

Title:

Perspectives of Emergency Nurses With Overcrowding State in Taiwan

Chun-Chih Lin, PhD

Department of Nursing, Chang Gung University of Science and Technology, ChiaYi county, Taiwan

Li-Chin Chen, MSN

Department of Nursing, Chang Gung Memorial Hospital, Taoyuan County, Taiwan

Chin-Yen Han, PhD

Department of Nursing, Chang Gung University of Science and Technology, Taoyuan, Taiwan

Chung-Jung (Jo) Wu, DrHlthSc, MN (ICU), BN

School of Nursing, Midwifery and Paramedicine | Faculty of Health Sciences, School of Nursing, Midwifery and Paramedicine, Faculty of Health Sciences, Australian Catholic University, Brisbane, Australia

Session Title:

Research Poster Session 1

Slot (superslotted):

RSC PST 1: Friday, 28 July 2017: 10:00 AM-10:45 AM

Slot (superslotted):

RSC PST 1: Friday, 28 July 2017: 12:00 PM-1:30 PM

Keywords:

emergency department, overcrowding and work identity

References:

Filippatos G & Karasi E (2015) The effect of emergency department crowding on patient outcomes. *Health Science Journal*, 9 (1:6). 1-6.

Foley G & Timonen V (2015) Using grounded theory method to capture and analyze health care experiences. *Health Services Research* 50, 1195–1210.

Geelhoed G, Klerk, M H (2012). Emergency department overcrowding, mortality and the 4-four rule in Western Australia. *MJA* 122 196 (2), 122-126.

Abstract Summary:

A symbolic interactionism was used to explore emergency nurses' perspectives on their working role in the overcrowding state. Main themes of seeking and keeping within boundaries were identified.

Learning Activity:

LEARNING OBJECTIVES	EXPANDED CONTENT OUTLINE
1. The learner will gain greater understanding of qualitative evidence for Registered Nurses' perceptions of working in an overcrowded environment	The learner will understand what influences of ED overcrowding nurses perceived and interacted with those influences.
2. The learner will gain knowledge to nurses' behaviours in providing quality of care within a collaborative team.	The learner will understand how nursing behaviour constructed towards an overcrowded environment.

Abstract Text:

Purpose: The purpose of this presentation is to provide an overview of emergency registered nurses' perceptions and express their work identity within an overcrowded emergency department.

Methods: A qualitative approach with symbolic interactionism was used to allow participants to express their own individual experience. Data collection was undertaken by semi-structured interviews was used to collect data between May and November, 2014 in a tertiary hospital in Taiwan. Purposeful sampling was performed and forty nurses were recruited as saturation of data reached. The interview data were analyzed by adopting grounded theory approach, including open, axial and selective coding. The credibility, transferability, dependability, and confirmability were carried out to ensure the trustworthiness throughout the data collection and analysis process.

Results: Main themes of *seeking and keeping within boundaries* were identified supporting by perceptions of being an emergency nurse as working and continually enduring within a state of overcrowded environment. . The identified themes have been supported by three categories, including *identifying herself*, *searching for possible solutions*, and *going on the situation*. The first category was further supported by *defining the role of emergency department*, *characterizing overcrowding and interacting work within an overcrowded environment*. The second category was reinforced by *searching for possible* within multi-factorial emergency in overcrowding, nurses' experience about their professional social behaviors. The last category was, *going on the situation*, illustrated by the consequences of nurses' work and clients' satisfactions, as well as leading to a psychosocial distress.

Conclusion: The findings fill a gap in knowledge about how emergency nurses working and searching for their work role within the overcrowded emergency state. The results informed that emergency nurses' perceptions of working in an overcrowding situation. Consequently, three strategies are recommended to support emergency nurses facing the overcrowded state, including using a bed –transferring manager position, considering to modify current government health insurance policy; and decreasing the nurses-clients ratio .