Job Satisfaction of Home Health Nurses

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Purpose: To inform a plan to improve job satisfaction of home health registered nurses (RNs) in visiting staff positions at a Medicare certified home health agency in central Pennsylvania
Question: What is the level of job satisfaction of home health RNs in visiting staff nurse positions at a Medicare certified home health agency in central Pennsylvania and how can it be improved?

Significance

- Agencies are having difficulty recruiting and turnover of home health nurses is as high as 77%[1]
- Turnover and difficulty recruiting is related to decreased job satisfaction for registered nurses in homecare[6]
- Regulatory changes are contributing to the decreased job satisfaction[6]
- The major determinant of retention is job satisfaction[3]
- Decreased job satisfaction is a threat to the ability of home health agencies to provide nursing care.[6]
- The predicted growth in employment for home healthcare 5% from 2014 to 2024.[7]
- This growth will require a 60.7% increase in the number of RNs in needed for home health.[8]
- Availability of home healthcare nursing services hinges on improving job satisfaction of home healthcare nurses.
- The documented concerns of home healthcare nurses and the predicted growth in demand for home healthcare services requires action.

Local Agency Turnover

Fiscal Year	Casual, Part-time and Full-time	Full-time and Part-time Only	Casual Only
FY14 (December 2013-June 2014 only)	38.83%	76.60%	12.90%
FY15	26.72%	27.07%	26.47%
FY16	27.13%	6.70%	36.36%
FY17	21.82%	26.67%	19.35%

- The agency at which this project will be implemented has experienced increased turnover of staff in recent years.
- Due to high turnover in 2014, the agency stopped taking patient referrals in one county.
- Nurses who's jobs do not normally involve completing patient visits, were pulled into the field because there were not enough nurses to complete visits and orient the new hires.
- The overall turnover rate remains higher than the national average total registered nurse turnover of 14.6%[4]
- This high turnover of registered nurses in the home health arena is being experienced nationwide[1,6,5]

National average total registered nurse turnover - 14.6% [4]

Objectives

- Measure the current overall level of job satisfaction of registered nurses in visiting staff nurse positions in the home health department of the local agency.
- Measure the level of satisfaction in the eight components of job satisfaction: relationship with patients, relationship with peers, professional pride, relationship with physician, relationship with organization, autonomy and control, stress and workload, and salary and benefits.
- Describe the overall level of job satisfaction of registered nurses and the level of satisfaction for each of the eight components.
- Based on the assessment results, recommend evidence based strategies to maintain and enhance areas of satisfaction and address areas of dissatisfaction of registered nurses to inform an overall agency plan.

Methods

- Quality improvement project
- Setting: Medicare certified home health agency in central Pennsylvania
- Population: 105 staff visiting RNs in the home health program dispersed over 7 offices in 6 counties

Measurement

- Instrument: *Home Healthcare Nurse Job Satisfaction* (HHNJS) *Scale,* by Dr. Carol Ellenbecker
  - The only reliable & valid instrument available to specifically measure job satisfaction of home health nurses
  - Developed and revised by Dr. Carol Ellenbecker and colleagues over period of 10 years[2]
- Send e-mail to all staff visiting RNs with a link to the survey in Qualtrics®
- 30 Likert-type scale items which measure current levels of job satisfaction in eight components
- Open-ended questions added after each set of questions for the eight components

Pending Results

- Descriptive statistics including the mean, median, mode and standard deviation (SD) for each item and for each of the eight subcategories
- Percentage of staff that agreed or strongly agreed with individual items on the scale
- Overall satisfaction score
- Analysis of variance (ANOVA) will be used to determine any significant differences in job satisfaction based on demographic factors
- Qualitative data will be analyzed for themes

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