

2021 NCSBN Scientific Symposium - Work Satisfaction Intent to Stay: A Mixed Methods Approach to Inform Policy and Regulation Video Transcript
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Event

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converge? Because this is a unique study in which we didn't just collect survey or quantitative information, but we also did focus groups with nurses, so we could collect both sides in a mixed method design.

I'm going to talk about the quantitative surveys and Rhoda is going to talk about the qualitative component of the study. So we sent out a call to all of the graduating nurses in North Dakota. Both surveys were completed online, and we also sent out an email to all the practicing nurses in North Dakota and nurses in bordering counties in Minnesota.

We ended up with 201 graduating nurse participants and 763 practicing nurse participants. You'll see that the average age is of course as expected quite different. 27 or so for the graduating nurse and 48 for the practicing nurse. So it is a sample from North Dakota.

They are primarily white. They are primarily female. And all the graduating nurses most of them were not married and didn't have children. Whereas practicing nurses was the opposite. So as far as our online surveys, they included a set of standardized instruments. The first was the Intent to Stay instrument. This particular item, and it's actually on the slide, asks new students or the practicing nurses to circle a number that most clearly indicates how they feel about several statements.

The statements include: I would like to leave my present employer. I would like to leave my present employer as soon as possible. I plan to stay with my present employer as long as possible. Or, under no circumstances would I voluntarily leave my present employer. So they are asked to indicate from 1 to 7, agree to disagree. The same questions were altered to also include if they would leave North Dakota as well.

We also used a variable called Why Work in North Dakota. It was a question that we added and a question that I utilized in my research for the last 18 years. It was derived through a number of surveys and focus groups that I've done in the past. But it's basically a list of reasons for why they would want to work in North Dakota.

And so we added up these particular reasons, and that was one of our variables. Another instrument we used was the Stamps Index of Work Satisfaction. This is 44 statements about characteristics of the work environment. It has several subscales. So it looked at pay, autonomy, tasks, organizational policies, professional status, and interaction.

And so these are some examples of some of the questions on the Stamps Index of Work Satisfaction. It asked them to agree from 1 to 7 to disagree the questions. And there are some of the examples. The Professional Quality of Life, the ProQOL, is the most commonly used measure of negative and positive effects of providing care to those who experience suffering and trauma.

work-related secondary exposure and exposure to traumatic stressful events which by the way I should mention we collected this information in the fall of 2019.

So this data actually precedes before COVID. So it would be interesting to see how some of these factors are different after the pandemic. On the screen are examples of the questions where they answer between 1 and 5 on the ProQOL. So when you look at the results for practicing nurses, when you look at the intent to stay question, you find some pretty interesting findings.

So it looks like when you look at the graph, that, great, most of them want to stay at their employer. However, if you look at the percentages, there's about 11% that plan to leave their employer ASAP and 27.4% that want to leave their present employer. So this adds up to roughly 39% of the practicing nurses that really want to leave their employer. That's a pretty big chunk of your workforce.

As far as the intent to leave North Dakota, again, the more reasons why they work in North Dakota, the lower was their intent to leave. So the more items that were keeping them here, that connected them to North Dakota, they were more likely to indicate they weren't planning on leaving North Dakota. And so I will turn it over to Rhoda.

- [Dr. Owens] So our qualitative data collection was comprised of utilizing focus groups. And so as Dr. Moulton commented earlier, we also did focus groups on students and also practicing nurses throughout the states. So we sent emails to all the North Dakota nursing programs. We were able to have 11 North Dakota programs agree to do focus groups.

Theme 2 is positive work environment. So it's so important they felt that the healthcare facility's leadership promoted and maintained a positive work environment. They also valued supportive leadership and management and also the providers they worked with. Feel valued and appreciated.

They wanted career advancement opportunities. They associated that with a very positive healthy work environment. Safe nurse/patient ratios providing safe patient care was very important to them. Also, they

The urban, they wanted to live in a larger community and no desire to live in a rural area. They like that lifestyle. They like the community amenities. And they did not like the rural lack of privacy, confidentiality, and they felt there were less housing options in a rural area. As far as reasons they desired to work in North Dakota, it was job availability, affordable housing they felt, lifestyle and recreation opportunities, they loved to work in North Dakota.

Again, family were living in North Dakota. And just a lack of a desire to move to another state. And also they probably had a significant others or spouse, member that actually was living in North Dakota and working already and had a job. So they had to stay in North Dakota, too. Sometimes the spouse maybe was in the military and so that caused them to move from North Dakota, too, because they had to relocate with that spouse or significant other.

So the fifth research question we had had to do with our mixed-methods study. And so this involved the convergence or the integration of the data. And so that question was, in what ways do the quantitative and qualitative findings converge? So this table, it looks reayle and

compassion satisfaction for graduating nursing students, the more compassion satisfaction they felt, the less likely they were going to leave their employer.

And so the literature does show and support that compassion satisfaction if nurses are experiencing compassion satisfaction is probably they have a healthy workplace environment. So you can see how we had some convergence of the data. And, again, this table only included those significant quantitative findings, which is what you do in a mixed methods study when you're converging the data.

So implications for education practice and policy, you know, the study supports that healthcare facilities must have competitive pay and benefits policies in place. It's very important for the recruitment and retention of nursing staff. They must implement policies to support a positive work environment.

So they must value education, career advancement programs. They should do partnerships between nursing programs and facilities. You know, supportive nurse residency programs, preceptor and orientation programs promote that interprofessional care, and all those items that we talked about for a positive work environment is very important.

They must look at statewide recruitment benefit programs such as loan repayment. Educating practicing nurses and students on promoting a civil work environment. Facilities should implement no tolerance programs for incivility. That's really important and have those policies in place.

And leaders must also lead by example with these civil work environments. APRNs should work with state policymakers on efforts to maintain their state as a full practice state and/or pursue policy changes to allow them full practice. All levels of nurses must be allowed to practice as dictated by their licenses and states' scopes of practice.

So this is also RNs and LPNs. And there must be policies for recruitment and retention of rural nurses. You know, we discussed briefly as far as, you know, what types of policies rural nurses, you know, desire. You know, they want relocation. They want tuition assistance. And it's also important for facilities to try and recruit rural nurses to work in their areas that they know that they're from rural areas and maybe even help support the expense of going to school.

And, you know, maybe there's a CNA or LPN that wants to become an RN and provide them some tuition reimbursement for agreeing to stay in the rural area. So what are our next steps? So what we have done so far in the state is we have developed a "North Dakota Nursing Culture of Excellence Designation" program based on the research results of the study and also best practices and it's very specific to North Dakota.

So what the overall goal of this program is it does prot's also ioan(2017 g0 G[6]6pe7c7h)13c7e7() TJETQq0.000009

we're in the process of recruiting healthcare facilities to pilot test this designation system. And we actually put together an action research study that has received IRB approval.

And we will continue to collect similar data with our online survey and focus groups as we did for this study and looking at factors of work satisfaction. We'll use ProQOL to look at compassion fatigue, burnout, that type of thing, also incivility, and looking at turnover rates, retention rates.

So thank you for listening to our presentation. And if you have any further questions about our study, here is our contact information. You may contact us by email at these email addresses. Thank you. Hello, I'm Rhoda Owens, and it was a pleasure for us to present at this year's NCSBN's Scientific Symposium.

We failed to mention that this research was funded and made possible by the NCSBN Center for Regulatory Excellence Grant Program funding. And also one other thing I see we have one question. We don't have a lot of time, but you can actually find the results of the qualitative analysis for this study in the January 2021 issue of Q EeW*hBT/F1 10o in