

System factors related to care workers' perception of quality of care – Results from the cross-sectional Swiss Nursing Homes Human Resources Project (SHURP)

Zúñiga, F., Ausserhofer, D., Simon, M., Schwendimann, R.

Background

Findings concerning the relationship of staffing level / staff mix and quality of care are inconsistent (Backhaus et al. 2014, Shin & Bae 2012, Spilsbury et al. 2011)

Better work environment (e.g. leadership, teamwork) is related to higher quality of care (Edvardsson et al. 2008, Flynn et al. 2010, Gittell et al. 2008)

In the hospital setting, implicit rationing of nursing care (i.e. "the withholding of or failure to carry out necessary nursing measures") is related to worse patient outcomes. No data for nursing homes are available. (Papastravrou et al. 2013)

➔ need for combining staffing, work environment and rationing to assess their relationship with quality of care

Aim

To examine the relationship of staffing, work environment, work stressors, and implicit rationing of nursing care with care worker-reported quality of care.

Methodology

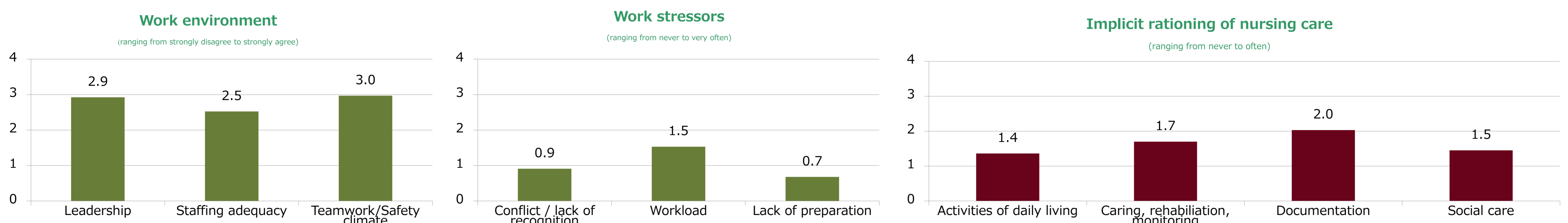
Cross-sectional, multi-center study (2011-2013)

Random sample of Swiss nursing homes with at least 20 beds, stratified according to language region (German-, French-, Italian-speaking part) and nursing home size (small: 20-49 beds, medium: 50-99 beds, large: 100 and more beds)

Questionnaire survey of:

- Care workers (registered nurses, licensed practical nurses, certified nurse aides; without students and volunteers).
- Facility and unit characteristics with a questionnaire for each, filled out by nursing home administrator, director of nursing, or unit supervisors.

Descriptive results of work environment factors, work stressors and implicit rationing of nursing care:



Results

A total of 162 nursing homes participated in the SHURP study (n=5311 care workers)

Staffing factors

(mean (standard deviation) over all facilities):

- Full-time equivalent posts/100 beds: 51.7 (15.3)
- Staff mix (percentage registered nurses): 31.8 (11.9)
- Turnover (percentage of persons who left in last 6 months): 11.8 (15.6)

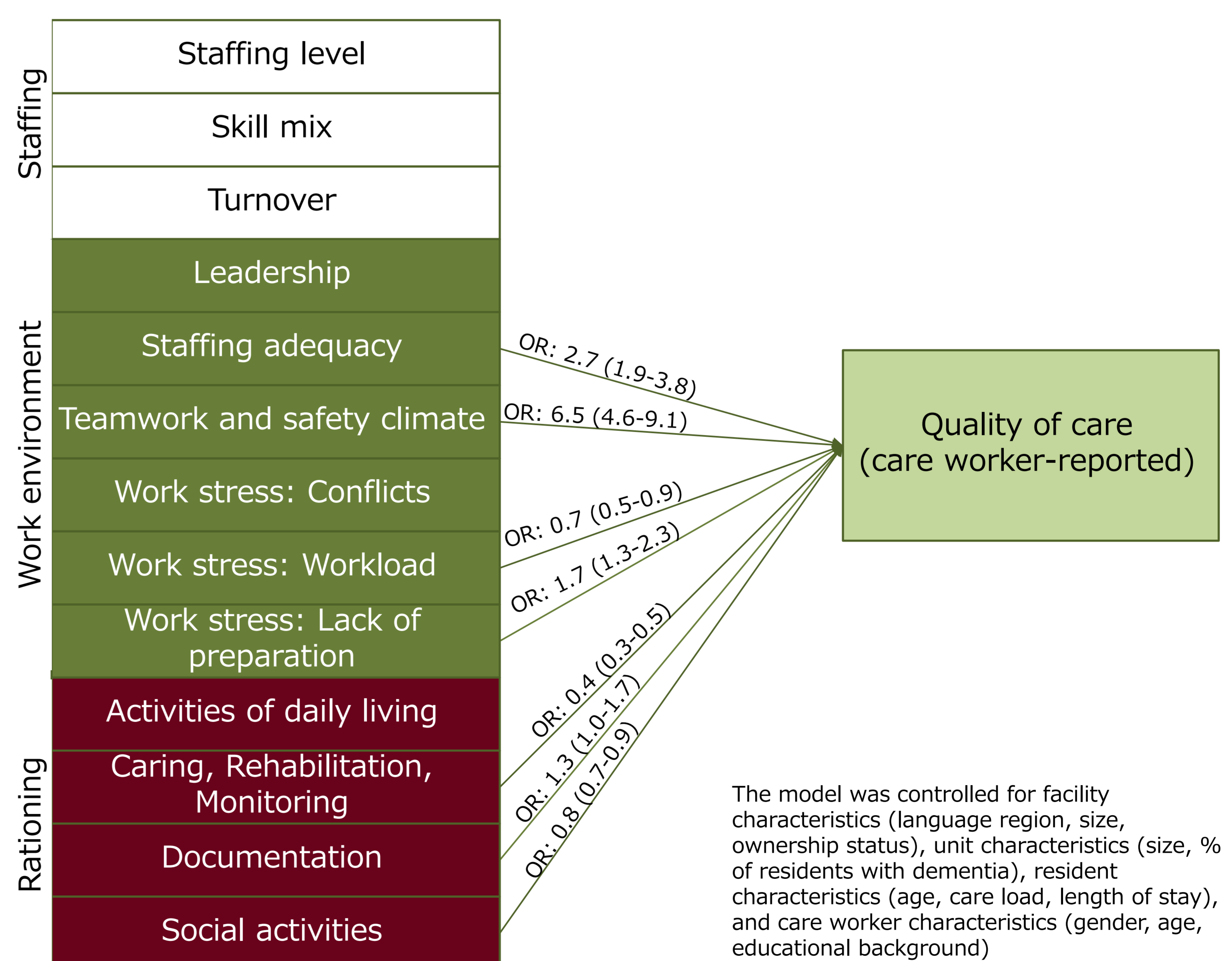
Quality of care

- percentage of care workers rating quality of care on unit as very high/rather high: 93.3 (8.2)

Conclusions

- Overall positive image of Swiss nursing homes (high ratings of work environment and quality of care, low level of rationing, low turnover)
- A positive work environment (e.g. teamwork and safety climate, staffing adequacy) was a key factor related to high quality of care, while staffing levels, skill mix and turnover were not related to it.
- Care workers' perception of quality of care seems to focus on relational aspects of care, e.g. having time for emotional support or rehabilitating care.

Relationship of staffing, work environment and implicit rationing of nursing care with care worker-reported quality of care:



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