

Chapter 30. Nursing Workload and Patient Safety—A Human Factors Engineering Perspective

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Background

The heavy workload of hospital nurses is a major problem for the American health care system. Nurses are experiencing higher workloads than ever before due to four main reasons: (1) increased demand for nurses, (2) inadequate supply of nurses, (3) reduced staffing and increased overtime, and (4) reduction in patient length of stay.

First, the demand for nurses is increasing as a result of population aging. Between 2000 and 2020, the United States population is expected to grow by 18 percent (31 million), but the over-65 population, with more health care needs, is expected to grow by 54 percent (19 million).^{1,2} Second, the supply of nurses is not adequate to meet the current demand, and the shortage is projected to grow more severe as future demand increases and nursing schools are not able to keep up with the increasing educational demand.^{3,4} When a nursing shortage occurs, the workload increases for those who remain on the job.⁵ Third, in response to increasing health care costs since the 1990s, hospitals reduced their nursing staffs and implemented mandatory overtime policies to meet unexpectedly high demands, which significantly increased nursing workloads. Fourth, increasing cost pressure forced health care organizations to reduce patient length of stay. As a result, hospital nurses today take care of patients who are sicker than in the past; therefore, their work is more intensive.⁶

There are several important consequences of high nursing workload. Research shows that a heavy nursing workload adversely affects patient safety.⁷ Furthermore, it negatively affects nursing job satisfaction and, as a result, contributes to high turnover and the nursing shortage.⁸ In addition to the higher patient acuity, work system factors and expectations also contribute to the nurses' workload: nurses are expected to perform nonprofessional tasks such as delivering and retrieving food trays; housekeeping duties; transporting patients; and ordering, coordinating, or performing ancillary services.⁹ A 1998–1999 survey of more than 43,000 nurses in five countries found that 17 percent to 39 percent of respondents planned to leave their job within a year because of job demands.⁹ Heavy nursing workload increases burnout and job dissatisfaction, which in turn contributes to high nurse turnover.¹⁰ This chapter focuses on the impact of nursing workload on patient safety. We first present different concepts and models of nursing workload, then discuss the impact of workload on patients and on nursing staff, presenting various mechanisms of the relationship between nursing workload and patient safety. Finally, we describe a human factors engineering approach on how work systems can be redesigned to reduce nursing workload or to minimize the negative impact of a heavy nursing workload.

Concepts and Models of Nursing Workload

Nursing workload measures can be categorized into four levels: (1) unit level, (2) job level, (3) patient level, and (4) situation level.¹¹ These measures can be organized into a hierarchy. The situation- and patient-level workloads are embedded in the job-level workload, and the job-level

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RJ Shavelson



Chapter 30 Nursing Workload And Patient Safety A Human:

Patient Safety and Quality: sect.IV: Working conditions and environment Ronda Hughes,2008 *Burnout in Nursing: Causes, Management, and Future Directions, An Issue of Nursing Clinics, E-Book* George A. Zangaro,Dorothy Dulko,Debra Sullivan,2022-03-06 In this issue guest editors bring their considerable expertise to this important topic Provides in depth reviews on the latest updates in the field providing actionable insights for clinical practice Presents the latest information on this timely focused topic under the leadership of experienced editors in the field Authors synthesize and distill the latest research and practice guidelines to create these timely topic based reviews **Patient Safety** B.S.

Dhillon,2011-11-08 With unintended harm during hospital care costing billions of dollars to the world economy not to mention millions of deaths each year it s no wonder the issue is equally front and center in the minds of healthcare providers and the public Although the issue has been tackled in journal articles and conference proceedings there are very few book

Assistive Technology for the Elderly Nagender Kumar Suryadevara,Subhas Chandra Mukhopadhyay,2020-03-11 Assistive Technology for the Elderly addresses the intricacies involved in the design and development of assisted technologies for the elderly covering smart systems such as magnifying book contents speaking electronic devices alarms for doors and windows smart alert bands panic buttons medication dispensers and reminders Wander Gard physiological parameters monitoring systems and smart home monitoring systems This book is aimed at those who are responsible for designing assistive technology intended to be used by the elderly It lays out the technology that is already available and covers user needs and state of the art technologies and methodologies Focuses on practical devices and technology for engineers Offers deep coverage of sensor based assistive technologies that are elderly for people with dementia physical disabilities and people living alone Covers assistive technology ecosystems and offers case studies for practical application

Community/Public Health Nursing Practice Frances A. Maurer,Claudia M. Smith,2012-10-01 Focusing on practical need to know information Community Public Health Nursing Practice helps you learn how to apply the nursing process at the community and family level It features an engaging easy to understand writing style as well as assessment tools detailed case studies and clinical examples that demonstrate how key concepts apply to real world practice Additional resources on the companion Evolve website expand and enhance content within the text Practical features including Case Studies Ethics in Practice and The Nursing Process in Practice illustrate real world applications of key community public health nursing concepts A complete unit on the community as client helps you understand how the assessment diagnosis planning intervention and evaluation steps of the nursing process apply to the community as opposed to an individual A chapter devoted to community assessment provides a complete assessment tool and shows you how the tool applies to two different types of communities UNIQUE A chapter on screening and referral promotes population focused practice which is the crux of community public health nursing A separate unit on the family emphasizes the importance of viewing the family as a singular

client A complete discussion of the Minnesota Wheel helps you better understand this widely accepted framework for community public health nursing practice Helpful sections such as Focus Questions Chapter Outlines Key Ideas and Learning by Experience and Reflection help you pinpoint essential information NEW Healthy People 2020 objectives throughout the text help you identify common health risk factors in populations and families NEW Coverage of health care reform including the Patient Protection and Affordable Care Act of 2010 PPACA explores how current health care legislation impacts community public health nursing NEW Discussions of community health hot button issues such as human trafficking genital circumcision and bullying introduce you to today s health care challenges NEW Information on weather related disaster fatalities bioterrorism and national and state planning responses familiarize you with current relevant issues which affect the health of populations worldwide and shape the role of the community public health nurse AIPHC 2019 Defriman Djafri,Jane Taylor ,Ravi Menon,2019-10-11 This book constitutes the thoroughly refereed proceedings of the 3rd Andalas International Public Health Conference on Advancing Health Promotion Disease Prevention to Improve the Quality of Life for Achieving SDGs held in Padang Indonesia in October 2019 The 50 full papers presented were carefully reviewed and selected from 67 submissions The papers reflect the conference sessions as follows Community Nutrition Environmental and Occupational Health Health Promotion Health Service Health Policy and Information System Reproductive and Sociocultural Health and Communicable and Non Communicable Disease *Perianesthesia Nursing* Cecil B. Drain,Jan Odom-Forren,2009 This text on perianesthesia nursing integrates nursing and pharmacologic interventions with detailed pathophysiology Focusing on research documentation and psychosocial considerations it is a complete resource for preparation for ASPAN certification and clinical practice **Olds' Maternal-newborn Nursing & Women's Health Across the Lifespan** Michele R. Davidson,Marcia L. London,Patricia W. Ladewig,2008 Nurses working with childbearing families face a variety new challenges including shortened lengths of hospital stay the trend toward greater use of community based and home care and downsizing and mergers of health care systems This book is not only important reading for maternity nurses but also can be used as an invaluable reference tool The Eighth Edition of this popular book not only continues to emphasize the central role played by maternity nurses working with today s childbearing families but also includes a global perspective covering culture as a factor in relating to the woman s childbirth experience It also includes a comprehensive accessible segment on women s health issues *Congressional Record* United States. Congress,2001 The Congressional Record is the official record of the proceedings and debates of the United States Congress It is published daily when Congress is in session The Congressional Record began publication in 1873 Debates for sessions prior to 1873 are recorded in The Debates and Proceedings in the Congress of the United States 1789 1824 the Register of Debates in Congress 1824 1837 and the Congressional Globe 1833 1873 *Professional Safety* ,2005 **Pharmacology and the Nursing Process** Linda Lane Lilley,Scott Harrington,Julie S. Snyder,2005 This best selling book will quickly become your favorite because of its clear and consistent format colorful

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