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Fernanda Loureiro & Zaida Charepe

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Can prior hospitalisation experiences influence satisfaction with nursing care? Results in a school-aged children sample

Fernanda Loureiro^a and Zaida Charepe^b

^aEscola Superior de Saúde Egas Moniz (ESSEM), Egas Moniz Cooperativa de Ensino Superior, Caparica, Portugal; ^bUniversidade Católica Portuguesa, Instituto Ciências da Saúde, CIIS-Centro de Investigação Interdisciplinar em Saúde, UCP/ICS, Lisboa, Portugal

ABSTRACT

Introduction: Patient satisfaction is considered an important and relevant patient outcome in the nursing field [1], and prior hospitalisation experiences have impact in the overall satisfaction with care [2]. Regarding children satisfaction, authors conceptualise satisfaction through the comparison of previous experiences [3]. This study aims to identify if prior hospitalisation experiences influences satisfaction with nursing care, in school-aged children (7–11 years).

Materials and Methods: An observational, cross-sectional, exploratory-descriptive study with a convenience sample was performed. Data were collected from January 2015 to December 2016. The "Children Care Quality at Hospital" [4] instrument was used after translation and validation to Portuguese [5]. In this questionnaire children were asked to rate nursing care from 1 (less satisfied) to 5 (more satisfied). Statistical analysis was performed using SPSS statistical tool (version 24.0). In order to verify the association between the variable's prior to hospitalisation experience and patient satisfaction, Student's *t*-test was applied with a 95% confidence interval. Authorisation was obtained from ethics committees in each of the 6 hospitals where the study was applied, and also from the National Data Protection Commission.

Results: In this sample ($n = 252$) children mean age was 8.9 years ($SD = 1.4$), and it mainly consisted of boys (52.8%, $n = 133$). Most children had prior hospitalisation experiences (63.5%, $n = 160$), 35.7% ($n = 90$) have never been hospitalised before, and 2 children answered, "I do not know". Nursing care was rated with a score of 4.51 ($SD = 0.645$). There was no significant difference between having or not having prior hospitalisation experiences and the score attributed by children ($t = 1.47$; $p = .821$).

Discussion and conclusions: In this sample, children are satisfied with nursing care provided during hospitalisation. In previous studies with adult population, prior experiences seem to have a negative effect on the overall satisfaction [2,6]. Specifically in school-aged children, previous experiences positively influences satisfaction with nursing care [4]. However, this was not verified in our study. We suggest that further studies should be developed some time after the hospitalisation experience, for example 6 months, to understand the most relevant experiences and their influence on the satisfaction with hospital nursing care.

CONTACT Fernanda Loureiro  floureiro@egasmoniz.edu.pt

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Motivational factors of nurses in a group of primary health centres in the city of Lisbon: qualitative study

Claudina Martins^a, Teresa Potra^b, Francisca Lucas^c and Pedro Bernardes Lucas^b

^aAgrupamento de Centros de Saúde Lisboa Central, Lisboa, Portugal; ^bUnidade de Investigação e Desenvolvimento em Enfermagem da Escola Superior de Enfermagem de Lisboa, Lisboa, Portugal; ^cEscola Superior de Enfermagem de Lisboa, Lisboa, Portugal

ABSTRACT

Introduction: Professionals motivation, as a determinant of the behaviour in organisations, is an important factor for their efficiency. Managing people while keeping them motivated to work is not an easy task and because of that it is considered one of the most difficult and complex functions of the manager [1]. Because of that, the knowledge based on causes that move or influence nurses' motivation is considered important as a management instrument [2]. Sensitivities to this topic and considering the current conjuncture, in which Portuguese nurses have been confronted with low salaries [3] and work overload due to the low number of nurses per 1000 inhabitants [4], the starting point of this study is about the question: which factors can motivate nurses from a Lisbon primary care units? The aim is meeting the motivational factors of nurses from a Lisbon primary care unit. Specific aims are: understanding which factors motivate nurses from primary care unit in Lisbon, understanding motivational influence due to nursing practice and nursing management.

Materials and methods: Qualitative case study, exploratory and descriptive approach. The data collection was based on a semi-structured interview based on a predefined script performed with 9 nurses from a Lisbon primary care unit, from 18 January to 5 February 2019, who agreed to participate in the study. The number of participants was determined following the response saturation criteria [5]. In order to increase data variety, interviews were conducted with nurses working in different types of Functional Units. The age of the subjects ranged between 33 and 46 years old, with an average professional practice time of 17 years. Interviews were recorded, fully transcribed and analysed according to Bardin [6] content analysis. The study started after obtaining approval from the Executive Director of the Group of Primary Care Units, and the Health Ethics Committee of the respective Regional Health Administration and informed consent signed by the participants.

Results: Study results indicate that the main motivational factor of nurses is: rewards, career development, recognition, workplace/practice environment, financing based on performance, leadership and professional achievement. Career development was the factor in which participants attributed greater importance and on the other hand, financing based on performance was considered the less important as a motivational factor.

Discussion and conclusions: Despite of participants' motivational factors being identical, it was verified that their importance and meaning are different to which one of them. According that, context indicators emerged with contradictory meaning. This enhances the individuality of each participant while being unique and motivated by their own needs. It was noticed that motivation is not maximum on most of the participants and that there is also dissatisfaction with the measures that could work as motivators. Managers should take into account scientific evidence concerning nurses' motivational factors in order to improve their motivation. Further studies should be developed, particularly in primary health care, where the lack of scientific content is notorious.

CONTACT Pedro Bernardes Lucas  prlucas@esel.pt

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