Job Satisfaction Among Nurses in Long-Term Care Facilities Vs. Hospital Settings

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ABSTRACT

Objective: To compare CNA (Certified Nursing Assistant), LVN (Licensed Vocational Nurse), and RN (Registered Nurse) job satisfaction in long-term care facilities against those in hospital settings.

Methods: We used SurveyMonkey.com to ask participants anonymously about their overall satisfaction with their current job, their management, regulation of the facility, quality of care in the facility, pay satisfaction, and their patient load satisfaction. In addition we asked demographics that included: gender, age, job title, and employer.

Results: Overall, nurses in both long-term care facilities and hospital settings are satisfied with their job. However, nurses in hospitals are 33.34% more satisfied than nurses in long-term care settings.

INTRODUCTION

There has been little to no evidence and studies done to compare and contrast nurses in hospitals.

OBJECTIVES

To understand how long-term care facility nurses and hospital nurses differ in job satisfaction, and examine if their job title affects the quality of care they provide.

METHODS

Participants were asked to anonymously rank their satisfaction levels to five questions on a scale of: very satisfied, satisfied, neither satisfied or dissatisfied, dissatisfied, very dissatisfied. We paired the very satisfied and satisfied answers together and the dissatisfied and very dissatisfied answers together.

The rankings, very satisfied and satisfied were paired together, while very dissatisfied and dissatisfied were paired together. Neither satisfied nor dissatisfied was kept as is.

The questions were as follows:

1. Age
2. Gender
3. Job Title
4. Current Employer

Table 1: Demographics (n=18)

<table>
<thead>
<tr>
<th></th>
<th>Long-Term Care Facilities (n=9)</th>
<th>Hospitals (n=9)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Female</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>Age</td>
<td>36.2 30.7</td>
<td></td>
</tr>
<tr>
<td>CNA</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>LVN</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>RN</td>
<td>3</td>
<td>8</td>
</tr>
</tbody>
</table>

Participating hospital nurses were all female and RNs, while LTCF nurses were older and predominantly CNAs.

Table 2: Average Satisfaction Rating

<table>
<thead>
<tr>
<th></th>
<th>Average Overall Satisfaction</th>
<th>Average Management Satisfaction</th>
<th>Average Quality of Care Satisfaction</th>
<th>Average Pay Satisfaction</th>
<th>Average Patient Load Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>LTCF</td>
<td>3.11 3.67 0.086</td>
<td>2.89 3.67 0.021</td>
<td>3.22 3.89 0.035</td>
<td>2.33 3.22 0.013</td>
<td>2.56 3.56 0.014</td>
</tr>
<tr>
<td>Hospitals</td>
<td>2.67 3.67 0.034</td>
<td>2.67 3.67 0.034</td>
<td>3.22 3.89 0.035</td>
<td>2.33 3.22 0.013</td>
<td>2.56 3.56 0.014</td>
</tr>
</tbody>
</table>

Table 2 shows the average overall satisfaction did not differ among LTCF and hospital nurses, however, LTCF nurses were significantly less satisfied with regards to management, regulation, quality of care, pay and pay load.

Table 3: Levels of Satisfaction –LTCF vs. Hospitals

<table>
<thead>
<tr>
<th>Question</th>
<th>LTCF</th>
<th>Hospitals</th>
<th>P-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Quality of care satisfaction</td>
<td>2.04</td>
<td>2.56</td>
<td>0.035</td>
</tr>
<tr>
<td>2. Regulation satisfaction</td>
<td>2.56</td>
<td>3.08</td>
<td>0.021</td>
</tr>
<tr>
<td>3. Patient load satisfaction</td>
<td>2.67</td>
<td>3.22</td>
<td>0.013</td>
</tr>
<tr>
<td>4. Pay satisfaction</td>
<td>2.04</td>
<td>2.56</td>
<td>0.035</td>
</tr>
<tr>
<td>5. Overall job satisfaction</td>
<td>2.67</td>
<td>3.22</td>
<td>0.013</td>
</tr>
</tbody>
</table>

Table 3 shows that LTCF nurses were most dissatisfied with pay, patient load, and regulation, whereas hospital nurses were infrequently dissatisfied, with just 22% dissatisfied with pay and 11% with patient load.

METHODS

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STRENGTHS

• The hospital nurses that participated were from a hospital that is paid less but treated well, so we were able to see the correlation.
• Including a large age group allowed us to get a better look at satisfaction based on age.

LIMITATIONS

• Limited sampling and responded availability
• Absence of interviewer, due to it being an online survey, can cause subjective results and/or miscommunication
• No LVN participants

CONCLUSION

• Overall, nurses are satisfied with their jobs whether it is at a long-term care facility or a hospital setting.
• However, nurses in hospitals are 33.34% more satisfied, and we contribute this satisfaction mainly to management of the facilities, regulation, and quality of care. This is due that long-term care facility nurses had concerns with these areas, while hospitals nurses did not.
• It was also noted that 7 out of the 9 hospital nurses participants were from Children’s Hospital Los Angeles. Children’s hospitals typically get paid less than nurses in other hospitals, and therefore, their dissatisfaction of pay comes from the low funded hospital they work for. These nurses were still more satisfied than dissatisfied, according to results.

PUBLIC HEALTH MESSAGES

1. Nurses have skills that are placed to have a meaningful public health impact across all holistic patient-centered care, hospital or long-term care facility.
2. The fundamental part of the public health workforce and its needs come from nurses and their personal satisfaction needs should be clearly reflected in policies and compensation.
3. Nurses are the backbone of care centers, their overall well-being will provide better care for patients.

Acknowledgements

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