

Featured TMC Publication

Specific Stressors Relate to Nurses' Job Satisfaction, Perceived Quality of Care, and Turnover—The Nurse Manager's Perspective

In this feature, we asked The Medical City Ortigas' Nurse Manager for General Nursing Unit, Ms. Percy Aiggie S. Lauria, RN, MAN, co-author of this paper published in the International Journal of Nursing Practice, to answer some of our questions on how they arrived in studying a controversial yet important aspect of nursing service—the stressors affecting the nurse's job satisfaction, perceptions and service turnover.

TMC Journal (TMCJ):

Was there a main trigger/event that led to the research study? If so, what was it?

Ms. Lauria (PAL):

It was in late 2016 when the nurse turnover rate went beyond the acceptable rate of 10% per Business Daily Pay on Healthcare industry. As nurse leaders, we have to understand the reason for this rate and intervene accordingly. During our brainstorming, we decided to focus on stressors that might contribute to nurse turnover. Specifically, we want to examine what stressor is the most frequently reported and create programs or policies that would mitigate such stressor. On the other hand, embarking on a research study is long been overdue for the Nursing Services Division. It was a perfect timing when Dr. John Robert Bautista (a Filipino nurse who was then finishing his PhD at Nanyang Technological University in Singapore) assisted us in conducting the study as a consultant. Moreover, we did the study because there is a lack of "published" literature on stress and its association with specific nurse outcomes in the Philippines.

TMCJ:

How long have you worked as a registered nurse?

PAL:

I am already going 19 years in practice since I finished my BSN at Western Mindanao University in 1999. At age 19, after obtaining my RN license, I flew to Manila and was accepted for a job in The Medical City in December 2000. I started as a staff nurse, promoted to Charge Nurse, Head Nurse, Supervisor and now as a Nurse Manager of 14 General Nursing Units and assisting the Chief Nurse in his administrative functions.

TMCJ:

In the paper, you mentioned that some registered nurses chose not to practice the profession. Personally, what do you think made you choose to practice nursing despite the aforementioned stress factors?

PAL:

In my case, I knew exactly what I want in my life and career. And I agree with what our CEO, Dr. Eugene Ramos, shared with us: I believe that finding that purpose, pleasure, and pride in the nursing profession and workplace is the key.

TMCJ:

In the local setting and in the present time, aside from the nine-factor stressors used in the study, what other factors do you think can also affect nurses' job satisfaction, perceived quality of care, and turnover intention?

PAL:

I think the amount of "compensation and benefits" can also affect nurses' job satisfaction, quality of care provided to patients, and turnover intention. We need to understand what comprises a decent standard of living for new nurses, especially those coming from the provinces and have tried their luck in the Metro. Likewise, career prospects inside the institution might also be a contributing factor to turnover intention. To mitigate this, we launched TMC's Career Track and Specialization program. As our COO, Atty. Martin P. Samson, said, "While the grass is green on the other side of the fence, the GRASS IS GREENER WHERE YOU WATER IT."

TMCJ:

With the results of the study, what specific changes or programs do you think would benefit the institution?

PAL:

We need to expedite the review of patient chart forms to reduce data duplication and unreasonable documentation. If not, we hope to fully transition from paper to computerized documentation, especially are portion of the nursing forms. A structured manpower computation not only based on occupancy rate but also on patient acuity, staff leave and training might address issues on heavy workload due to inadequate staffing.

To access the recently published article of TMC's Nursing Services Division, please check on: Bautista, JR, Lauria, PAS, Contreras, MCS, et al. Specific stressors relate to nurses' job satisfaction, perceived quality of care, and turnover intention. Int J Nurs Pract. 2019;e12774. <https://doi.org/10.1111/ijn.12774>.