



## BRIDGING THE GENERATIONAL DIVIDE: NURSES UNITED IN PROVIDING QUALITY PATIENT CARE

*Authors: Sheri Price, Dalhousie University, Carol Reichert*

**R**esearch on generational diversity, exploring the distinct career experiences, expectations & needs of Canada's nurses, to inform health workplace planning and retention & recruitment strategies, in order to ensure our health system's sustainability through recommendations to address work/life balance & nurses' well-being at all career stages.

# CHWC 2016

### PURPOSE/OBJECTIVES

- Understand nurses' distinct experiences, expectations & needs relevant to their values, motives and goals at different career stages;
- Identify workplace issues that impact nurses' ability to provide patient care;
- Identify effective retention & recruitment strategies;
- Offer recommendations to enhance nurses' ability to provide quality care.

### CONCLUSIONS

Nurses want to provide safe quality care. Workplace issues - staff shortages, overtime and excessive workloads - impact a) nurses' ability to provide care b) nurses' career satisfaction c) organizational retention and recruitment efforts. The report recommends governments, employers, and nurses' unions play a role in addressing workplace issues.

### FINDINGS/IMPACT/OUTCOMES

#### Literature Review Findings:

- Confirmed need to determine how best to meet the expectations and preferences of nurses throughout their career spans;
- Confirmed link between nurses' work life and job satisfaction in relation to the quality and safety of patient care;
- Identified challenges inherent within Canada's current HHR data.

#### Focus Group Thematic Analysis Outcomes:

Findings arising from the 18 focus groups reveal the need for contingency safe staffing models, new graduate supports, improved team nursing and scope of practice standardization, as well as improved manager-staff and interprofessional relations. Nurses were united around their commitment to ensuring quality patient care. In one nurses' words: "nursing practice is patient care." Findings focus on enhancing nursing practice and nurses' ability to provide the best care to patients. Ensuring a healthy and sustainable nursing workforce and attending to the needs and concerns of nurses throughout their career spans will help ensure the best possible patient care.