

Effect of Emergency Nurses' Burnout, Job Satisfaction, Turnover Intention, and Workload on Perceived Patient Safety Culture in Jordan

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Abstract

Demands of time and energy are high in nursing. Thus, nurses' burnout, workload, turnover intention and medical errors all occur. Consequently, it is essential to improve overall health organizations which is patient safety culture. This study explores the effect of burnout, job satisfaction, turnover intention, and workload on perceived patient safety culture among emergency nurses in Jordan. A cross-sectional design with convenience sampling approach was used. A total of 160 emergency nurses from governmental and public hospitals were invited to participate in the study and 154 nurses agreed. Five instruments were used. Descriptive analysis and inferential analysis including Pearson's correlation coefficient and linear regression were used. The results showed that perceived patient safety culture was negatively correlated with nurses' age, personal burnout and turnover intention. Conversely, it positively related with reporting and the number of patient safety events. Regression analysis results indicated that turnover intention, reporting patient safety events, and number of events reported were predictors for overall perceived patient safety. Perceived patient safety culture was negatively associated with nurses' age, intent to leave, and personal burnout. Contrariwise, reporting and number of patient safety events were positively correlated with it. Therefore, managers should pay attention to decreasing burnout and increasing intent to stay among nurses in order to improve the culture of patient safety.

Keywords: burnout; emergency nurses; patient safety culture; turnover intention; workload