



**Interventions to enhance satisfaction of nurses in the work environment, to prevent burnout and to improve services provided to patients**

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# The nursing profession in Cyprus

There are many challenges related to the nursing profession in Cyprus regarding the:

- Nursing education and professional development
- Nursing practice
- Staffing – distribution
- New legislation – Health Care Reform (NHS)
- Retention and Recruiting – Migration – Mobility
- Pay conditions
- Workplace violence and hazards

# Continuous Professional Development (CPD) of nurses

Through CPD, the effort of all Social Partners is to raise the quality of nursing care and patients' safety and satisfaction

Important since

- it provides opportunity for an update of skills and knowledge
- it informs on current evidence
- it promotes evidence based nursing practice
- it prevents occupational stress

but also because

- it protects the nursing profession
- it protects nurses
- it protects patients / receivers of health care
- it increases patients' satisfaction

# Cyprus law (Nursing and Midwifery law 1988- 2017)

Nurses must revalidate their licence of practice every 4 years. They should present evidence of the following:

- Practice of nursing or midwifery for 25 days for each previous year (for the previous 4 years)
- Participate in CPD programs for at least 32 hours (in the last 4 years)

The CPD has to be related to their field of specialisation which can also include programs to prevent occupational stress and MSD

# PASYDY

- Important stakeholder in Cyprus regarding the nursing profession
  - welcomes every effort for CPD
  - supports (e.g. financially) organised bodies that provide CPD
  - utilizes the findings of research projects on CPD

# Providers of CPD or organisers of research projects

- Nursing Services of the Ministry of Health (Educational Sector) **and**
- Nursing Department of Cyprus University of Technology



## Nursing Services of the MoH (Educational Sector)



### **Organises educational programs for nurses such as:**

- Support psychiatric nurses to deal with crisis management (manage crisis situations with patients)
- Support nurses through provision of counselling services to decrease psychological/occupational stress (e.g. nurses working in oncology departments or ICU)
- Support nurses through longer CPD programs on various aspects (e.g. on infection control, intensive care nursing, perioperative nursing)

**No cost for participants**



# Nursing Department of Cyprus University of Technology

- Erasmus + Program *JOBIS*  
development of an electronic platform on burnout (prevention and initial management)  
  
- face to face education program

Both will be available to nurses and nurse students on June

# JOBIS (erasmus <sup>+</sup>)

JOBIS project main **aim** is to raise awareness among the target groups of the project and stakeholders on the **burnout syndrome** effects and to provide a widely usable training solution for burnout prevention and control through partner cooperation and exchange of expertise, methodologies and good practices in order to reduce the damages and costs produces by job burnout among nurses, nurse students and care workers in the partner countries.

Romania, Cyprus, Poland, Lithuania and Italy

# Nursing Department of Cyprus University of Technology

- Replication of **RN4cast research** project  
(collaboration with Nursing Services, Ministry of Health and financial support by the Cyprus Nurses and Midwives Association)
  - a study on burnout among nurses, staffing level, professional practice environment, satisfaction



# Why Cyprus joined the RN4CAST?

- To explore Cypriot Nurses' perceptions of the work environment so as to create a **data base** that will be used for future studies
- To **compare** the situation in Cyprus with the European and international data
- To **inform policy** makers and give evidence that will facilitate their decision making

# RN4CAST-CY

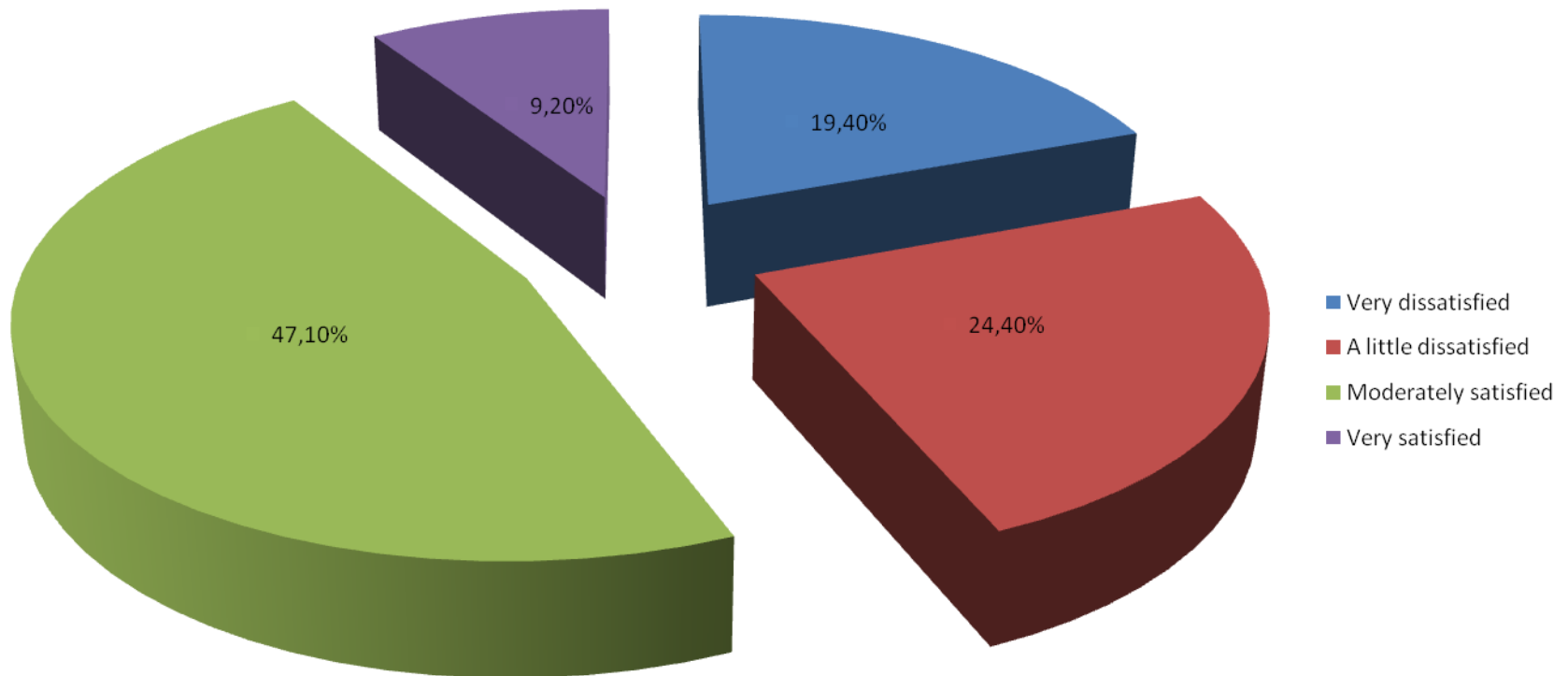
- Methodology: followed the RN4CAST protocol
- Sample:
  - 5 public hospital in Cyprus, 14 Medical and Surgical Wards
  - 507 registered nurses
- Collection of data
  - March-September 2014
- Instruments used (Practice Environment Scale , Maslach Burnout Inventory, other measures)
  - Translation, back translation, validation in the Greek language

# Practice environment - Findings

- The overall mean regarding the work environment score is 2.36 (out of 4)
- Male nurses appear to respond more negatively compared to female nurses about their current working environment
- Age and experience related to positive responses of the working environment (older nurses more satisfied)
- Nurses who are dissatisfied with their choice of nursing as a career are more likely to respond negatively about their current working environment

# Job Satisfaction

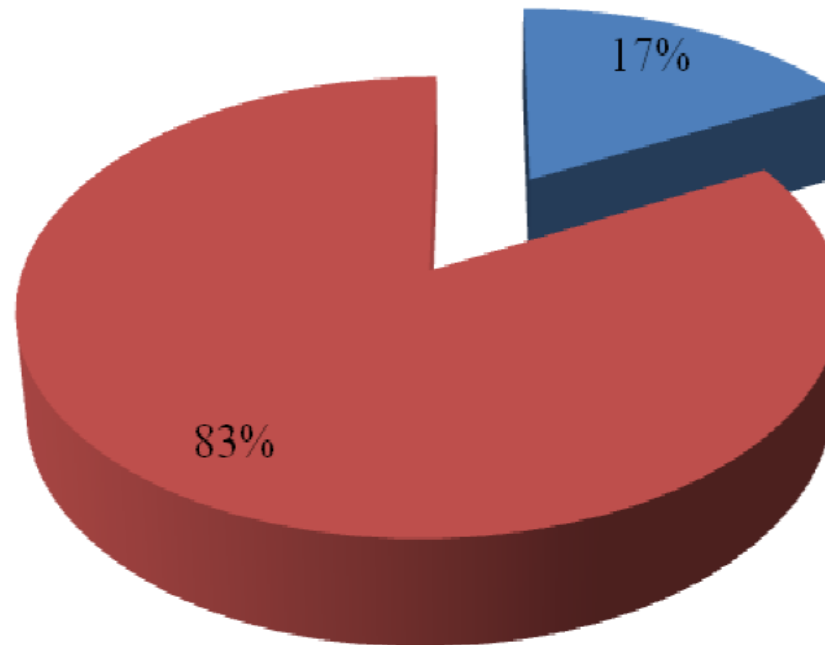
**Satisfaction with current job**



**83% of nurses believe that there is NOT enough staff to get the work done**

**Enough staff to get the work done**

■ Agree ■ Disagree

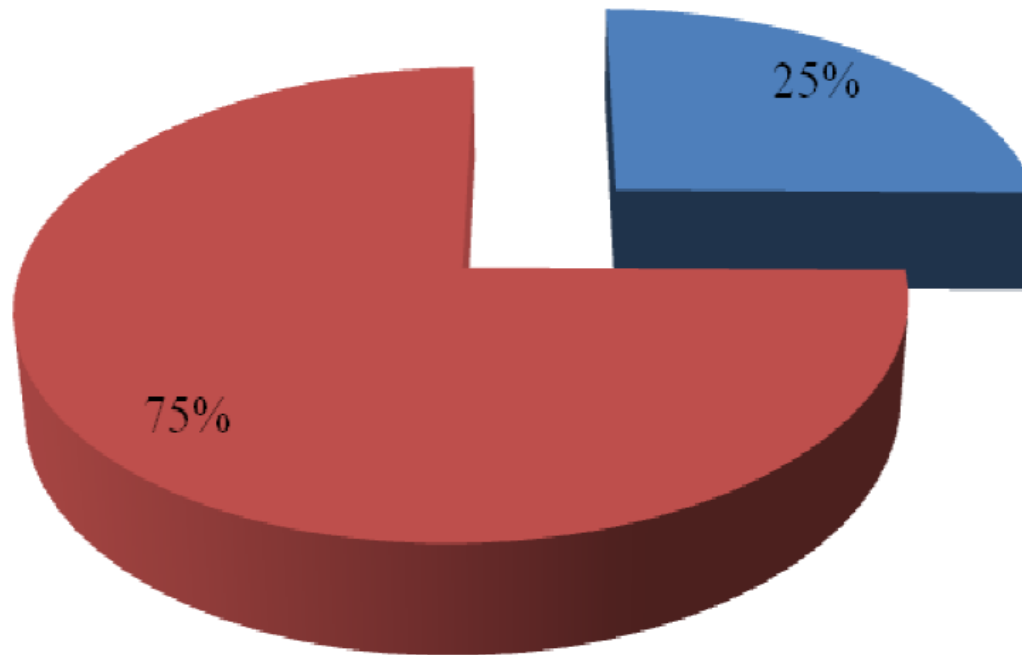




**75% of nurses believe that there is NOT enough opportunities are given for advancement**

### **Opportunities for advancement**

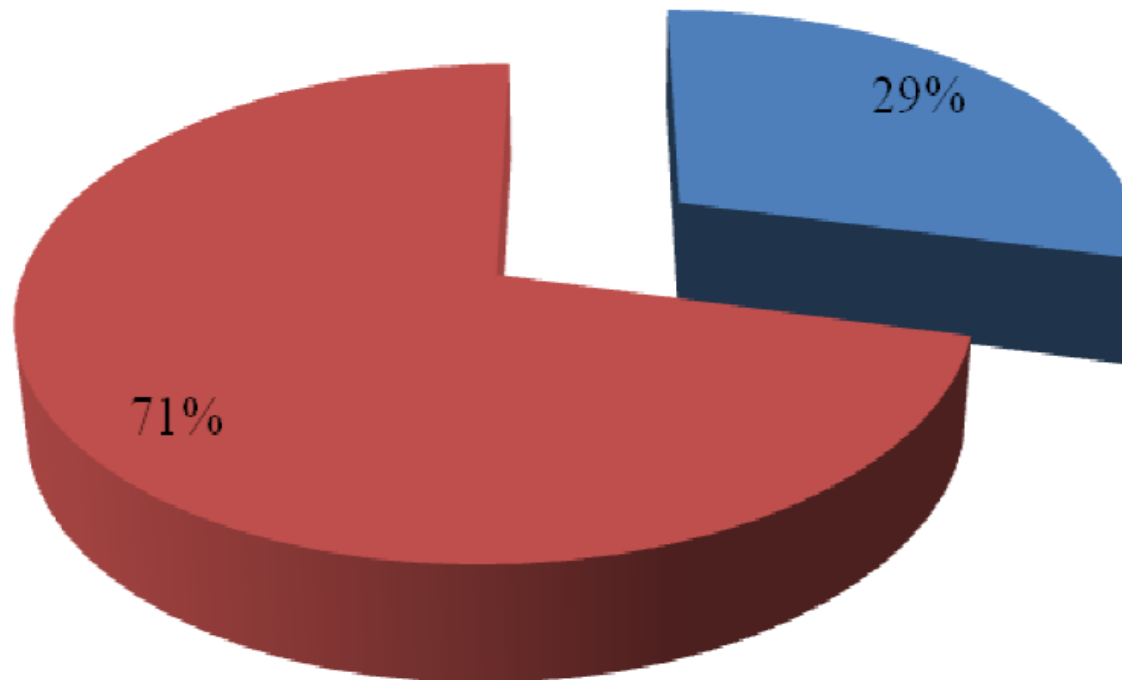
■ Agree ■ Disagree



**71% of nurses believe that management does not listen and respond to employee concerns**

**Management that listens and responds to employee concerns.**

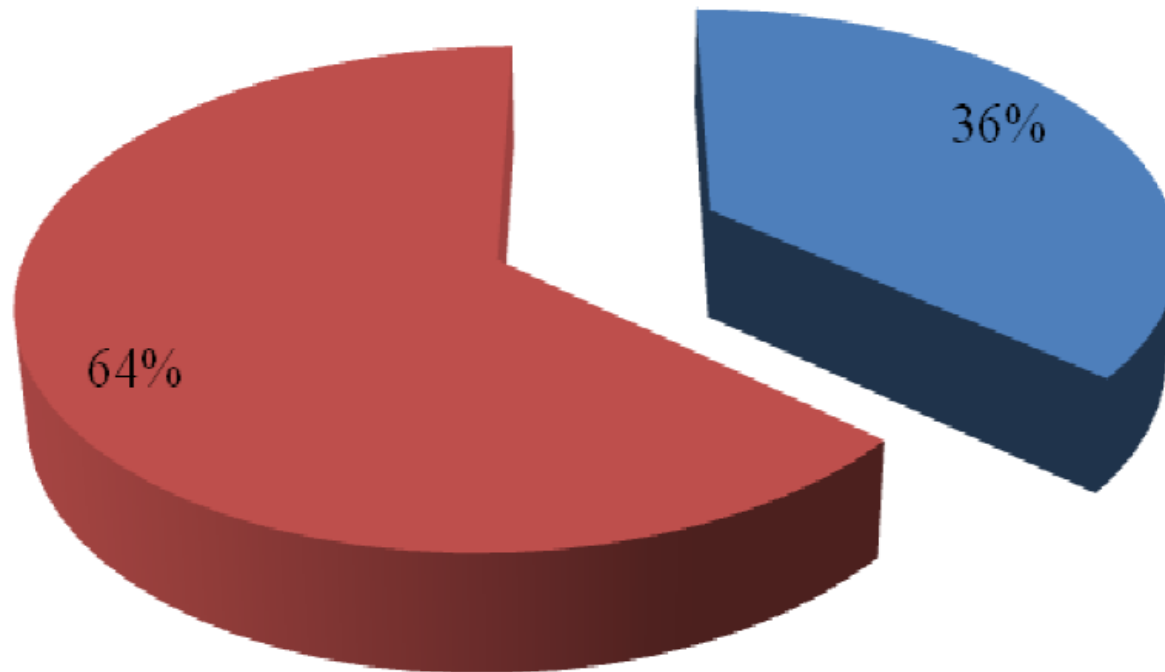
■ Agree ■ Disagree



**64% of nurses believe that there is NO praise and recognition of a job well done**

### **Praise and recognition for a job well done**

■ Agree ■ Disagree



# Practice environment - Findings

- 49% of nurses would leave their current job, if they could, due to job dissatisfaction
- 82% of nurses are dissatisfied with their wages
- only 50% of nurses are feeling somewhat confident that hospital management will resolve any problems during patient care

# Burnout - Findings

- Mean score 2.4 (0=low burnout, 6=high burnout)
- Older nurses have lower burnout
- More years of service associated with lower levels of burnout
- High levels of burnout associated with low levels of satisfaction from work

# Overall conclusions

- Similar results with other EU countries – Cypriot nurses are less satisfied with the work environment
- Ratings of the work environment (especially recognition of the good work) and work satisfaction is among the lowest in the EU
- Intention to leave the nursing job in Cyprus is one of the highest in the EU (almost 50%)

# Explanations related to political, geographical, cultural and economical vulnerabilities of Cyprus

- Two important events have affected the whole country and inevitably the Health Care System
  - 1974 Turkish invasion – division of the island – loss of nearly 40% of the land – re-location of population in the southern part of the island
  - 2013 Economic crisis – instability – bank crisis – Financial Memorandum – austerity measures – decrease of wages – voluntary contribution to the government – cuts of benefits (night shifts) – increase of number of patients in the public hospitals – increase of demand for the provision of services
- Currently undergoing a Health System Reform with great expectations

# PASYDY

- evaluated the findings of RN4CAST
- evaluated the content of JOBIS

considers them as important elements to be utilized / implemented regarding the improvement of nursing work environment



## PASYDY initiatives – achievements which promote the reduction of occupational stress at the work place:

- Better working conditions in relation to staffing and ratio
- Measures for the protection from violence and from hazards (e.g. employment of police/private security in the Accident and Emergency Departments of Hospitals)
- CPD opportunities
- Introduction of paternal leave
- Increase of annual leave (holidays) of non-permanent nurses

## PASYDY initiatives – achievements which promote the reduction of occupational stress at the work place:

- Upgrade of the nursing profession (e.g. Upgraded wage scales for nurses and the introduction of Health Care Assistance)
- Negotiate better career prospects through an improved promotion system
- Promote benefits for nurses working in special TB Hospitals/Psychiatric Institution
- Provision of various services to nurses (e.g. funded child care services within the main public hospital, funded summer camps for the children, provision of free accommodation in holidays resorts)





***Thank you for your  
attention!***