

The development of prevention program for high turnover of new registered nurses : peer-based support and empowerment

Hitomi Maeda¹, Takayuki Kageyama², Noriko Tsuda³, Miyuki Yamada³, Nobuko Kaseda³, Hisako Takamura⁴, Ichiyo Matsuzaki⁵, Michiko Sawada⁶, Fumiko Yuki⁶, Harumi Yamamoto⁶, Kanako Migita⁶, Tokiko Kudo⁷, Hideko Kushima⁸, Sueko Ikeda⁸

¹Kumamoto University, ²Oita University of Nursing and Health Sciences, ³University of Miyazaki, ⁴Jichi Medical university, ⁵University of Tsukuba, ⁶Kumamo University Hospital, ⁷Jichi Medical University Hospital, ⁸Miyazaki Nursing Association

In Japan, high turnover of newly employed registered nurses within the first year is becoming an important problem. One of the reasons for leaving is considered to be their emotional exhaustion.



Final Goal: To decrease turnover of newly employed registered nurses

Objectives: 1. To describe job stress and psychosocial characteristics of new nurses
2. To explore the interventional program using peer-based support and empowerment

The process of study

Findings 1

In 2005

Job stress and psychosocial characteristics of new nurses

Subjects: 345 new nurses in two prefectures in Japan
Measurements: Quantitative methods using self-administered questionnaire; Brief Scales for Job Stress (BSJS), the General Health Questionnaire-12, depression scale (CES-D), Brief Scales for Coping Profile (BSCP), self-esteem scale (SE) of Rosenberg

- Inverse relationship was observed between depression symptoms and self-esteem.
- After three months employment, new nurses who often cope with job stress changing mood showed low GHQ score in spite of low level of job satisfaction.
- After six months employment, new nurses felt not only various kinds of job stress, but also pleasure in patient care, which was one of the reasons for job continuation.
- After 11 months employment, the major stressor of new nurses was personal relationship while job stress was inversely correlated with job satisfaction.

An interventional program was developed by peer-based support, structured group encounter and reflection. These programs also had keywords of refresh, pleasure, self-understanding and interpersonal-relations

In 2006



Table1. Comparison of mean score by longitudinal examination

	A few days employment	3 months	6 months	11 months
Workload		2.7±0.77	3.0±0.74	3.0±0.74
Mental workload		2.9±0.79	2.9±0.67	2.8±0.76
Job control		2.1±0.65	2.3±0.53	2.5±0.47
Difficulty in interpersonal relationship		1.9±0.71	2.2±0.78	2.1±0.74
Support from superiors and colleagues		2.9±0.59	2.9±0.63	2.9±0.66
Reward from work		2.7±0.77	2.7±0.67	2.7±0.72
CES-D	21.0±11.7	23.3±12.8	23.7±10.4	22.0±12.0
Active solution		8.8±1.9	8.6±1.9	8.9±1.7
Seeking help for solution		8.3±2.0	8.5±2.3	8.3±2.0
Changing mood		8.9±2.4	8.8±2.5	8.8±2.5
Emotional expression		4.3±1.6	4.1±1.3	4.2±1.3
Involving others		7.0±2.1	6.7±2.1	6.7±2.0
Avoidance and suppression		7.8±2.2	7.4±2.0	7.9±2.2
Changing a point of view		49.4±5.9	48.4±5.4	48.1±5.2
Locus of control		23.9±6.3	23.5±5.9	23.7±4.9
Self-esteem		23.5±5.9	23.7±4.9	24.7±4.8

unpaired t-test: * : p<0.05 ** : p<0.01

Findings 2

- There was no significant difference in CES-D and SE after employment although the scores of workload and difficulty in interpersonal relationship increased significantly.
- The scores of job control increased significantly 6 months and 11 months after employment compared with 3 months after employment.
- The score of seeking help for solution increased significantly 11 months after employment compared with 3 months and 6 months after employment
- The scores of Tension-Anxiety, Depression-Dejection, Fatigue, and Confusion-Bewilderment of POMS decreased significantly, and The scores of Vigor of POMS increased significantly after the programs.



Conclusions

These programs were effective for reduction of job stress and well-being of nurses. These programs could decrease turnover of newly employed registered nurses.

Acknowledgments: This study was supported by the Grant-in-Aid for Scientific Research in Japan (B)17390571.