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Clinical Partners' & Emergency Techs' Work Relationships and Job Satisfaction Study

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Background

Clinical Partners (CPs) and Emergency Techs (ETs) are direct care bedside staff on the nursing units. CPs/ETs are generally considered to be ancillary personnel with little decision making functions and subject to the decisions made by others for them. Fulfilling the responsibilities of a CP/ETs requires a working relationship with the nurses that manage and direct their work functions. Yet, in patient care, the CPs/ETs are the direct care bedside workers and their actions and decisions make a difference in patient care.

Purpose

The purpose of this study was to determine the relationships among the CPs'/ETs' perceptions of their work relationships with RN team managers, sense of empowerment as team members, and their job satisfaction.

Methods of Implementation

- ❑ The study was a descriptive correlational survey design using paper and pencil anonymous and voluntary surveys.
- ❑ The surveys were distributed to CPs and ETs on the four medical-surgical units, ICU-PACU, and the Emergency Department at Doctors Hospital and returned using Lockboxes on each unit.
- ❑ Besides demographic questions, the study utilized two instruments:
  - Clinical Partner Work Environment Scale (CPWE).
  - Benjamin Rose Nurse Assistant Job Satisfaction Scale (BRNAS) (Ejaz, Noelker, Menne, Bagaka, 2008; Keifer, et al, 2005).

Research Instruments

- ❑ **Clinical Partner Work Environment Scale (CPWE):**
  - 10 item objective instrument.
  - Designed by the researchers to measure the CPs' and ETs' perceptions of their work relationship with their nurse managers.
  - The items were reviewed by staff nurses, managers and other researchers for clarity and face validity.
  - The items are rated using a 5-point scale of Never, Seldom, Occasionally, Often and Always to rate the frequency of their CP experiences stated in the 10 items.
- ❑ **Benjamin Rose Nurse Assistant Job Satisfaction Scale (BRNAS) (Ejaz, Noelker, Menne, Bagaka, 2008; Keifer, et al, 2005):**
  - Consists of an18 items instrument that measure job satisfaction for nursing assistants; addressing communication and recognition, amount of time to do work, available resources, team work and management practices.
  - It has established reliability and validity. The items are scored with a 4-point Likert scale ranging from 0=dissatisfied to 3=very satisfied.



Contact Information

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Results

- ❑ A total of 56 CPs/ETs participated in the study.

Demographics			
Generation Age Range	**Frequency**	**Year at Doctors Hospital**	**Frequency**
18 - 34	18	00 - 05	25
35 - 49	15	06 - 10	15
50 +	21	11 +	14
Missing	2	Missing	2
Total	56	Total	56

- ❑ Our results indicate that our CPs/ETs are fairly satisfied with their positions, but are least satisfied with the pay they receive. Furthermore, respondents indicated a lower level of satisfaction with the amount of time they have to perform their jobs, cooperation between nurse team managers & coworkers, the amount of support they receive to perform their jobs, and their chances to talk about concerns.

Conclusions

Job satisfaction of CPs/ETs may be linked to a number of variables of interest to healthcare administrators, including quality of care and clinical outcomes. Satisfied employees are less likely to leave an institution, thus investing in employees' job satisfaction may help retain existing employees and attract new ones, lowering costs, and improving the continuity and quality of care. Nursing leaders must create positive work environments that fosters teamwork and mutual respect in a supportive shared governance structure.

References

Available upon request