The Relationship between Job Stress and Handover Effectiveness of Nurses

Authors : Rujnan Tuna, Ayse Cil Akinci

Abstract : Work life takes up an important place in human life, and an employed person faces many stimuli from internal and external environments and is affected by them in a positive or negative way. Also, the handover process, which is the process of sharing information about the patient with other health professionals, is an important criterion to maintain patient care and enhance the quality of care provided. Handover is a key component for sustaining daily basic clinical practices and is also essential to maintain the safe patient care. This investigation followed a descriptive and correlation design in order to establish job stress and the handover efficiency of nurses and the relationship in between. The study was conducted with 192 nurses working in a public hospital in Istanbul between January and March 2017. Descriptive information form, Job Stressors Scale, and Handover Evaluation Scale were used to collect the data of the study. The data were analyzed by using IBM SPSS Statistics 22.0 statistical software. Approvals from participants, managers of institution, and ethics committee were taken for the study. As a result of the research, it was found that job stress was above the median value, and the highest score in the 'work role conflict' subdimension. Also, it was found that the effectiveness of the nurses' handover effectiviness was above the median value and the highest score in the 'quality of information' subdimension. In the study, there was a negatively weak correlation between 'work role overload' subdimension of Job Stressors Scale and 'interaction and support' subdimension of Handover Evaluation Scale. There is a need for further study in order to maintain patient safety.