

# Health worker roles impacted when 'undervalued' by patients

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(HealthDay)—Job satisfaction among nurse practitioners and other professionals can suffer when clientele lack a clear understanding of what they do, according to research published in the Aug. 1 issue of the *Academy of Management Journal*.

Michael C. Pratt, from Boston College, studied individuals in four professions and found those professionals, including 13 [nurse practitioners](#), often had to educate clients and manage their expectations.

For example, nurse practitioners sometimes experience resistance from patients who insist on being seen by a doctor, despite the fact that the nurse practitioner is qualified to conduct an exam and prescribe medication. These sorts of "image discrepancies" can adversely affect a

professional's [job satisfaction](#) and even their pay.

"I was surprised at the depth of how this affected job performance. It's not simply annoying—it has real impact," Pratt told HealthDay.

**More information:** [Abstract](#)  
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