IMPACT OF TWO STAFFING PATTERNS (NURSE PATIENT RATIO) ON NURSES’ JOB SATISFACTION, NURSING ACTIVITIES, QUALITY OF NURSING CARE AND NURSES’ AND PATIENTS’ SATISFACTION WITH THE NURSING CARE IN MEDICAL WARDS OF A SELECTED HOSPITAL WITH A VIEW TO RECOMMEND AN OPTIMUM NURSING MANPOWER PLAN

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ABSTRACT

BACKGROUND AND OBJECTIVES:

Adequate nurse staffing is important to provide quality patient care, improve nurse retention and improve patients’ and nurses’ satisfaction. As nurse administrators need to make the policy on nurse staffing in terms of nursing productivity, nursing quality, patients’ satisfaction and nurses’ satisfaction. It is important to create evidence based report to make decision at the top level. This study was done with an aim to compare the impact of two nurse patient ratio on quality of nursing care, nurses’ job satisfaction, nurses’ satisfaction with nursing care, nursing activities, and patients’ satisfaction with the nursing care in medical wards of a selected hospital with a view to recommend an optimum nursing manpower plan.

METHODS:

Pre test – post test comparison group design was utilized. Total of 1000 patients and all nurses working in both experimental and a control medical ward were recruited for the study by using purposive sampling technique. Pre test data were collected from 500 patients (250 patients from each ward) and nurses (12 nurses from each ward) on their satisfaction with nursing care, perception of quality of nursing care and nurses’ job satisfaction by using Satisfaction with Nursing care Scale (SNCS), patients satisfaction with nursing Care quality (PSNCQQ) and job satisfaction Survey (JSS). In order to identify the time spent per patient per day, work sampling technique was used to observe and record the activities performed by registered nurses and student nurses working in the experimental and control ward at 10 minutes interval in the
observation record for a period of seven days consecutively during pre test. After collecting Pre test data, 9 more additional nurses were posted in experimental ward in order to create 1:6 nurse patient ratio. Thus, total of 21 nurses were participated for experimental ward post test. post test data were collected from nurses and patients and observed activities performed by registered nurses and student nurses in both medical wards as above said method.

RESULTS:

After administering 1:6 nurse patient ratio, patients in experimental group post test had higher level of satisfaction with nursing care (F= 177.421) and perceived higher quality of nursing care (F= 138.105) than pre test and control ward pre and post test and were significant at P<0.001 level. Nurses in experimental group had higher satisfaction with nursing care (F= 14.306), job satisfaction (F= 6.880) and perceived higher quality of nursing care (F= 17.247) than pre test and control ward pre and post test and were significant at P<0.001 level.

When 1:6 nurse patient ratio administered, more time was spent (2.34 hours) per patient per day to perform all type of activities in experimental ward post test than pre test and control ward pre and post test. Based on activity analysis, the suggested that total of 21 nurses required for medical ward including leave reserve. During day time more nurses (16) are required when compared to night time in both medical wards.

CONCLUSION:

This study recommend nursing manpower plan as 1:4 nurse patient ratio during day time and 1:11 nurse patient ratio during night time in medical wards which helps to maintain higher level of patients’ and nurses’ satisfaction with nursing care, their perception of quality of nursing care and nurses’ job satisfaction and increase number of activities performed by nurses during day time.

Key words:

Patients’ satisfaction with the nursing care, Quality of nursing care, Nurses’ satisfaction with nursing care, Nurses’ job satisfaction and Activity analysis.