support:	The Nursing Policy and Outcomes Center, Faculty of Nursing, Chiang Mai University, Thailand

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Session goal:

- ▶ To understand the relationship between nurses' extended work hours and patient, nurse, and organizational outcomes in general hospitals in Thailand

Session objectives:

- ▶ To understand characteristics of nurses' extended work hours in general hospitals in Thailand
- ▶ To understand the relationship between nurses' extended work hours and patient, nurse, and organizational outcomes

Introduction and Background:

- ▶ Nursing shortages
 - ❖ In Thailand, current No. of nurses 130,388, need more 33,112 nurses (Srisuphan, 2008 cited in Khunthar et al, 2013)
- ▶ Nursing shortage has been associated with increased nurse workloads
- ▶ May result in work errors, thus impacting patient, nurse, and organizational outcomes

Introduction and Background (Cont.):

- ▶ Working more than 40 hours per week was associated with medication errors (Olds & Clarke 2010)
- ▶ Nurses who worked longer than scheduled had decreased vigilance (Scott et al. 2013)
- ▶ When nurses work longer hours, they may develop bad attitudes toward work and feel dissatisfied with their jobs and may be absent from work (Zboril-Benson 2002)

Aim:

- ▶ To examine nurses' extended work hours (working more than 40 hours per week) and its relationship to patient, nurse, and organizational outcomes in general hospitals in Thailand

Methods:

- ▶ Using stratified random sampling
- ▶ The sample included 506 nurses who have worked more than 40 hours per week in 24 general hospitals
- ▶ Research instrument
 - ❖ a demographic form
 - ❖ the Nurses' Extended Work Hours Form
 - ❖ the Patient, Nurse, Organizational Outcomes Form
 - ❖ the Organizational Productivity Questionnaire (Reliability of the OPQ was 0.95)
 - ❖ the Maslach Burnout Inventory (The reliability for the MBI of this study were .82, .71, and .84 for emotional exhaustion, depersonalization, and personal accomplishment, respectively)

Method (cont.):

- ▶ Data were analyzed using descriptive statistics and spearman correlation

Ethical consideration

- ▶ Approval was obtained from the IRB of the Faculty of Nursing, Chiang Mai University, as well as from all hospitals involved

Results:

Demographic data

- ▶ female (97.63%)
- ▶ a mean age of 36years
- ▶ more than half were married (54.35%)
- ▶ had a bachelor degree (93.48%)

Characteristiccs of EWH

- ▶ Average working 58.74 hours/week
- ▶ The majority of participants (80.33%) worked two consecutive shifts

Frequency and percent of patient outcomes affected from EWH

Events	Never occurred	Rarely occurred	Occasionally occurred	Frequently occurred
Patient identification errors	191(37.75%)	230(45.45%)	81(16.01%)	1(0.20%)
Patient complaints	204(40.32%)	193(38.14%)	90(17.79%)	16(3.16%)
The occurrence of pressure ulcers	162(32.02%)	131(25.89%)	153(30.24%)	26(5.14%)

Results (Cont.):

Burnout dimension	Average	Level
Emotional exhaustion	30.37	High
Depersonalization	10.08	High
Personal accomplishment	45.30	Low

Nurse outcomes:

- ▶ During their first year of work, participants perceived their health to be excellent (73.91%)
- ▶ after the first year, 57.51% of nurses perceived their health as excellent
- ▶ 60.28 % of nurses rated their satisfaction with their overall work as good
- ▶ 57.91% had moderate level of adequate sleep
- ▶ 51.98 % reported a moderate level of balance between work and life
- ▶ 40.51% reported their intent to stay

Spearman correlation coefficient between extended working hours/week and outcomes (n=1,524)

Outcomes	Correlation Coefficient	P value
Patients		
Patient identification errors	0.145	0.001
The occurrence of Pressure ulcers	0.150	0.001
Patient complaints	0.103	0.026
Nurses		
Health condition during the first year of working	−0.087	0.050
Health condition after the first year of working	−0.114	0.010
Adequacy of rest and sleeping	−0.155	0.000
The balance between work and life	−0.125	0.005
Emotional exhaustion	0.097	0.029
Depersonalization	0.105	0.018

Study limitation:

- ▶ A limitation of this study was that patient outcomes were measured by respondent self-reports. This may not be an accurate reflection the occurrence of adverse events

Conclusions and Implications for Nursing and Health Policy

- ▶ Average working 58.74 hours/week
- ▶ The practice of nurses working extended hours is associated with patient and nurse outcomes
- ▶ The results of this study can provide nurse leaders as well as policy makers with the evidence to propose more equitable nurse staffing and to revise mandatory overtime policies
- ▶ Thailand Nursing and Midwifery Council, the Ministry of Public Health, and public and private institutions should propose a new mandatory overtime policy since working too many extra shifts or hours may have adverse patient outcomes



Thank you for your attention
Q&A