

## Study Outline

TITLE: Emergency nurses' professional quality of life and professional conduct during nurse-patient interactions.

Research Team:

Researcher-

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Primary Supervisor-

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Secondary Supervisors-

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Research Aims:

The primary aim of the current research is to explore if/how emergency nurses' professional quality of life is related to their professional conduct towards patients. The secondary aim is to explore emergency nurses' own perception and understanding of professional quality of life and it's impact upon their professional conduct towards patients.

Significance of the Research:

The safety of emergency department staff and patients has never been more important. Emergency nursing is repeatedly cited as the most dangerous form of civilian nursing in Australia. Poor professional quality of life (work-stress) is endemic, and job-satisfaction has been shown to be lower among emergency nurses than among their counterparts in other units. At the same time, patient complaints and dissatisfaction with the care received in our emergency departments persist. While it is often asserted that poor professional quality of life among emergency nurses negatively affects patient satisfaction and overall quality of care this association has never actually been tested.

The research I am conducting will produce the most contemporary data pertaining to the type and frequency of violence experienced by emergency nurses at the hands of clients. This research will also produce the most

contemporary data pertaining to the prevalence of and relationship between the work-stress components of Compassion Satisfaction, Burnout, Secondary Traumatic Stress and Compassion Fatigue among emergency nurses in Australia. The current research will also contribute entirely new knowledge about the conflict management tactics employed by emergency nurses during nurse-patient interactions. It will also be possible to demonstrate whether demographic characteristics are predictive of professional quality of life or the conflict management tactics employed by emergency nurses. In another first, the current research will report on emergency nurses' own understanding of professional quality of life and its relationship to their professional conduct. However the main contribution of the current research lies in determining for the very first time if/how emergency nurses' professional quality of life impacts their professional conduct towards patients.

HREC approval:

This research has been approved as LOW RISK by the HREC at CQU (Ref. HREC code H16/05-139).

Funding Source:

This research is being funded by the Research & Higher Degree Fund CQU. (Budget Attached).

Expected Completion Date:

This research is being undertaken as a requirement of the researcher's doctoral program through CQU and must adhere to a specified timeline. Data collection will be completed by July 2017. A summary of the results will be made available via a dedicated website and facebook page when data collection is complete.

How will the research benefit emergency nursing / emergency care?

It is foreseeable that the current research may hold implications for the routine recognition of consumers in the theoretical underpinnings of work-stress research among care workers. This research is also likely to have implications for the initial education and subsequent ongoing professional support of emergency nurses in order to promote and preserve optimal professional quality of life and professional conduct towards patients in the face of intrinsic work-stressors.

How will the research benefit CENA members?

CENA members are being invited to participate in what is the first research of its kind. This is an exciting opportunity that will give-voice to real, frontline emergency nurses. Emergency nursing has always had a dual focus of promoting the best outcomes for staff and patients. While much is assumed about a presumptive link between emergency nurses' work-experiences, professional quality of life and eventual nurse-conduct within the therapeutic relationship, there has been no targeted exploration or confirmation of this proposed link. This is a glaring gap in nursing knowledge. Participating in this research represents a unique opportunity for CENA members to contribute to determining how big the problem of work-stress is among emergency nurses, but also to clarify whether distress experienced by emergency nurses manifests behaviourally during nurse-patient interactions. Remembering that the delivery of high quality patient centred care in an environment that ensures the safety of both staff and patients is the core goal of emergency nursing, this research is timely and important. As already mentioned, this research is likely to have implications for the initial education and subsequent ongoing professional support of emergency nurses (CENA members included) in order to promote and preserve optimal professional quality of life and professional conduct towards patients in the face of intrinsic work-stressors.