



A PROJECT FOR IMPROVING THE JOB SATISFACTION OF NURSES IN THE COVID-19 SPECIAL WARD

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INTRODUCTION

The COVID-19 special ward relies on a dynamic workforce composed of volunteers from various units, ensuring flexible manpower allocation and effective training. However, concerns emerged regarding the dissatisfaction and complaints expressed by the special care staff during patient care, leading to a tense working atmosphere and impacting the overall quality of medical team performance and patient care.

OBJECTIVES

This project aims to improve the job satisfaction of nursing staff in the COVID-19 special ward.

METHOD

1. COVID-19 Education and Training Courses:

- Utilized a clinical simulation approach with case studies and interactive discussions.
- Led by doctors, respiratory therapists, and infection control specialists.
- Aimed to foster effective learning and communication between instructors and trainees.
- Targeted a study sample of 23 nursing staff members responsible for COVID-19 patients.

2. Specialized Ward Clinical Practice Training and Audit Program:

- Emphasized infection prevention and control measures, proper usage of personal protective equipment, isolation protocols, and environmental hygiene practices.
- Assessed proficiency in these areas through a standardized scale.
- Authorized nurses who demonstrated competency to care for COVID-19 patients.

Outcome Measurement:

- Job satisfaction was measured using a validated survey scale.
- Administered both before and after the interventions.
- The scale assessed various aspects of job satisfaction, including work environment, teamwork, and overall job contentment.

RESULTS

Following the project's implementation, we observed a significant increase in job satisfaction among nursing staff, with satisfaction levels rising from 75.1% to 87.5% based on the survey results. Furthermore, the number of complaints decreased, indicating an improvement in the overall work atmosphere.



CONCLUSIONS

The project's success in enhancing job satisfaction among nursing staff during the COVID-19 pandemic highlights the value of investing in workforce development and training. The interventions, such as clinical simulation education and specialized practice training, played a crucial role in achieving positive outcomes. Importantly, the strategies employed in this project offer valuable insights that can be applied to nursing workforce development during non-pandemic times, leading to improved work efficiency and patient care quality.

