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

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Conceptual framework
Conceptual framework PhD

- **MACRO**
  - Organisation
  - Finances

- **MESO**
  - Work environment
  - Characteristics of care professionals

- **STRUCTURE**
  - Organisation characteristics
    - Type of organisation, service provision ...
  - Human Resources Management
    - Shift arrangement, pay, benefits ...
  - Management of care
    - Individualised client care, integrated care ...

- **WORK ENVIRONMENT**
  - Demands
    - Physical strains, work pace, emotional demands, transport ...
  - Control
    - Work-life balance, autonomy, information ...
  - Support
    - From supervisor / colleagues / clients, communication ...

- **CHARACTERISTICS OF CARE PROFESSIONALS**
  - Demographic data
    - Age, gender, education, living arrangement ...
  - Personal characteristics
    - Self-efficacy, sense of coherence, general health ...
  - Job characteristics
    - Job satisfaction, Meaning of work, Burn-out ...

- **QUALITY OF CARE**
  - Job satisfaction
Methods
Methods - instruments

- 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]

(Kristensen et al. 2005; Pejtersen et al. 2010)
Methods - instruments

- 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

(Kiss et al, 2012)
Response
<table>
<thead>
<tr>
<th>Home care professionals who filled out Q1 (n)</th>
<th>Italy</th>
<th>Netherlands</th>
<th>Belgium</th>
<th>Iceland</th>
<th>Finland</th>
<th>Germany</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home care professionals who filled out Q1 (n)</td>
<td>43</td>
<td>166</td>
<td>401</td>
<td>105</td>
<td>272</td>
<td>80</td>
<td>1067</td>
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<tr>
<td>Response rate Q1 (%)</td>
<td>54</td>
<td>43</td>
<td>80</td>
<td>67</td>
<td>55</td>
<td>47</td>
<td>60</td>
</tr>
</tbody>
</table>

!Not representive for the countries!
Response

Care professionals who filled out the questionnaire

- Italy: 39.5% Nurse, 79.9% Secondary nurse, 74.5% Home health aide, 21.6% Manager with a leading position, 47.1% Supportive administrative staff, 0.0% Social worker, 17.4% Other
- Netherlands: 30.2% Nurse, 8.8% Secondary nurse, 9.5% Home health aide, 21.6% Manager with a leading position, 24.6% Social worker, 0.0% Supportive administrative staff, 17.4% Other
- Belgium: 30.2% Nurse, 8.8% Secondary nurse, 9.5% Home health aide, 21.6% Manager with a leading position, 24.6% Supportive administrative staff, 0.0% Social worker, 17.4% Other
- Iceland: 30.2% Nurse, 8.8% Secondary nurse, 9.5% Home health aide, 21.6% Manager with a leading position, 24.6% Social worker, 0.0% Supportive administrative staff, 17.4% Other
- Finland: 30.2% Nurse, 8.8% Secondary nurse, 9.5% Home health aide, 21.6% Manager with a leading position, 24.6% Supportive administrative staff, 0.0% Social worker, 17.4% Other
- Germany: 30.2% Nurse, 8.8% Secondary nurse, 9.5% Home health aide, 21.6% Manager with a leading position, 24.6% Supportive administrative staff, 0.0% Social worker, 17.4% Other
- Total: 30.2% Nurse, 8.8% Secondary nurse, 9.5% Home health aide, 21.6% Manager with a leading position, 24.6% Supportive administrative staff, 0.0% Social worker, 17.4% Other
First results
# Work environment - DEMANDS

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

**COPSOQ scale score [0-100]**

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

**Unfavourable**

**Attention**

**Favourable**

* Kruskall-Wallis test, p < 0,05
Work environment - DEMANDS
Work environment - DEMANDS

unfavourable
Work environment - DEMANDS

unfavourable
## Work environment - CONTROLS

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

**COPSOQ scale score [0-100]**
- 0-45: unfavourable
- 46-54: needs attention
- 55-100: favourable

* Kruskall-Wallis test, p < 0,05
Work environment - CONTROLS

Mean COPSOQ subscale: Influence at work [0-100]

Country code:
- Italy
- Netherlands
- Belgium
- Iceland
- Finland
- Germany

Function at your current employer

unfavourable
Work environment - CONTROLS

Mean COPSOQ subscale: Degrees of freedom at work [0-100]

Function at your current employer

Country code
- Italy
- Netherlands
- Belgium
- Iceland
- Finland
- Germany

unfavourable
Work environment - CONTROLS

Mean COPSOQ subscale: Payment [0-100]

Country code:
- Italy
- Netherlands
- Belgium
- Iceland
- Finland
- Germany

Function at your current employer

unfavourable
## Work environment - SUPPORT

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

**COPSOQ scale score [0-100]**
- 0-45: unfavourable / unhealthy
- 46-54: needs attention
- 55-100: favourable / healthy

* Kruskall-Wallis test, p < 0.05

Unfavourable
Attention
Favourable
Work environment - SUPPORT

Mean COPSOQ subscale: Social support from supervisors at work [0-100]

Country code:
- Italy
- Netherlands
- Belgium
- Finland
- Germany
- Iceland

Function at your current employer

unfavourable
## Outcomes for the care professionals

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

* Kruskall-Wallis test, p < 0.05
Next steps
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
  - ...