

Improved work environments enhance patient and nurse satisfaction

March 2 2020



Penn Nursing's J. Margo Brooks Carthon, PhD, APRN, FAAN, Associate Professor and lead investigator of the study. Credit: Penn Nursing

Healthcare provider burnout is a mounting public health crisis with up to half of all physicians and one in three nurses reporting high burnout, data show. Burnout rates among nurses also correlate with lower patient satisfaction. While both factors are recognized, little is known about how

effective interventions in nurse working conditions, managerial support, or resource enhancement can lessen burnout and improve patient satisfaction.

A new study from the University of Pennsylvania School of Nursing has examined how hospital organizational factors influence nurse burnout and patient satisfaction. Using data from 463 hospitals in four states, researchers learned that hospitals with the best work environments were also those with the lowest burnout and highest patient satisfaction.

"Our examination of patient satisfaction and nurse burnout is particularly timely as satisfaction is increasingly viewed as a quality indicator and directly linked to reimbursement through the Value Based Purchasing Program (VBP)," says Penn Nursing's J. Margo Brooks Carthon, Ph.D., APRN, FAAN, Associate Professor and lead investigator of the study. "Improving patient [satisfaction](#) scores via improved nurse work environments could also translate to increased [hospital](#) revenue by tens of thousands of dollars for those in the VBP program."

The researchers suggest that one way to improve [nurse](#) work environments and lower [burnout](#) is to attain Magnet designation or institute Magnet-like initiatives. "This includes fostering relationships between nurses, administrators, and physicians, and ensuring that nurses have decision-making authority in their practice and adequate resources and time to do their work," says Brooks Carthon.

The study's findings have been published online in the *Journal of Nursing Care Quality* in an article titled "Work Environments Lead to Lower Nurse Burnout and Higher Patient Satisfaction."

Provided by University of Pennsylvania School of Nursing

Citation: Improved work environments enhance patient and nurse satisfaction (2020, March 2)
retrieved 9 May 2024 from

<https://medicalxpress.com/news/2020-03-environments-patient-nurse-satisfaction.html>

This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is provided for information purposes only.