WORKPLACE EVALUATION: STRATEGIC TOOL FOR SUPPORTING NURSING PRACTICES.

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Abstract (300 word limit)

The Brazilian Program of Nursing Services Certification of IQG - Health Services Accreditation was structured to assist in the repositioning of the nurse as a coordinator of patient care. The Certification discusses the redesign of the care model and the conditions of the workplace in which nursing is inserted. The characteristics that may favor nursing practices are evaluated by the "Practice Environment Scale of the Nursing Work Index (PESNWI)". The objective of the study is to identify the factors that have the greatest impact on the evaluation of the work environment and their relationships, so that the evaluated health institutions can create strategies to develop an environment that supports nursing practices.

A cross-sectional study with a quantitative approach carried out in 2 general Brazilian hospitals registered in the Nursing Services Certification Program in 2018. The percentage of 70% in the PESNWI responses was used to define the environment as favorable. The Mann-Whitney non-parametric test was used to compare dimensions by professional and by position. A significance level of 5% (p-value <0.05) was considered.

Between May and November of 2018, of the total of 1410 nursing professionals, 1104 (78,3%) answered the questionnaire. From these professionals, 26.4% were nurses and 73.6% were nursing technicians, and the majority (60%) of those evaluated worked during the daytime period. The factors related to the research as being strongly favorable and redesign of nursing care and optimization of available. unfavorable are presented below. The result of the three main dimensions is shown in Image1.

Image 1

Dimension	Factors	Negative Percentage
Human resources and adequate materials to ensure the quality of care.	16. Support services are adequate and allow nurses to spend more time with patients.	725 (65,7%)
Human resources and adequate materials to ensure the quality of care.	17. There is enough time and opportunity for the nurse to discuss issues of patient / client / doctors / resident and other nurses.	684 (62%)
Participation of nurses in the workplace.	29. The Administration listens and responds to the concerns of professionals.	572 (51,8%)

Dimension	Factors	Positive Percentage
Human resources and adequate materials to ensure the quality of care.	15. There is a safety and quality management program.	989 (89,6%)
Nursing fundamentals for quality and safety.	33. Nursing care is based on a model of multiprofessional care.	961 (87%)
Nursing fundamentals for quality and safety.	35. The Executive Board expects high standards of nursing care.	455 (83,5%)

However, the dimension of "human resources and adequate material to ensure quality of care" was identified as both favorable and unfavorable. The quality management program was considered as favorable to the workplace in this dimension and the perception of lack of time at the bedside and team, as unfavorable. The results make it possible to elucidate the most relevant factors for the ensure that available resources are used for assertive interventions. The development of nursing leadership is essential to identify the real needs of the teams and ensure that resources are used for assertive interventions.

Recent Publications (minimum 5)

1. Aiken L, Patrician P. Measuring organizational traits of hospitals: The Revised Nursing Work Index. Nurse Res. 2000;49(3):146-53
2. Lake ET. Development of the Practice Environment Scale of the Nursing Work Index. Res Nurs Health. 2002;25(3):176-88
3. Warshawsky NE, Havens DS. Global use of the Practice Environment Scale of the Nursing Work Index. Nurse Res. 2011;60(1):17- 31
4. Kirwan M,Ma hewsA,Sco PA.The impacto of the work environment of nurses on pacient safety outcomes: a mullevel modelling approach. Int J Nurse Stud. 2013;50(2):253-63.
5. Spencer Laschinger HK, Leiter MP. The impact of nursing work environments on pa ent safety outcomes: the media ng role of burnout/engagement. J Nurse Adm. 2006;36(5):259-67.

Photograph



Biography

Graduated in Nursing from FAMEMA - Medical School of Marília / MBA in Health Management from Faculdade Getúlio Vargas / Acting for 8 years at IQG HEALTH SERVICES ACCREDITATION as a leading evaluator of Health Services Accreditation / Professional Evaluation Experience and Consultant in Health Services Methodology ONA and ACI-Qmentum / HSO / Team Development Specialist / Advisory on Corporate Governance, Compliance, Clinical Governance, Process Management, Desing Thinking, and knowledge and use of 6D and A3 tools. Experience in implementation of Organizational Strategies Planning, Implementation of Patient Quality and Safety Policy

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Notes/Comments: