



**KU LEUVEN**

L U C A S



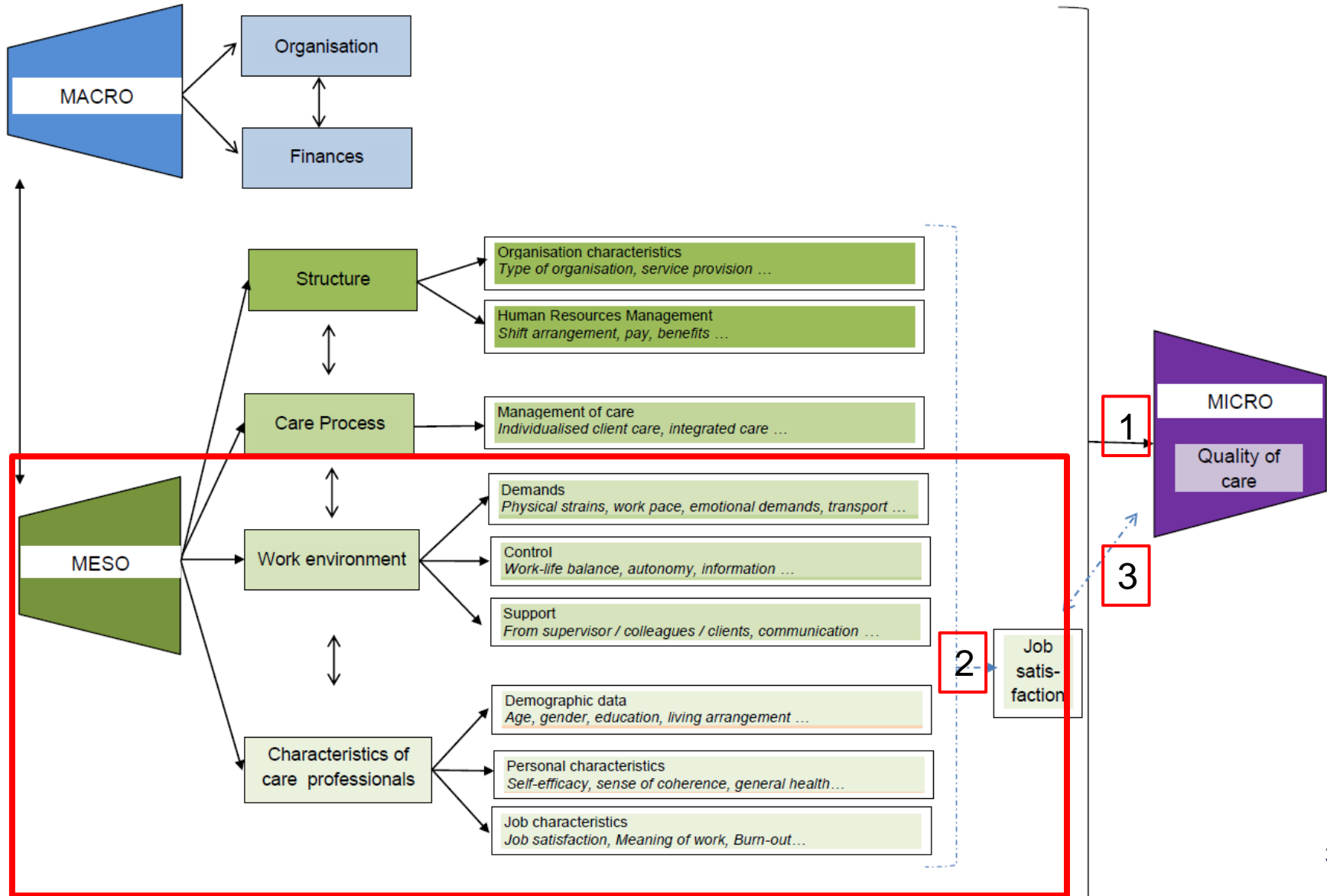
# Quality of Care and Job Satisfaction in the European Home Care Setting for Older People.

Liza Van Eenoo & Prof. Dr. Anja Declercq



# Conceptual framework

# Conceptual framework PhD





# Methods

- Q1 - 'Characteristics of the home care professionals'
  - Demographic data
  - Data concerning the social condition
  - Job characteristics
  - Copenhagen Psychosocial questionnaire (COPSOQ) (Kristensen et al. 2005; Pejtersen et al. 2010)
  - Copenhagen Burn-out Inventory (Kirstenen et al ,2005)
  - Job Rewarding Questionnaire (subscale) (Marshall et al, 1991)
  - Intention-to-turnover scale (Cammann, C, 1979)
  - Scheduling Dissatisfaction Scale (Stewart et al, 2011)
  - Physical Workload Scale (Kiss et al, 2012)
  - Individualised Care Scale (Suhonen, 2010; 2012)

# Methods - instruments

- Copenhagen Psychosocial Questionnaire (COPSOQ)
  - psychosocial work environment
  - General health
  - Stress
  - Possibilities for development
  - Job satisfaction
  - Meaning of work
  - Commitment to the workplace
  - Work pace
  - Quantitative demands
  - Emotional demands
  - Role clarity
  - Work-family conflict
  - Influence at work
  - Degree of freedom
  - Predictability
  - Quality of leadership
  - Social support from supervisors
  - Trust regarding management
  - Justice
  - Recognition
  - Sense of community
  - Offensive behavior
  - Insecurity at work
  - 5 or 4 response categories
  - Total score per subscale [0-100]

- Physical Workload scale
  1. My job requires fast and sustained physical efforts
  2. My job involves repetitive movements of the same part of my body (muscle, tendon, joint,...)
  3. During my work I have to move or lift heavy loads
  4. I have to work for long periods in awkward postures
    - 4 response categories
    - A higher score means higher physical workload
    - Total score [0-12]
    - Cut-off 4



Response

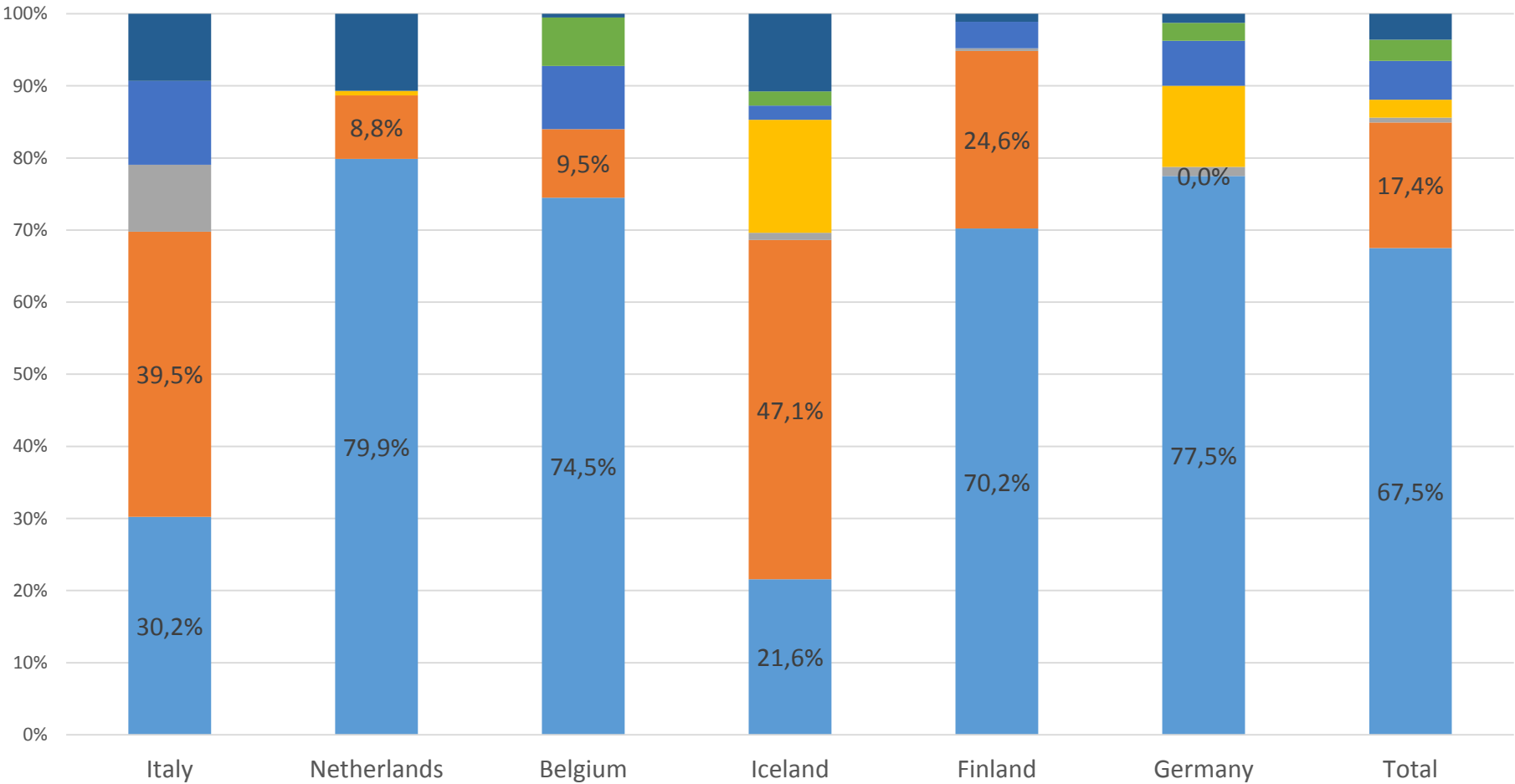


# Response

|   | Italy | Netherlands | Belgium | Iceland | Finland | Germany | Total |
|---|-------|-------------|---------|---------|---------|---------|-------|
| Home care professionals who filled out Q1 (n) | 43    | 166         | 401     | 105     | 272     | 80      | 1067  |
| Response rate Q1 (%)                          | 54    | 43          | 80      | 67      | 55      | 47      | 60    |

!Not representative for the countries!

Care professionals who filled out the questionnaire



- Nurse
- Secondary nurse
- Social worker
- Home health aide
- Manager with a leading position
- Supportive administrative staff
- Other



# First results

# Work environment - DEMANDS

|  | Italy<br>n=43 | Netherlands<br>n=155 | Belgium<br>n=397 | Iceland<br>n=97 | Finland<br>n=272 | Germany<br>n=74 |
|--|---------------|----------------------|------------------|-----------------|------------------|-----------------|
| Physical workload scale [0-12] *       | 4             | 4                    | 6                | 6               | 6                | 7               |
| Emotional demands at work [0-100] *    | 61            | 61                   | 53               | 44              | 58               | 66              |
| Quantitative demands at work [0-100] * | 36            | 31                   | 39               | 37              | 41               | 43              |
| Work pace [0-100] *                    | 75            | 50                   | 65               | 64              | 70               | 77              |
| Job insecurity [0-100] *               | 17            | 17                   | 17               | 17              | 25               | 26              |
| Work-family conflict [0-100] *         | 40            | 32                   | 34               | 26              | 43               | 68              |

PWS cut-off: 4

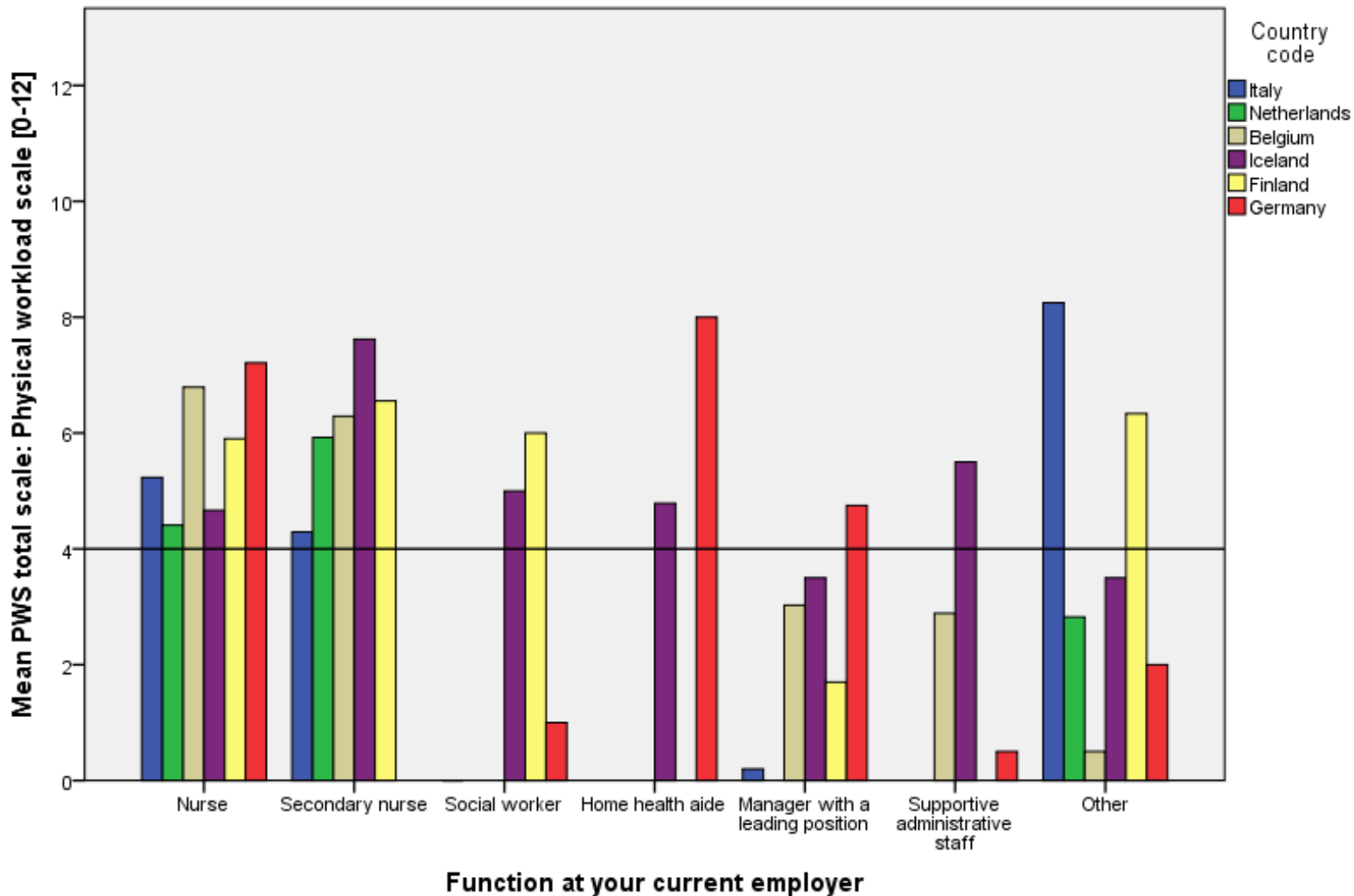
COPSOQ scale score [0-100]

- 0-45 : favourable
- 46-54: needs attention
- 55-100: unfavourable

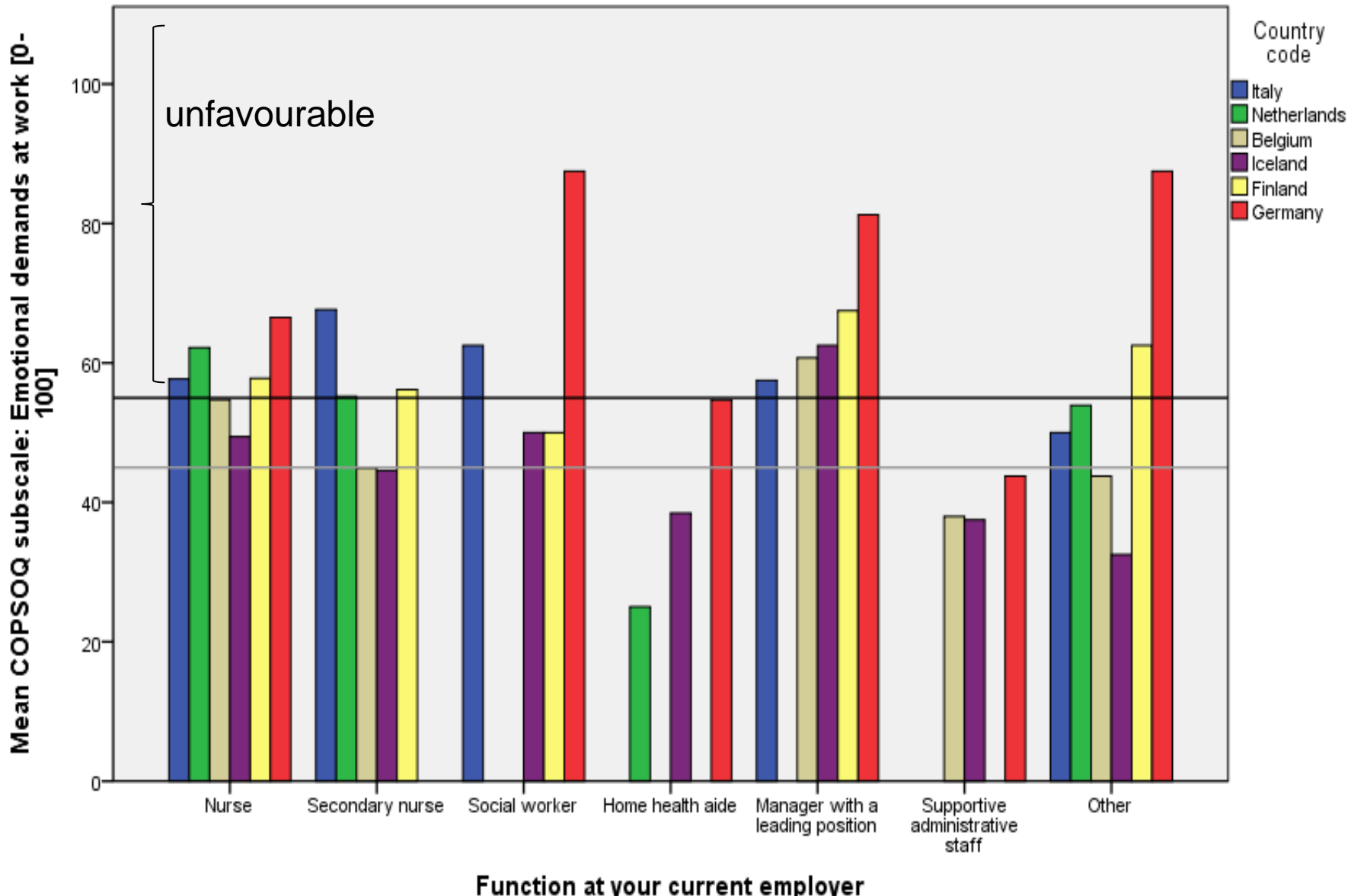
|              |
|--------------|
| Unfavourable |
| Attention    |
| Favourable   |

\* Kruskal-Wallis test,  $p < 0,05$

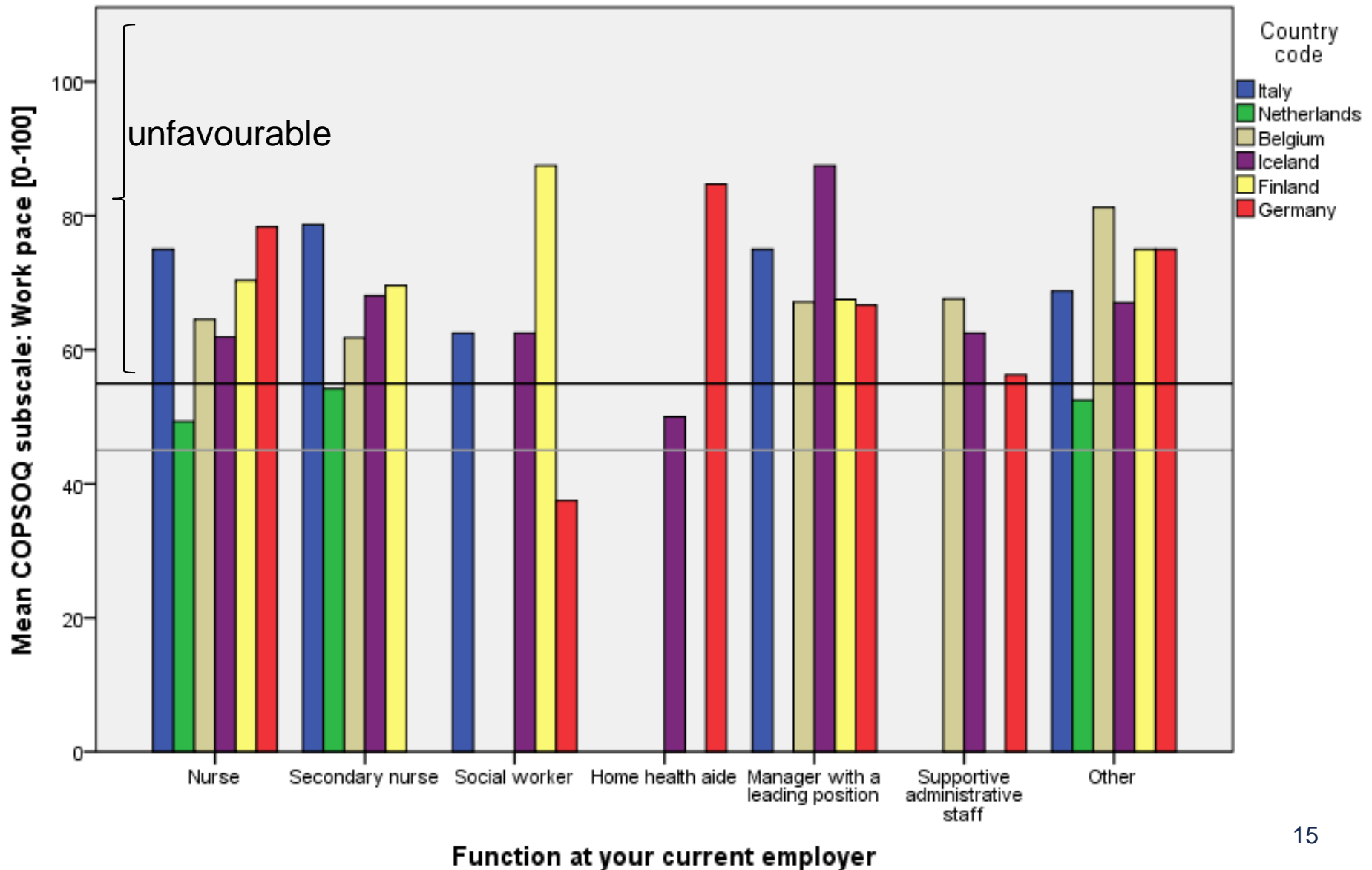
# Work environment - DEMANDS



# Work environment - DEMANDS



# Work environment - DEMANDS



# Work environment - CONTROLS

|   | Italy<br>n=43 | Netherlands<br>n=155 | Belgium<br>n=395 | Iceland<br>n=97 | Finland<br>n=272 | Germany<br>n=73 |
|---|---------------|----------------------|------------------|-----------------|------------------|-----------------|
| Possibilities for development at work [0-100] * | 73            | 80                   | 69               | 66              | 78               | 70              |
| Role clarity at work [0-100] *                  | 70            | 78                   | 74               | 74              | 73               | 78              |
| Influence at work [0-100] *                     | 67            | 67                   | 48               | 55              | 41               | 50              |
| Degrees of freedom at work [0-100] *            | 38            | 56                   | 44               | 49              | 52               | 53              |
| Predictability at work [0-100] *                | 61            | 72                   | 61               | 47              | 54               | 72              |
| Payment [0-100] *                               | 35            | 56                   | 49               | 27              | 27               | 38              |

COPSOQ scale score [0-100]

- 0-45 : unfavourable
- 46-54: needs attention
- 55-100: favourable

Unfavourable

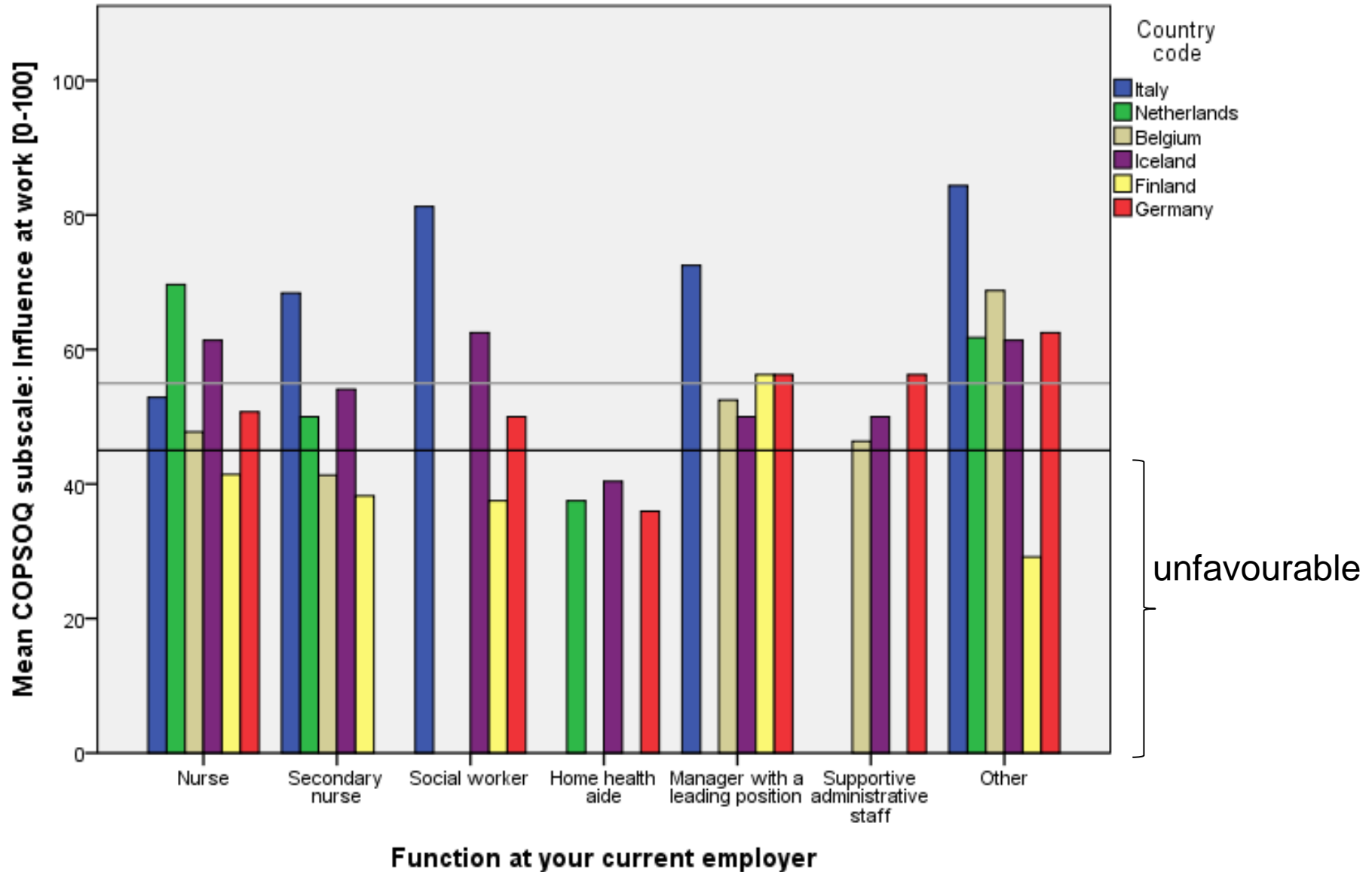
Attention

Favourable

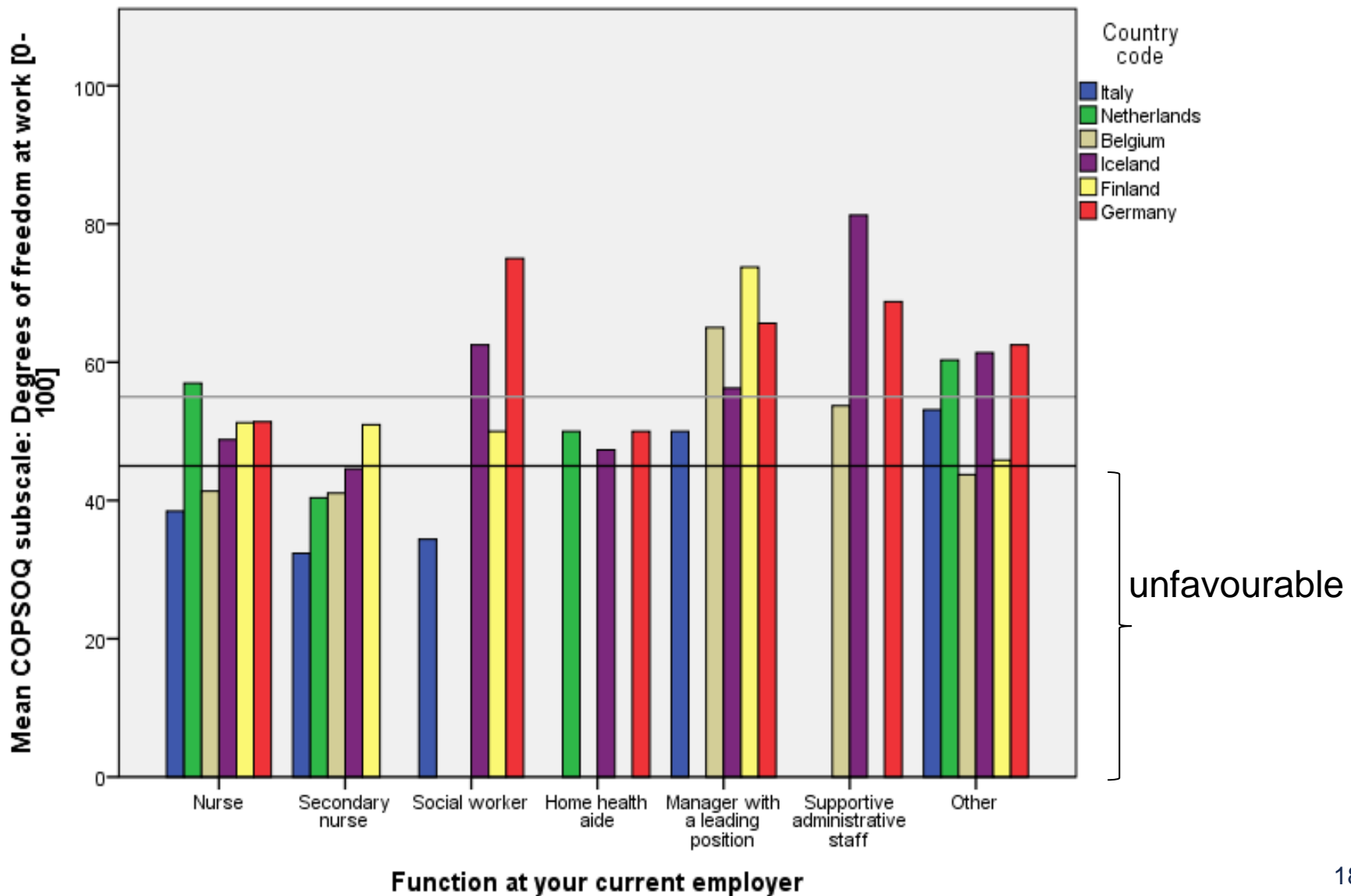
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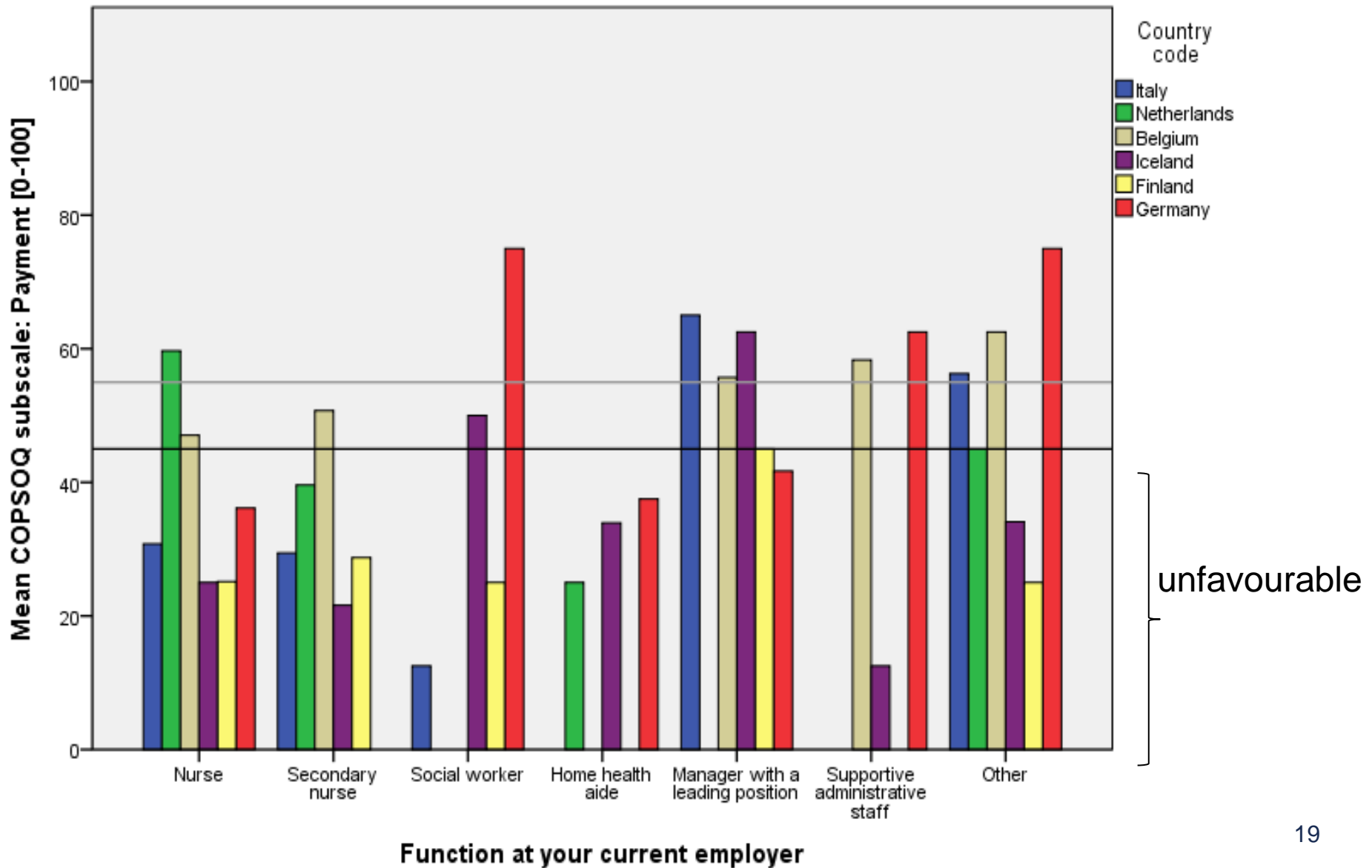
# Work environment - CONTROLS



# Work environment - CONTROLS



# Work environment - CONTROLS



# Work environment - SUPPORT

|   | Italy<br>n=43 | Netherlands<br>°n=43<br>n=156 | Belgium<br>°n=313<br>n=393 | Iceland<br>n=96 | Finland<br>n=269 | Germany<br>n=76 |
|---|---------------|-------------------------------|----------------------------|-----------------|------------------|-----------------|
| Quality of leadership [0-100] *                   | 70            | 46°                           | 63°                        | 49              | 58               | 63              |
| Social support from supervisors at work [0-100] * | 53            | 46°                           | 60°                        | 42              | 47               | 54              |
| Recognition at work [0-100] *                     | 53            | 75                            | 69                         | 62              | 62               | 62              |
| Justice at work [0-100] *                         | 48            | 75                            | 69                         | 62              | 57               | 65              |
| Trust regarding management at work [0-100] *      | 56            | 87                            | 79                         | 76              | 68               | 71              |
| Social community at work [0-100]                  | 78            | 81                            | 82                         | 77              | 81               | 77              |

COPSOQ scale score [0-100]

- 0-45 : unfavourable / unhealthy
- 46-54: needs attention
- 55-100: favourable / healthy

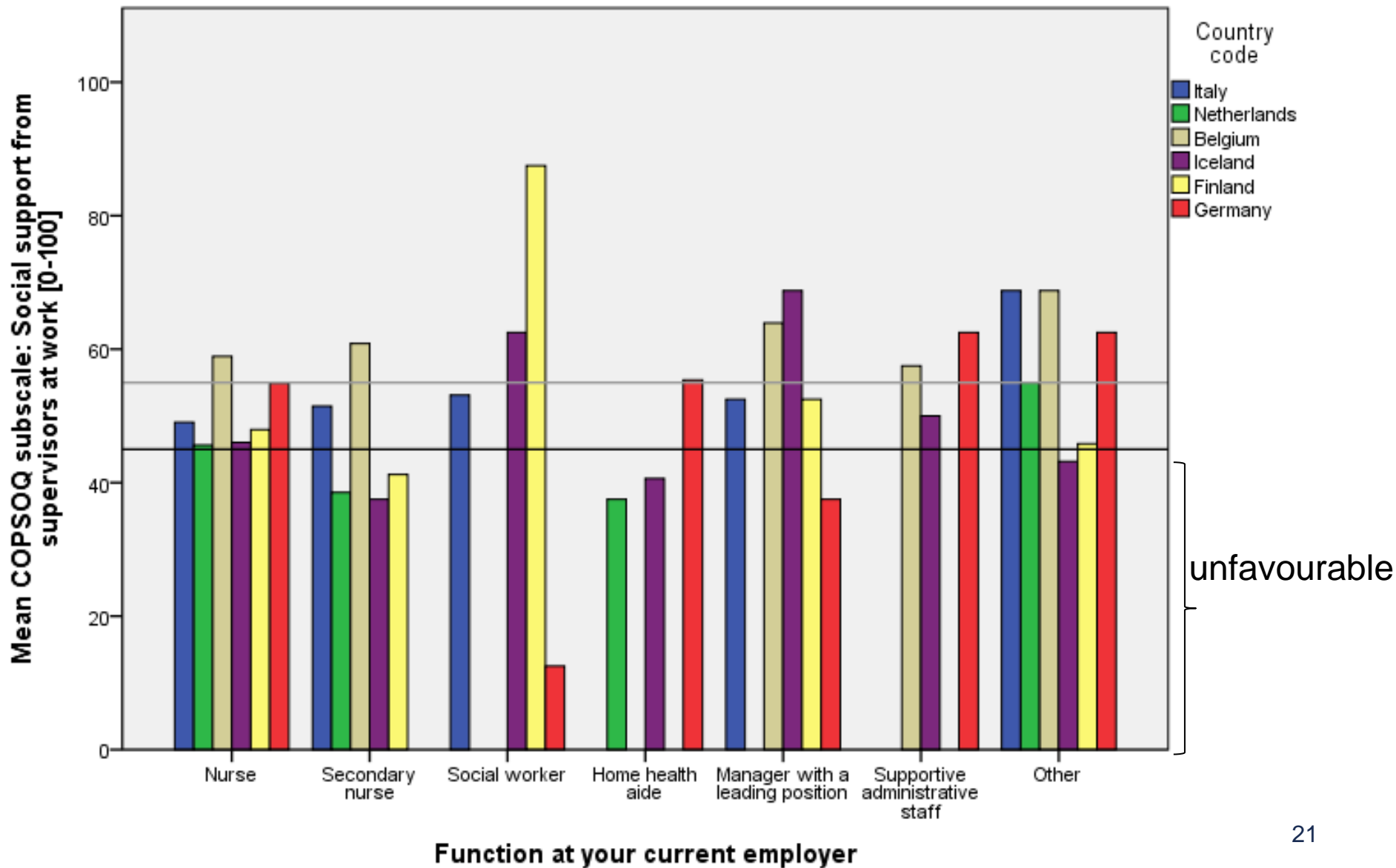
Unfavourable

Attention

Favourable

\* Kruskal-Wallis test,  $p < 0,05$

# Work environment - SUPPORT



# Outcomes for the care professionals

|                                       | Italy<br>n=43 | Netherlands<br>n=159 | Belgium<br>n=397 | Iceland<br>n=101 | Finland<br>n=272 | Germany<br>n=78 |                    |
|---------------------------------------|---------------|----------------------|------------------|------------------|------------------|-----------------|--------------------|
| General health perception [0-100] *   | 68            | 54                   | 59               | 59               | 56               | 45              | reversed<br>scores |
| Stress subjective [0-100] *           | 39            | 33                   | 41               | 38               | 41               | 47              |                    |
| Meaning of work [0-100] *             | 86            | 84                   | 82               | 89               | 87               | 85              |                    |
| Commitment to the workplace [0-100] * | 69            | 73                   | 66               | 70               | 67               | 67              |                    |
| Job satisfaction [0-100] *            | 72            | 81                   | 74               | 70               | 65               | 64              |                    |

Unfavourable

Attention

Favourable

\* Kruskal-Wallis test,  $p < 0,05$



Next steps

- Elements that have an impact on job satisfaction?
  - Linear correlations
  - Stepwise multiple regression
  - Divide group: unfavourable scores – favourable scores on job satisfaction
  - ...
  
- Elements that have an impact on quality of care?
  - interRAI Home Care Quality Indicators
  - Stepwise multiple regression
  - ....
  
- Relation between job satisfaction and quality of care?
  - Correlation
  - ...



