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Overworked Essential Healthcare Personnel and Patient Satisfaction

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Introduction

- Covid-19 has made its devastating impact on the world, patient care and adequate treatment has negatively affected the medical community and has caused a major shift in the way patients perceive healthcare providers.
- Occupational fatigue and ethical dilemmas arise as healthcare personnel continue to work long hours and are sometimes exposed to different risk factors (Barker, 2011).
- The four key components of this approach that leads to patient satisfaction is open-endedness, empathy, a healthcare personnell's confidence in their abilities, and overall general satisfaction. (Grayson-Sneed, 2016)

Question and Hypothesis

Question: Does the number of hours essential healthcare personnel work affect their job performance and and patient satisfaction?

Hypothesis: If essential healthcare personnel are overworked than patient satisfaction will be low.

Survey Scenario

Healthcare Personnel and Patient Satisfaction

You are a 22 year old college student who has started to present signs of COVID-19, because of that you go to your local hospital to get treatment. The time is 7:00pm. The nurse assigned to your case is Jackie. She looks tired and unmotivated to get your vitals. You later over hear her telling another nurse that she has been working since 5:00am What is the likelihood that you will request a new nurse?

very unlikely 1 2 3 4 5 very likely

Methods and Materials

Participants

- 33 Longwood University College students participated for one point of course credit based on their affiliation with Longwood University's Psychology Department

Materials:

- Longwood University Sonia System was utilized in order to properly manage and allocate resources for the study.
- Informed consent Google Forms were placed on Sonia System
- Two manually generated surveys through Google forms

Procedures

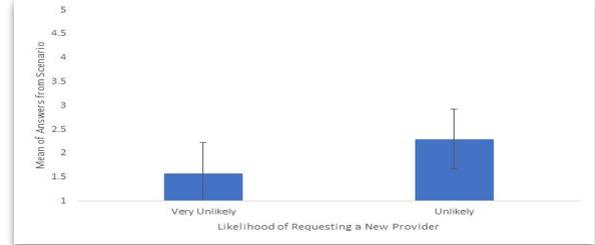
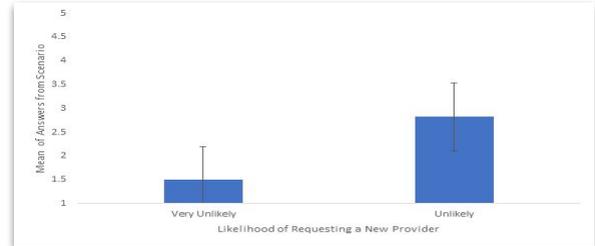
- 4 different scenarios simultaneously based on the level of the independent variable.
- Each scenario was worded with key expressions that implicitly categorized them in the 12 or more hour group or the less than 12 hour group.

Results

- Series of Independent *t*-test were ran to compare both conditions of the IV
- Individual *t*-test of each question were ran due to low reliability
- Cronbach Alpha: .60
- Data output showed that no significant difference between the two conditions
- Fail to reject the null hypothesis
- See **Figure 1.** and **Figure 2.** for these results

References

- Barker, L. M., & Nussbaum, M. A. (2011). Fatigue, performance and the work environment: A survey of registered nurses. *Journal of Advanced Nursing*, 67(6), 1370–1382. <https://doi-org.proxy.longwood.edu/10.1111/j.1365-2648.2010.05597.x>
- Grayson-Sneed, K. A., Dwamena, F. C., Smith, S., Laird-Fick, H. S., Freilich, L., & Smith, R. C. (2016). A questionnaire identifying four key components of patient satisfaction with physician communication. *Patient Education and Counseling*, 99(6), 1054–1061. <https://doi-org.proxy.longwood.edu/10.1016/j.pec.2016.01.002>



Discussion

- Participants from the more than 12 hour condition were less likely to request a new nurse based on shift duration and signs of occupational fatigue which refutes previous research conducted by Barker et.al.
- Findings suggest that shift duration does not have a significant impact on job performance or patient satisfaction.
- Our results are contributed to our limitations of a small *n*, survey manipulation, and improper implementation of an attention check
- Future research should investigate the effects of gender differences in participants and healthcare personnel.
- Future studies should also investigate ways to better define the four components of patient satisfaction in order to create a more precise construct to evaluate.