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Relationship between nursing care delivery system and nurses' perceptions of their work

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Nursing care delivery systems determine nurses' work processes, such as their work assignments and communication among nurses and affect continuity of care and efficiency and motivation of work. This study aimed to examine the relationship between nursing care delivery systems and nurses' perceptions of their work. A cross-sectional questionnaire survey was conducted in 40 wards of five hospitals. Ward managers were asked about the characteristics of their unit and nursing care delivery system. Several aspects of nursing care delivery systems were measured such as methods of patient assignment, roles of the team leader and methods of information sharing. Nurses answered questions about their job perceptions, including job satisfaction, organizational climate and degree of implementation of quality care. In total, 719 nurses from 29 acute care wards and 11 rehabilitation wards responded. All wards delivered nursing care based on team activities and 20 wards adopted a pair system where nursing care for each patient was delivered by two nurses. Analysis of the data at an individual level revealed that job satisfaction of nurses working in a pair system was significantly higher than that of those working in another system. Nurses in teams sharing some organizational activities such as quality improvement other than daily nursing care scored significantly higher on several indicators of organizational climate. These results indicate that combining support structures for nurses in daily nursing practice and for those in other organizational activities would improve nurses' work environment.

Biography

Mami Onishi has completed her PhD from Tokyo University, Japan. Presently, she is an Associate Professor of Nursing Administration. She has published papers on team management and staff development in nursing management journals.

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