

"Multifaceted Study to Determine the Impact of Nursing Leadership Style on Nurses' Job Performance and its Relationship to Patients' Satisfaction with Quality of Nursing Care in an Accredited Hospital Setting"

Presented by

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INTRODUCTION / BACKGROUND

Effective nurse leaders ensure that appropriate staffing and other resources are in place to achieve safe care and optimal patient outcomes. The studies conducted in the Western countries have indicated that there are relationships between nursing leadership, nurse job satisfaction and patient outcome such as patient satisfaction.

Results of literature review

- Out of 4973 articles, full text articles were 14 (-pubmed 2123, CINHAL 1289, other e-sources 1566)
- Leadership styles and performance, Dr. Amitabh Roy Professor, Centre for Management Development, Modinagar (India)
- Impact of leadership style on psychological empowerment and job satisfaction among staff nurses, K. Umal and B. Jayabharathi¹ Lecturer and ² Associate professor, SRM College of Nursing, SRM University, Kattankulathur, Kancheepuram, District, Tamil Nadu, India

“Multifaceted study to determine the impact of nursing leadership style on nurses' job performance and its relationship to patients' satisfaction with quality of nursing care in an accredited hospital setting”

The present study was carried out to answer these questions

- Does Nursing leadership have any impact on nurses' job performance in the hospital?
- Is nursing leadership style associated to patient satisfaction with provided nursing care services?

AIM/ OBJECTIVES

AIM

- To assess the extent to which nursing leadership styles influence nurses job performance and its relation to patient satisfaction with quality of nursing care.

OBJECTIVES

1. To identify the type of leadership style practiced among ward in charges' working in accredited hospital.
2. To analyze nurses' job performance working in a selected accredited hospital.
3. To find out the correlation of nursing leadership styles with nurses job performance.
4. To determine the extent to which nursing leadership styles influence nurses job performance.
5. To assess the patient satisfaction level regarding the quality of nursing services offered to them.
6. To find out the association of nursing leadership styles with patient satisfaction regarding the quality of nursing care services.

STUDY DESIGN / METHODOLOGY

- **Cross-sectional, Descriptive Study Design done in Bombay Hospital Indore**
- **Study period: Two Months**
- The study sample consisted of 8 wards incharge nurses, and 122 staff nurses and 137 patients (Non-probability sampling). The samples who met exclusion, inclusion criteria and completed the questionnaire and responded throughout the process of data collection were **8 ward incharge nurses, 108 staff nurses out of 122 and 112 patients out of 137.**
- The patients overall criteria to participate in the study were being aged between 18 and 60 years, admitted for minimum 1week in the selected ward, willing to participate in the study and can read and write Hindi/English The dataset were collected from **staff nurses with at least six month work experience in each ward with patients.**
- Tools used for data collection were socio-demographic questionnaire, **MLQ (21 items) job performance of clinical nurse's scale Six-D Scale (52 items) and Patient Satisfaction with Nursing Care Quality Questionnaire (19 Items).**

RESULTS

1. Socio Demographic profile-

Ward in charge nurse: Age 30-35years (75%), female (93%) Qualification (B.Sc Nursing 81%), experience (3-5years 86%)

Staff nurse: Age 25-30years (90%) female (94%) Qualification (B.Sc Nursing 87%) experience, (1-2 years 90%)

Patient: Age group (35-40) 87%, Male (71%) Duration of hospital stay 2 weeks (62%)

2. 6 ward incharges were having transformational leadership Style (mean score 9) and remaining 2 ward incharges reflected transactional leadership style, Laissez-faire type of leadership not found.

3. The job performance of staff nurses was found to be satisfactory based on the mean score was 86.3.

4. Ward in charges following transformational leadership style, there the patient satisfaction mean score was 39.6 which was good regarding quality of patient care but patient admitted under ward in charges following transactional leadership were poorly satisfied based on the mean score (17.57).

DISCUSSION /FINDINGS

Testing of Hypotheses at 0.05 level of significance

H01: There is no significant correlation of different nursing leadership styles with nurses' job performance in an accredited hospital setting.

H01a: There is no significant positive correlation of transformational nursing leadership style with nurses' job performance in an accredited hospital setting.

- Based on Pearson Correlation value 0.653** ,null hypothesis was rejected and research hypothesis was accepted i.e. significant positive correlation of transformational nursing leadership style was found with nurses' job performance in an accredited hospital setting .

H01b: There is no significant positive correlation of transactional nursing leadership style with nurses' job performance in an accredited hospital setting.

- The results showed that null hypothesis retained so there was no significant (0.05) positive correlation of Transactional nursing leadership style with nurses' job performance in an hospital setting and the research hypothesis is rejected.

DISCUSSION /FINDINGS

H02: There is no significant impact of nursing leadership style on the nurses' job performance in an accredited hospital setting.

R value is 0.822 is greater than 0.4 which represents for further analysis. Durbin Watson value 1.016 (less than 2). The F value is 220.366 which is greater than 1 and it represents that the model is efficient and (coefficient a) t value shows the impact is significant. So, the research hypothesis stating there is significant (0.05) impact of nursing leadership style on the nurses' job performance in an accredited hospital setting is accepted and null hypothesis is rejected.

H03: There is no significant association of nursing leadership styles to patient satisfaction with quality of nursing care services.

The calculated Fvalue is 15.469 is greater than the tabulated Fvalue at 0.05 level of significant therefore null hypothesis is rejected and research hypothesis is accepted i.e. there is significant association of nursing leadership styles to patient satisfaction with quality of nursing care services.

CONCLUSION

- Overall results showed that a transformational leadership style is substantially associated with better patient outcomes, a more positive workplace atmosphere, and improved quality processes. As a result, the ward in charge makes sure that the staff nurses have support, equity, and motivation so that the issue of nurses' performance may be increased to give the patients quality healthcare.
- Nurse managers should also be familiar with the greatest leadership ideas that apply to their line of work. As a result, it's essential to **find and address leadership knowledge gaps** in order to enhance nurses' job performance and patients' satisfaction with the caliber of nursing care services .

THANK YOU!