

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

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Introduction

- 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 before their own (68%), and experienced musculoskeletal pain at work (51%).¹
- 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.²
- 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.³

Purpose

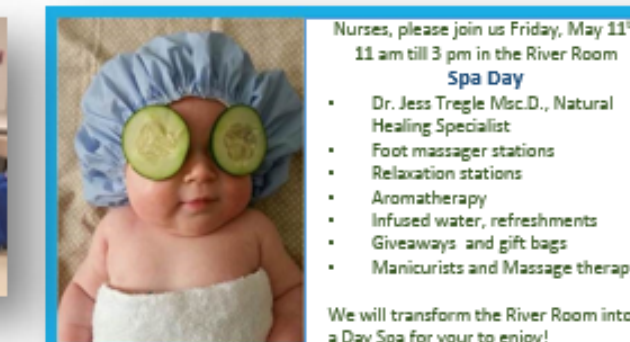
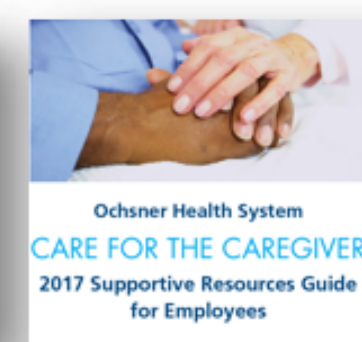
- The program purpose was to promote nurse well-being and higher quality of working life.⁴

“It's that passion to provide for others that often gives nurses permission to be at the bottom of their personal list of priorities. This means that in such physically and mentally demanding roles as caregivers, we are at risk for burnout”

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Methods

CARE FOR THE CAREGIVER TIMELINE:



January 2017

- Champions identified and trained* > Care for the Caregiver Campus Champions identified through CNO nomination.
- January 2017*-Campus champions, nursing leaders, and nurse educators attend the Care for the Caregiver Seminar to learn about self-care strategies.
- Supportive resources distributed* > Created Ochsner's Menu of Supportive Resources guide.
- Created Care for the Caregiver Website to share self-care resources.
- Expanded Care for the Caregiver theme to all Ochsner System Nursing Professional Development programs.

February 2017

- Assessment completed* > Work-Related Quality of Life Survey administered to all Ochsner nurses to capture baseline data on nurses perceived quality of working life.²

Work-Related Quality of Life Survey

The Work-Related Quality of Life scale is a 24-item instrument with 6 subscales	General Well-being (GWB)	Home-Work Interface (HWI)	Job and Career Satisfaction (JCS)
	Control at Work (CAW)	Working Conditions (WCS)	Stress at Work (SAW)
The WRQOL scale uses a 5-point Likert response format assessing work-based and non-work life factors			

March 2017- present

- Campus activities implemented* > Campus specific Care for the Caregiver activities like health and wellness fairs, journal clubs, stress management trainings implemented to support nurses in balancing mind, body, and spirit.
- Education developed for nurses, champions, and nurse leaders* > Continuing Nursing Education created for nursing staff, campus champions, and nursing leadership:
 - April 2017*- Trained Nurse Residents in Holistic Health and Stress Management;
 - May 2017*- Nurse Mentor training- Building resilience;
 - June 2017*- Recognizing Stress for Nursing Leaders;
 - January 2018*: Therapeutic Writing session for campus champions;
 - March 2018*- Trained Nurse Resident: Connecting to Your Purpose to Promote well-being;
 - May 2018*- Mindfulness-Based Stress Reduction Sessions around the system open to all nurses.

Results

- Of 5,139 nurses, 41% (2082) completed the baseline Work-related Quality of Life survey;
- 54% (N= 1,124) reported a higher percentile ranked score (70%-99%) of overall Quality of Working Life; 66% (N= 1374) reported an average percentile ranked score (40%-60%) of General Well-Being;

Percentile Ranked Score	General Well-Being	Home-Work Interface	Job-Career Satisfaction	Control at Work	Working Conditions	Stress at Work	Work-Related Quality of Life
Lower 10% - 30%	14.7	24.3	12.6	35	30.4	35.4	19.1
Average 40% - 60%	65.8	19.2	24.8	24.3	12.5	28	26.8
Higher 70% - 99%	19.6	56.5	62.6	40.7	57.1	36.6	54.1

*Higher percentiles indicate a better Quality of Working Life (QoWL)

*Each subscale totals 100% of respondents

Conclusions

- Survey results supported the need for the Care for the Caregiver initiative with key areas including: stress at work, general well-being, and control at work.
- Continued strategies to support nurse well-being will be implemented and the perception of the overall quality of working life of nurses will be re-assessed.
- 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.
- 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.

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