

# 'ADOPTING A COMMON NURSING MODEL ACROSS A RECENTLY MERGED MULTI-SITE HOSPITAL'

Dr. Michael Kerr, (UWO, IWH, Principal Investigator); Dr. Ginette Lemire-Rodger, (Co-Principal Investigator); Dr. Heather Laschinger, (UWO, Co-Investigator); Dr. Gail Hepburn, (IWH, Co-Investigator); Martine Mayrand-Leclerc, (UQO, Co-Investigator); Julie Gibert and Gale Murray, (Co-Investigators – The Change Foundation); Dr. Linda-Lee O'Brien-Pallas, (U of T, Co-Investigator); Dr. Dov Zohar (Israel Inst. Tech – Consultant); Wendy Diegel, (Project Coordinator)

## Purpose

To determine the multilevel impact associated with adopting a new, common clinical practice model for nursing care across the recently merged campuses of The Ottawa Hospital (TOH)

### Key Questions Being Addressed

- What is the impact of introducing the new practice model on nurse work stress and nurse well being?
- What is the impact of introducing the new practice model on quality of patient care?
- What is the impact of introducing the new practice model on organizational climate, at the unit and hospital (site) levels?

## Why Evaluate the Model?

- A major organizational change with potential to have impact at several levels
- "Natural experiment" provides exciting opportunity to conduct rigorous and critical longitudinal study that has not been done anywhere else
- Provide evidence-based guidance to other health care facilities pondering similar changes in their settings

## Study Background

- Nurse practice environment has been identified as a key contributor to nurses health and job satisfaction and may be a major contributor to quality of patient care
- Most previous research has been one-time cross-sectional surveys, which suffer from the inability to draw firm evidence-based conclusions regarding the impact of change

- Proposal for 3-year longitudinal study submitted to CHSRF open grants competition
- Successful application fully funded, with start date in December of 2002
- Approved by ethics boards at both the University of Western Ontario and The Ottawa Hospital
- Project coordinator located at TOH

### Study participants asked to:

#### Main Study:

- (pre-, post 1 year, post 2 year)
- Nurses: complete a self-administered questionnaire (~30 min), returned via unit drop-box
- Patients: (different patients at 3 time points)

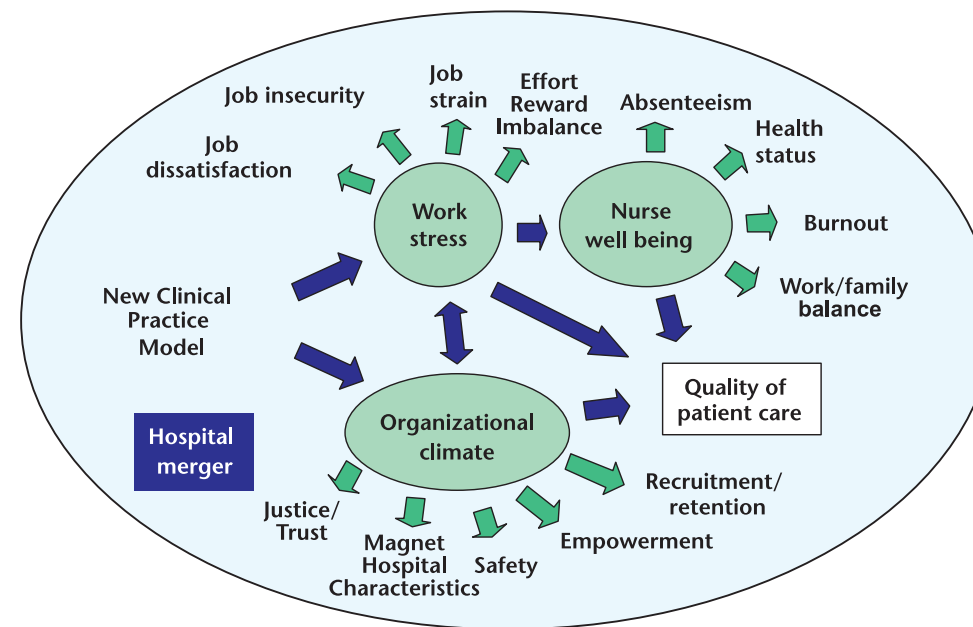
### Focus Groups:

- (pre-, post 1 year, post 2 year)
- Multidisciplinary staff participate in semi-structured focus groups to gather context information about how the model might be affecting their practice

### Research Outcomes from Study:

- Identifying key factors affecting work life of nurses and determine if these were modified by introduction of model
- Determining if any relationship exists between model implementation, work stress and patient satisfaction with care
- Determining what organizational factors are most affected by model implementation
- Contributing to a better understanding of causal pathways between stress and health

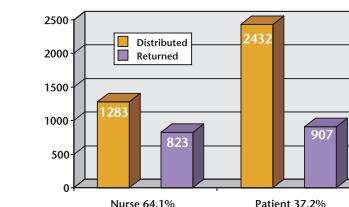
## Conceptual Framework for Study Assessing the Impact of the Model



### Potential Outcomes to Nursing:

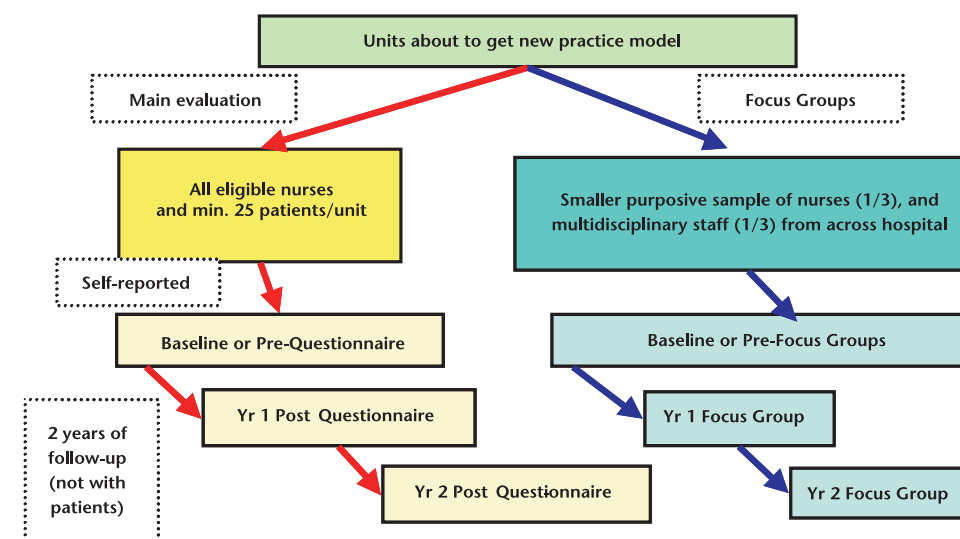
- Rigorous evaluation of major organizational change impacting on delivery of care
- Possible contribution to development of more effective intervention strategies to improve work life and health of nurses
- Potential to inform programs designed to assist in attraction and retention of nurses
- Potential to inform other health care organizations about the process of change

### Study Response to Date



Notes:  
1. The data has been collected Unit by Unit with the Implementation of the Model of Nursing Clinical Practice over the last year. The largest part of the organization has been implemented.  
2. The first year of the 3 years of data collection is complete.

## Study Outline



## The Study Procedures

### NURSE QUESTIONNAIRE:

Delivered to the units during week one of the Preparatory stage of the model with a sealed drop box and picked up after a 2 week survey period

### PATIENT QUESTIONNAIRE:

Delivered to units with the nurse questionnaires and distributed to patients upon discharge to complete at home and return via self addressed envelope

### FOCUS GROUPS:

Focus Groups are held each year at the 2 largest campuses. 1 group of 7 RN/RPN and one group of 7 multidisciplinary health care professionals

## What Have We Learned So Far

- Confidentiality concerns = increased communication
- Response rates good so far
- Difficult to enroll physicians
- Research team flexibility essential for keeping up "natural experiments"
- Questions at in-service sessions for nurses indicate high level of interest in research
- Very few calls to onsite co-PI with concerns about study

### For Additional Information Please Contact:

Dr. Michael S. Kerr, Principal Investigator, Assistant Professor, The University of Western Ontario, School of Nursing, London, Ontario N6A 5C1  
– Phone: (519) 661-2111 ext. 86580  
– E-mail: mkerr@uwo.ca

Wendy Diegel, Project Co-ordinator, The Ottawa Hospital, Ottawa, Ontario N6A 5C1  
– E-mail: wdiegel@ottawahospital.on.ca

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