



# WORKPLACE ASSESSMENT: IMPACT IN NURSING PRACTICES



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## INTRODUCTION

The Brazilian Nursing Services Certification Program of IQG - Health Services Accreditation, was structured to assist the repositioning of nurses as patient care coordinators. The Certification discusses the redesign of the care model based on working environment conditions in which nursing is inserted. The “Nursing Practice Work Environment Scale (PESNWI)” assesses the characteristics that favor nursing practices.

## OBJECTIVE

To analyze the nursing professional environment, identifying possibilities for redesigning clinical practice.

## METHOD

Cross-sectional study with a quantitative approach conducted in nursing team professionals in a Brazilian general hospital, enrolled in the IQG Nursing Certification Program. The Nursing Practice Workplace Scale (PESNWI)<sup>2,3</sup> was used as a tool for working assessment environment. This organization is a reference in medium and high complexity care, with 243 operational beds, 50 of them intensive care. The most strategically relevant specialties are high-risk oncology and obstetrics. The analyzed institution has 744 nursing professionals, 14.7% nurses and 85.3% nursing technicians and assistants.

## RESULTS

In June 2019 the survey was applied to 451 nursing professionals, corresponding to 60.6% of the total professionals. The total number of nurses was 20.4% and 79.6% nursing technicians and assistants. The professionals most prevalent profiles evaluated corresponds to 93.6% representing the operational area, 2.4% working in the administrative area and 4% in the management area. The dimensions evaluated as favorable were: Nursing Fundamentals focused on the quality of care; Adequacy of staff and resources; collegial relationships between nursing professionals and doctors. In general, the nursing practice environment composition was considered as favorable. However, the unfavorable dimensions were as follow: Participation of nurses in hospital issues discussions; Skill, Leadership and Support from Nursing Coordinators / Supervisors to nurses / nursing staff. These results differ from other national studies of the same nature in hospital environments<sup>4,5</sup>.

## CONCLUSION

Through this research results it is observed that negative perceptions are linked to the head nurse management and leadership, observed by their fragilities as care coordinators. Another point to consider is the collaborative nature within the relationship between nurses and other team members, as well as their impact on their members' autonomy and status in the organization. These results show that complementary studies are necessary to relate the perception of management compared to the care area. Significant changes in care practices are understood to occur when the nursing manager understands their role in the team and the real practical problems of daily life, acting in a participatory manner with their team, strengthening the functional autonomy of all professionals.

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