

20th International Conference  
The International Society for Quality in Health Care  
The Burlington Hotel, Dublin  
11th - 14th October 2009

Workshop:  
**How will we educate the health workforce in safety and quality in 2020**  
Wednesday October 14, 2009

## Nursing workforce issues

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### Daily life of a nurse:

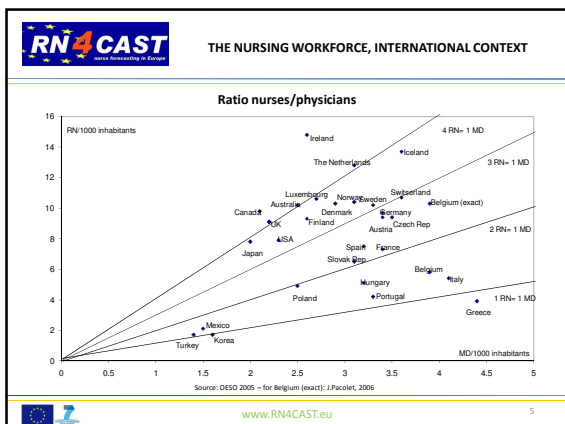
- Nurses work at staccato pace: av. task time 3.1 min
- Switch among patients every 11 min
- Interrupted in mid-task 8 times per 8 hour shift
- Average 8.1 operational system failures per 8 hour shift
  - Missing or wrong medication & equipment
  - Missing supplies including missing/incorrect meals
  - Missing doctors' orders
  - Missing and broken equipment
  - Staffing error: nurses substituting for housekeeping, aides, clerks, transport, labs
- Leads to: Operational failures and latent errors that compromise surveillance & adherence to standardized protocols

Source: Tucker & Spear HSR 41:643-662, 2006

### Questions about

- Number of nurses: nurse staffing levels
- Qualification of nurses: skill mix
- Practice environment
  - Resource adequacy,
  - support by management,
  - good nurse-physician relationships
- Impact on:
  - Patient outcomes: mortality, complications rates,..
  - Staff outcomes: burn-out, intention-to-leave,..

### Some facts



Country	Nursing education in 19 European countries			(post)graduate
	Professional training	College	University	
Iceland			Bachelor - 4y	MA, PhD
Ireland			Bachelor - 3 and 4y	MA, PhD
Italy			Bachelor - 3y	MA, PhD
Norway			Bachelor - 3y	MA, PhD
Spain			Bachelor - 3y	MA, PhD
Sweden			Bachelor - 3y	MA, PhD
UK			Bachelor - 3y	MA, PhD
Malta			Bachelor - 4y	MA, PhD
Greece		Bachelor - 4y	Bachelor - 4y	MA, PhD
Portugal		Bachelor - 4y	Bachelor - 4y	MA, PhD
Finland		Bachelor - 3,5y	Bachelor - 4y	MA, PhD
Denmark		Bachelor - 3,5y		MA, PhD
Switzerland	Diploma - 3y	Bachelor - 4y		MA, PhD
The Netherlands	Diploma - 3y (MBOV)	Bachelor - 3y (HBOV)		MA, PhD
Belgium	Diploma - 3y	Bachelor - 3y		MA, PhD
Germany	Diploma - 3y			MA, PhD
France	Diploma - 3y			MA, PhD
Austria	Diploma - 3y			MA, PhD
Luxembourg	Diploma - 3y			MA, PhD

Source: Splitzer and Perrenoud, 2006

	U.S.	Canada	England	Scotland	Germany
Percent dissatisfied with present job	41.0%	32.9%	36.1%	37.7%	17.4%
Percent with scores in high burnout range according to norms*	43.2	36.0	36.2	29.1	15.2
Percent under age 30	19.0	10.3	40.6	31.9	33.6
Percent planning to leave present job in the next year	22.7	16.6	38.9	30.3	16.7
Percent under 30 planning to leave in the next year	33.0	29.4	53.7	46.0	26.5

SOURCE: Nurse survey data, International Hospital Outcomes Research Consortium, 1998-1999.  
\* Published norms for emotional exhaustion from Maslach and Jackson; see Note 11 in text.

(Aiken et al., IHOS study 1998-99, Health Affairs, 2001)

### Nurses' Assessments Of Quality Of Care And Reports Of Adverse Events In Five Countries, 1998- 1999

Nurse-assessed quality of care	U.S.	Canada	England	Scotland	Germany
Percent describing the quality of care on their unit as excellent	35.7%	35.6%	29.3%	35.2%	11.7%
Percent confident that their patients are able to manage their own care when discharged	33.8	30.0	59.7	56.1	80.9
Percent who say the quality of care in their hospital has deteriorated in the past year	44.8	44.6	27.6	21.5	17.2

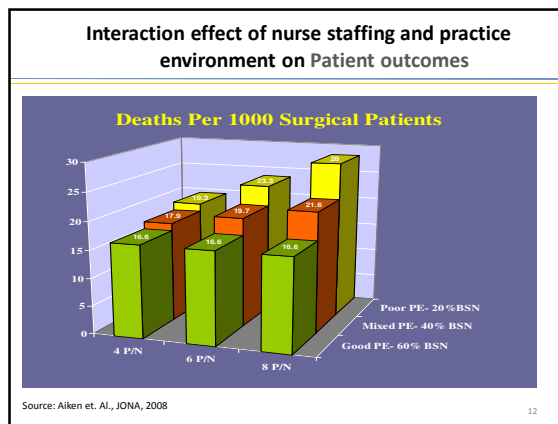
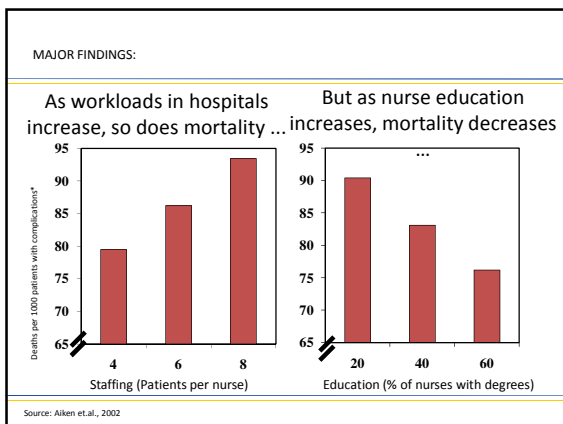
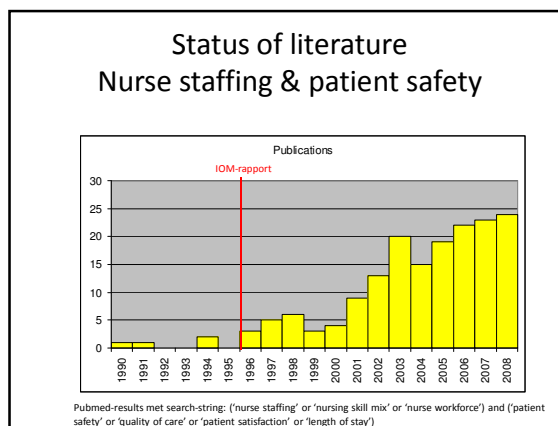
**Percent reporting that the following indicators of lower-quality care were not infrequent**

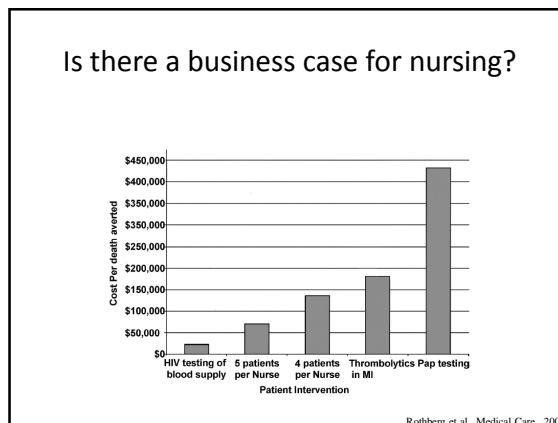
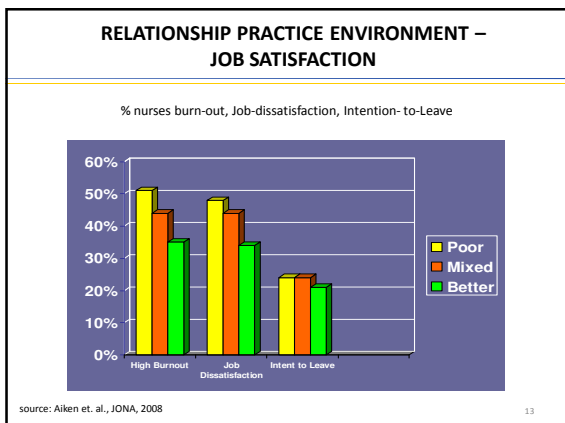
Indicator	U.S.	Canada	England	Scotland	Germany
Patient received wrong medication or dose	15.7	19.3	— <sup>a</sup>	— <sup>a</sup>	5.1
Nosocomial infections	34.7	33.0	— <sup>a</sup>	— <sup>a</sup>	27.9
Patient falls with injuries	20.4	27.9	— <sup>a</sup>	— <sup>a</sup>	15.0
Complaints from patients or families	49.1	43.4	— <sup>a</sup>	— <sup>a</sup>	32.6
Verbal abuse directed toward nurses	52.7	61.2	— <sup>a</sup>	— <sup>a</sup>	35.7

SOURCE: Nurse survey data, International Hospital Outcomes Research Consortium, 1998-1999.  
NOTE: Nurses were asked whether these adverse events had occurred occasionally or frequently in the past year, involving them or their patients.  
\* Not asked.

(Aiken et al., IHOS study 1998-99, Health Affairs, 2001)

Some evidence



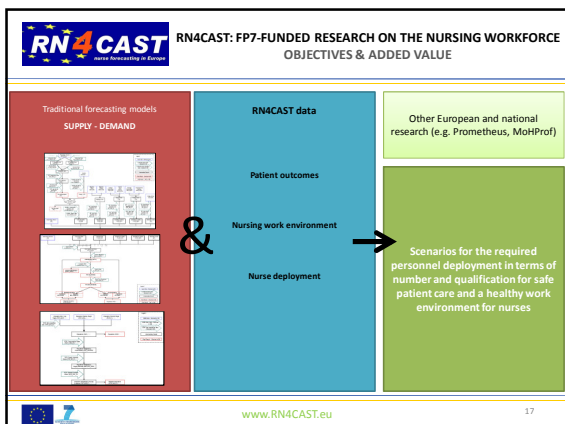
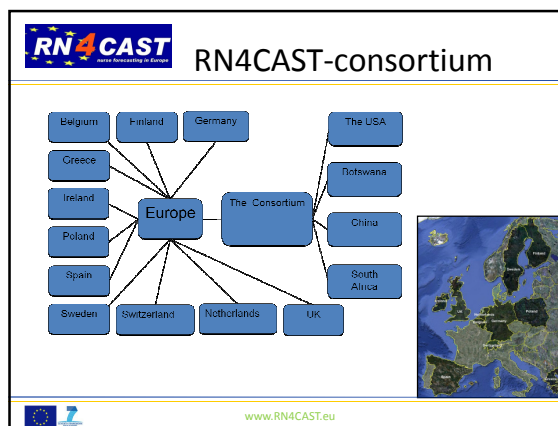


### RN4CAST

#### Nurse Forecasting: Human Resources Planning in Nursing 2009-2011

www.rn4cast.eu

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- ### Expectations for 2020 ?
- Evidence-based / consistent nursing workforce in:
    - The number of nurses we need
    - The qualification levels we need
    - Creating a practice environment supporting good quality care