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A Change in Team Nurse Assignment to Promote Staff's Happiness at Work

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Introduction

Preparation of patient care assignment is crucial in a mixed gender ward since it directly affects staff's morale and job satisfaction at work. In the past, the assignment was done at the start of the duty and the continuity of patient care was jeopardized. Inadequate preparations induced lots of problems on the staff delivery of services. With the support of management, a project on 'Team Nurse Assignment' was implemented. This study was to examine the effectiveness of such mechanism to promote staff's happiness at work.

Objectives

1. To enhance staff's job satisfaction
2. To promote team work
3. To ensure the continuity of patient care
4. To facilitate ward management

Methodology

The project was implemented in Ward 8C of a surgical department. It started from early January to December, 2016. Every senior staff was invited to take turn for preparing the team nurse assignment 4 weeks in advance and provide feedback afterwards. Open discussion with management was encouraged to ensure the continuity of patient care and the adequacy of clinical supervision. Questionnaire was designed to evaluate the effectiveness of the project and was distributed to all staff nurses in January, 2017.

Result

24 Questionnaires were received and data was analyzed as follows:

Job Satisfaction

Over 95% of the staff felt happy as they were psychologically prepared for which group of patients they would be taken care of in advance. Junior staff felt comfortable as they were assigned to work with a senior staff next to him/her.

Teamwork

Around 79% of the staff agreed that the team nurse assignment delineated their role and responsibilities clearly. Every staff strived for betterment of their work towards the same goals and shared values.

Continuity of Patient Care

More than 95% of the staff expressed that the project enabled the continuity of patient care as they were assigned to take care the same group of patients in consecutive working days. Patients' health care needs were met.

Ward Management

It was fruitful for the senior staff to participate in ward management issue.

Suggestions were welcome and amendment was made promptly with liaison with management.

Conclusion

As a whole, a committed and happy staff project on team nurse assignment was implemented successfully in Ward 8C of a surgical department.