



Influence of the caring behavior on the work stress and job satisfaction of nursing staff: A research in a health promotion hospital in northern Taiwan.

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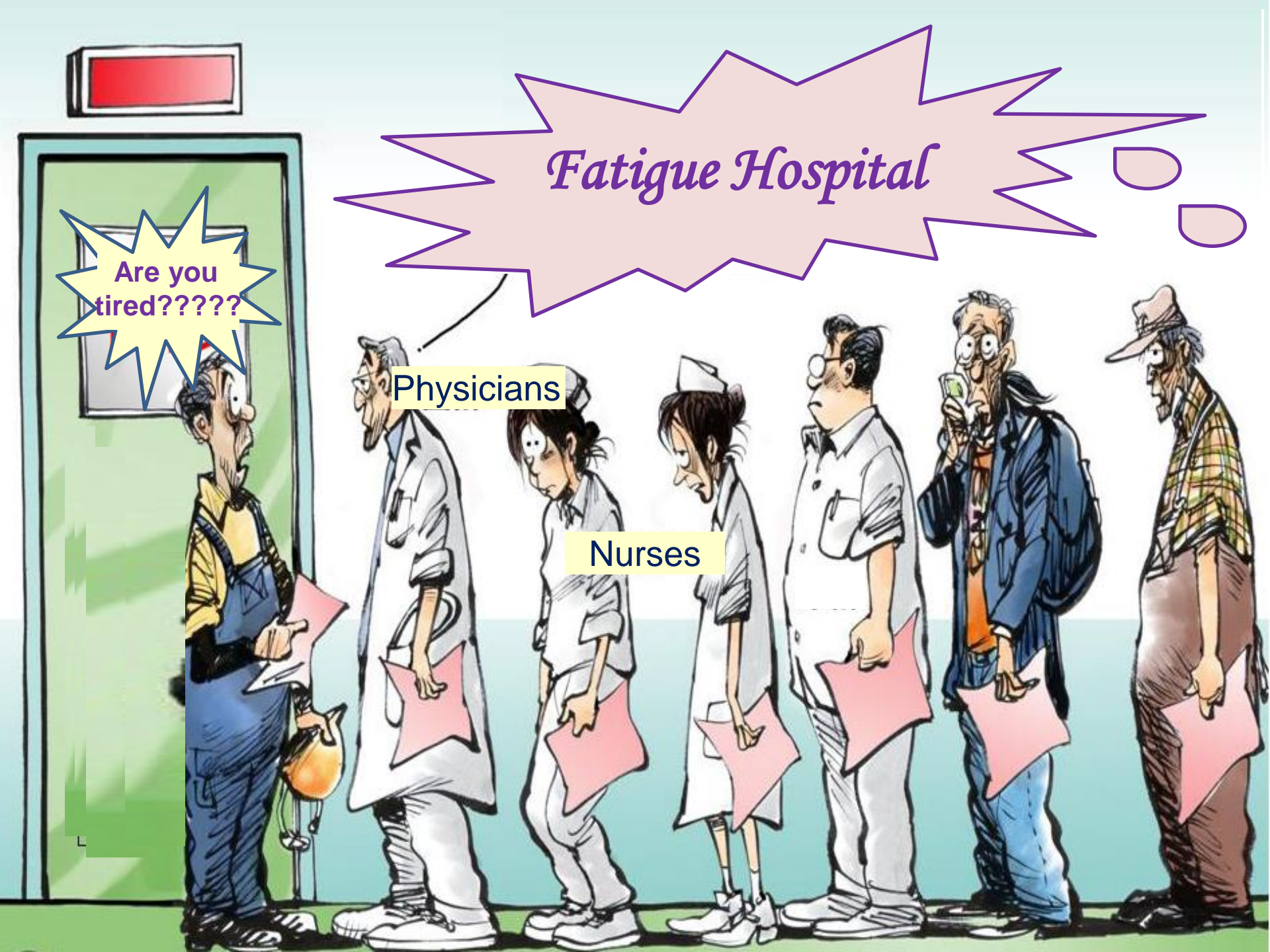
**RN, Director, Department of Nursing,
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Fatigue Hospital

Are you
tired?????

Physicians

Nurses



Objective

People-centered care was emphasized in the professional nursing, and **caring** has been seen as a **core value** in the **nursing**.

From **nursing education** to **clinical practice**, nurses are constantly educated the value of **caring for patients and their families**.

Objective

However, there are only a few literature of caring for nursing staff . Therefore, the aim of this research is to investigate the **influence of the caring behavior on the work stress and job satisfaction of nurses.**

Methods

This is a **quasi-experimental study**. The information was collected by purposive sampling with structured questionnaires. **202 qualified subjects** were recruited from health promotion hospital in northern Taiwan.

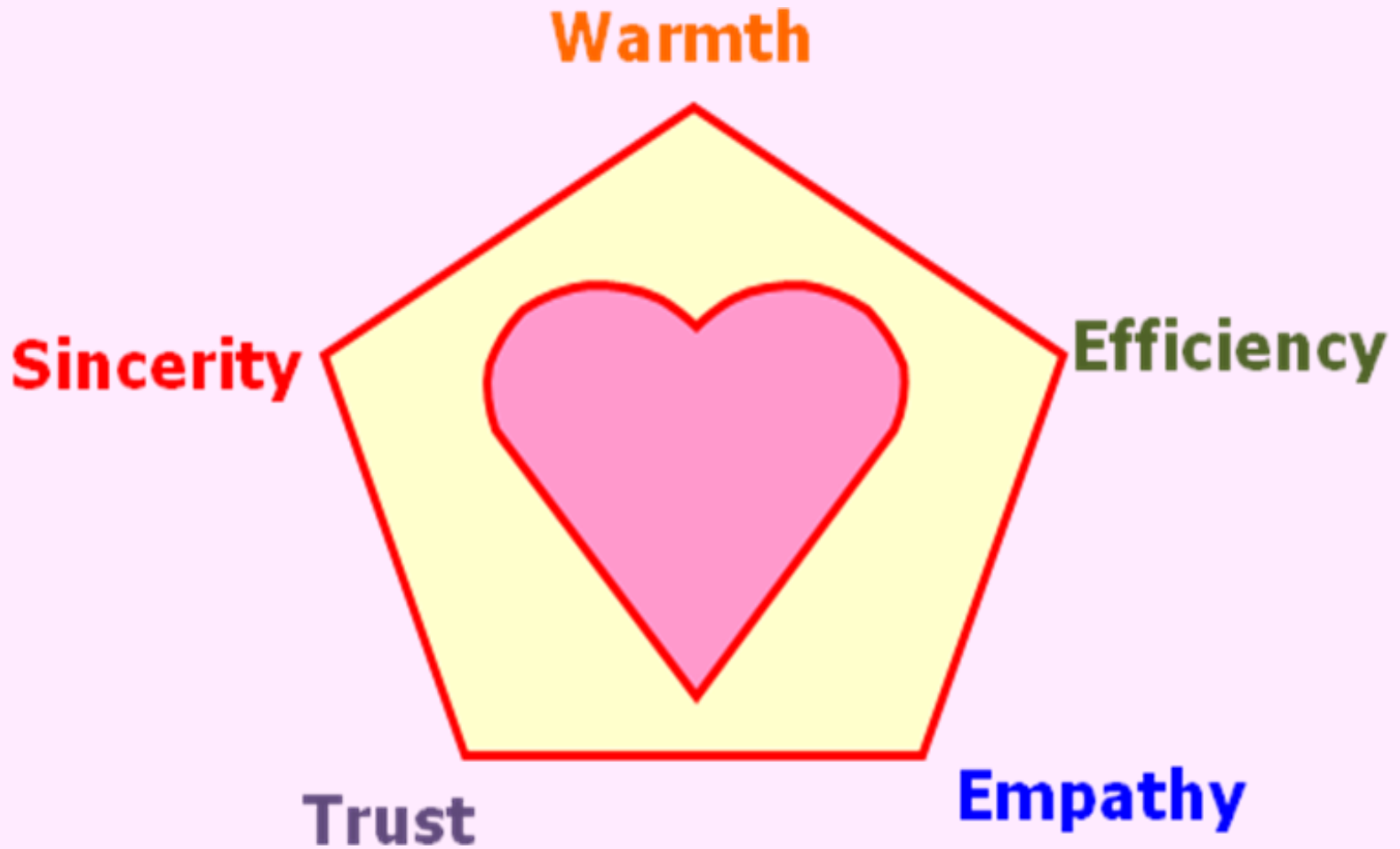
Methods

Intervention of the caring behavior for nursing staff was conducted in the **concepts of "SWEET"- sincerity, warmth, efficiency, empathy, trust.** The **work stress and job satisfaction** of nursing staff was **measured with an questionnaire.**

Methods

The collected data was analyzed included descriptive statistics, **Chi-square**, **paired t-test**, **ANOVA** and **Pearson r** .

Concepts of the “SWEET”



Caring behavior included "P.P.S."

Physical

Psychological



Spiritual

如果你的身邊人是護士~

如果你的女朋友是護士..先請你認真看完這每一個字..
他工作的時候接不了你的電話..請不要怪她..幫一走神就有可能加錯藥..
她面對的是生命..

她忙起來的時候回不了你的簡訊..請不要怪她..
她可能在核對醫囑或者接救病人..
她累了的時候請不要跟她吵架..她在醫院精神已經緊緊的繃了一天..
或許她連站了十幾個小時的手術..或許她剛剛值了班..
她煩了的時候請不要與她計較..他每天都要注意工作中的每一個細節..
並將資料分析總結..從細節中發現重大問題..

唯一能讓她放鬆心的人只有你..
如果你的女朋友是護士..請你溫柔一點讓她靠在你肩膀上..
她煩躁的時候請耐心的安慰她..她面對了太多的生離死別..
她見過了太多的悲慘場面..
她不是冷熱無情..他不是見了太多而沒有了感覺..他不能哭..
她為了工作能順利的進行..
她為了讓家屬能接受現實..為了給死者更多的尊嚴..她必須冷靜..
只有面對你她才流淚..因為你才是那個讓她感覺放鬆最能給與安全感
最值得依靠的人..

你生病的時候她不能時刻在你身邊照顧你..請不要怪她..
除了父母..她是那個最懂你心的人..但是她的工作是面對更多的病人..
他們把所有的希望都放在了她的身上..
她只要有時間一定會在於身邊照顧你..
如果你的女朋友是護士..請你的心胸寬敞一點..

節假日沒法陪你的時候請她..
大家都在放假..但
她要時刻站好自己的崗位..給受
其實她何嘗不想陪
紀念日沒能陪有
她

~造化示現奇蹟 誠心者享受奇蹟~

一、衰頹而來的天使~

當我們物質上的成就愈大時,受到物質化影響的程度會愈深!也就是說,我們的
視聽,因為受到太多物質訓練,例如分析,比較,計劃,因果等項...等等;因此,
不容易察內在的高次元心靈有所聯繫!所以,造化透過神蹟的示現,來提醒他
們:以超越物質訓練的方式,喚醒他們的記憶....



我們的視聽,大多數世界的訊息所佔滿;加上被自己的執著跟成見所覆蓋!因此,我
們失去了對身旁事物的覺察力!洞察力!並且,錯過很多從生活中得到啟發的機會!

~ 成為自己生命的領航員!~

你是否曾經到所做的事迷惘呢?
也許,是您的工作;
也許,是您的角色;
或者,是對於您現在正擔綱的人..
當我們站在大多數人的利益面前,
為了服務大眾而做了一些事情,
這是否考驗我們!
有時候,真正服務個人時,
反而會遭遇一些困難與挫折..



因為...首先要確認,我們是否真心想奉獻,而不是
為了個人的名或利...



當我們找到自己的使命,
當我們願意去完成我們的使命時,
我們會更容易了解造化的安排!
我們跟設定好的任務路上跟隨,
累積的善因會被開啟!
透過某一些時間的巧合,透過某個地點,
跟著人地緣,了緣,
我們會找回塵封已久的記憶!

~ 恩德有多大, 愛心就有多大!~

在我們的生活當中,我們最重視的,也許是親情,也許是友誼,
也許是愛情...有時候,我們覺得太深,
也許是愛,也許是恨,也許是慈悲!

SHARE article~
Touch your heart



Dear _____ 同仁：

平安

感謝您的愛心與耐心
讓病人的不適得以康復
感恩您的協助與付出
讓部內的業務得以順利
在這屬於您的日子裡
獻上最真誠的祝福

祝

生日快樂



護理部主任

暨全體同工 賀



Happy Birthday



99 年護士團契時間表

日期	時間	地點/課室	主題	負責人
3/4	15:30-16:30	8樓病房會議室	黑人牙膏廣告篇	Mimi 院牧部
4/1	15:30-16:30	9樓病房會議室	窗外送來的禮物(繪本)	Mimi 院牧部
5/6	15:30-16:30	7樓病房會議室	Facing the giants(影音)	Mimi 院牧部
6/3	15:30-16:30	6樓病房會議室	巫婆與黑貓(繪本)	Mimi 院牧部
7/1	15:30-16:30	5樓病房會議室	You can shine (影音)	Mimi 院牧部
8/5	15:30-16:30	待產房會議室	駱駝對話(省思故事)	Mimi 院牧部
9/2	15:30-16:30	嬰兒室/嬰兒加護會議室	愛的奇蹟 (PPT)	Mimi 院牧部
10/7	15:30-16:30	加護病房會議室	把煩惱丟在沙灘上(文章)	Mimi 院牧部
11/4	15:30-16:30	急診室會議室	說對了話無價(PPT)	Mimi 院牧部
12/2	12:30-13:30	門診(兒科候診區)	老師的啟示 (PPT)	Mimi 院牧部

註:請多多鼓勵白班下班同仁參與。



*Spiritual growth
workshop*





*Head nurse's
conference~*

Result

Most subjects agree that **"empathy"** is the most effective caring concept.
"Spiritual growth workshop" is the most popular activities of caring intervention.

Result

There was a **significant decrease** in **work stress** of nursing staff after the intervention of caring behavior($t=5.07$, $p < .001$).

Result

The **significant difference** items of stressor were the life stress, physical discomfort, patient's family, work loading, manager of department and work overtime. The **work satisfaction of nurses was also significant improved**($t=12.89, p < .001$)

Conclusion

After the caring intervention for nursing staff, significant decrease of work stress and improve in job satisfaction are noted. Especially in **emergency room, operation room, delivery room and intensive care unit** were more significant than others.

Conclusion

By building a warm and caring environment, the nursing staff can have more positive adjustment methods and supporting resources for work stress. In addition, we expect that the caring behavior intervention can promote nurses' job satisfaction and decrease their turnover rate.

Comment

The results of this study showed the effects of caring behavior for nursing staff on their work stress and job satisfaction. However, the limitation of this study is the **limited source of subjects in single institution**. Therefore, more studies in difference hospitals are required for more general application of our findings.

Comment

In the future, the researcher **may increase the diversity of samples** and **impact on the turnover rate in order to provide nursing education** and administration of the reference implementation of the policy.

**THANKS FOR
YOUR ATTENTION**



**God Bless
You~**

