A5-21: Organizational Determinants of Quality Care and Nurse Outcomes among Army Medical Department (AMEDD) Registered Nurses (RNs)

Author List:
Presenting Author: Patricia Patrician
Additional Author: Eileen Lake

Presenting Author: Patricia Patrician
Address: 941 Castlemaine Court
Birmingham, Alabama 35226
United States
Ph: 205-996-5211
Fax:
Email: ppatrici@uab.edu
Institution: University of Alabama - Birmingham

Additional Author: Eileen Lake
Address: 418 Curie Drive
Philadelphia, Pennsylvania 19104
United States
Ph: 215-898-2557
Fax:
Email: elake@upenn.edu
Institution: University of Pennsylvania

Presentation Preference: Research Abstract

Abstract Categories:
Research Interest Groups (RIGs): Administration

Abstract:
Introduction: Research has demonstrated associations between the quality of the practice environment, nursing outcomes, and nurse-rated quality of care, however, these relationships within Army hospitals have not been sufficiently explored. The purpose of this study was to determine the contributions of individual and organizational characteristics in explaining quality of care and nurse outcomes (dissatisfaction, intent to leave, and burnout) of AMEDD RNs.

Method(s): A cross-sectional survey consisting of the Practice Environment Scale of the Nursing Work Index (PES-NWI), the Maslach Burnout Inventory (MBI), and a series of single-item measures was administered to all military and civilian inpatient staff RNs working in the Army’s 23 US hospitals. From the PES-NWI, a composite index was calculated to summarize features of the practice environment. From the MBI, an emotional exhaustion score, representing the burnout phenomenon, was calculated. Data were analyzed using multi-level modeling with robust regression to account for the nesting of subjects within hospitals.
Results: The response rate was 53% (N=957). The sample was 64% civilian and 36% military nurses, with an average of 12 (SD 10.6) years nursing experience. Quality of care was rated good/excellent by 70% of respondents. One quarter of the nurses were dissatisfied with their current positions. One third of nurses were experiencing burnout and intended to leave their jobs within the next year. Regression results indicate that the major factor contributing to quality care and nurse job outcomes was the nursing practice environment. The largest effect was seen for emotional exhaustion. An increase in the practice environment rating of one level (on a 4-point scale), indicative of a better nursing practice environment, is associated with an 88% decrease in emotional exhaustion.

Discussion & Conclusions: This study provides empirical evidence that the higher the quality of work environments in the AMEDD, the more favorable the outcomes are for nurses, and possibly for patients. Positive practice environments must be cultivated if the organization’s goal is to decrease adverse job outcomes among nurses, and retain the current nursing workforce.

Abstract History:
This abstract has been presented or accepted for presentation in whole or in part at the SNRS or other scientific meeting.
Academy Health Annual Research Meeting, June 2008, Washington, DC

Financial Disclosure:
No, I (or a member of my immediate family) have not received something of value* from or own stock (or stock options) in a commercial company or institution related directly or indirectly to the subject of my presentation.

FDA Disclosure:
I will not be describing any pharmaceutical and/or medical device.

Non-Exclusive License:

Submitted by:
patrici@uab.edu