STAFF NURSES' PERCEPTION TOWARD TEAMWORK AND ITS RELATIONSHIP TO ORGANIZATIONAL COMMITMENT IN CRITICAL CARE UNITS

Thesis

Submitted for Partial Fulfillment of the Requirement
of Master Degree in Nursing Sciences
(Nursing Administration)

By

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Faculty of Nursing
Ain Shams University
2017

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بسم الله الرحمن الرحيم

{قَالُوا سُبْحَانَكَ لَا عِلْمَ لَنَا إِلَّا مَا عَلَّمْتَنَا
إِنَّكَ أَنْتَ الْعَلِيمُ الْحَكِيمُ}

صدق الله العظيم سورة البقرة آية (٣٢)

First and foremost, I feel always indebted to ***Allah*** *the Most Beneficent and Merciful.*

I wish to express my deepest gratitude and thanks to **Prof. Dr. Mona Mostafa Shazely,** *Assistant Professor of Nursing Administration, Faculty of Nursing - Ain Shams University,, for her constructive criticism, unlimited help and giving me the privilege to work under her supervision.*

My deepest thanks and sincere appreciation are also presented to **Dr. Fatma Mohammed El-Nady,** *lecturer of Nursing Administration, Faculty of Nursing – El-Fayoum University, for her intensive support, continuous encouragement and valuable guidance.*

Last but not least, I can't forget to thank all nurses who shared in this study

Candidate

Afkar Abdel Aal Abdel Gayed

to my great Father, Mother and Sisters; for whom I will never find adequate word to express my gratitude also for my dear Husband who always makes my life full of happiness and to my lovely daughter Basmala, Nouran, Hana

Mrs. / Afkar Abdel Aal Abdel Gayed.

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LIST OF ABBREVIATIONS

AHA	American Hospital Association
ANA.....	American Nurses Association
NICU	Neonates intensive care unit
ED.....	Emergency Department
OR	Operating Room
ICU.....	Intensive Care Unit
IOM.....	Institute of Medicine
MOH	Ministry of Health
IPFCC.....	Institute for patient and Family Centered Care
NHMRC.....	National Health and Medical Research Council
OD	Organizational Development
CHSRF.....	Canadian Health Services Research Foundation
PPACA.....	Patient Protection and Affordable Care Act
AACCN.....	American Association of Critical Care Nurses
BRN.....	Board of Registered Nurses
OCB.....	Organizational Citizenship Behavior
WHO	World Health Organization

ABSTRACT

Teamwork among patient care teams can have positive effects on work environment, job satisfaction, and quality of patient care. **The present study aimed** to identifying the relationship between staff nurses' perception toward teamwork and their organizational commitment in critical care units through assessing staff nurses' Perception towards teamwork and determining the level of their organizational commitment, and finding out the relationship between staff nurses' Perception toward teamwork and their commitment for the organization. **This study was carried out** at El-Kharga General hospital in Newvally governorate which affiliated to ministry of health. Seventy staff nurses were included in this study. Two tools were used for collecting data namely; Self-administered questionnaire sheet; team STEPPS Teamwork Perception Questionnaire and Organizational Commitment Questionnaire. **The results** demonstrate that nearly three quarter of the study subjects were perceived teamwork, staff nurses were more perceived teamwork by Communication and Situation monitoring followed by Team skills, ended by Leadership, as regarding to organizational commitment, about two thirds of staff nurses were committed for their organization, the staff nurses were more committed by Feeling of experience followed by Identity Identification, and ended by Equity. **The study concluded to** that there was a highly positive relation between nurses' perception of teamwork and nurses' organizational commitment ($p < 0.000$, $r = 0.609$). So the study **recommended that**: Conducting workshops and training programs for managers and supervisors about teamwork and it's important for quality of health care focusing on leadership styles as a method to enhancing overall teamwork. Necessary training and educational program about organizational commitment were also recommended, more efforts and cares are needed to seeks about how to exist investment among nurses through conducting a regular meeting of administrators with their nurses to discuss the problems and all issues concerning their work and identifying the area that needed to enhance for achieving nurses commitment.

Keywords: teamwork, organizational commitment, critical care units

INTRODUCTION

The need for strong teamwork has been emphasized as being necessary for improving quality care, with the increasing complexity of healthcare systems. Healthcare teams vary in terms of team composition and size. Ineffective teamwork has been recognized as a major factor contributing to decreased patient safety. Thus, strengthening teamwork worldwide is crucial for enhancing patient safety. Teamwork refers to a set of interrelated knowledge, skills, and attitudes that team members must possess in order to function as a team ***(Hwang & Jeonghoon, 2015).***

Many claims have been made in recent years by scholars, management consultants, and journalists about the positive benefits of teamwork for organizations. More specifically, teams are said to contribute to better outcomes for business organizations due to improved performance of employees, productivity or organizational responsiveness and flexibility. These benefits are often attributed to the positive impact of teams on employee attitudes such as morale and job satisfaction, as well as commitment to the organization ***(Greenberge, 2012).***

Teamwork is currently a topic of interest in healthcare. There is an expectation that the various healthcare disciplines

will work together to ensure that all patients and families are receiving optimal care in any health care setting The literature suggests that teamwork among patient care teams can have positive effects on work environment, job satisfaction, and quality of patient care ***(Rochon 2014)***.

The Institute of Medicine (IOM) reported, in 1999, that medical errors in healthcare organizations accounted for about 44,000 – 98,000 deaths per year in the United States. The conclusion by the same report, that it is human to err, led to a new focus on taking steps to improve patient safety ***(Ajeigbe, 2012).***

Effective teamwork in health-care delivery can have an immediate and positive impact on patient safety the importance of effective teams in health care is increasing due to factors such as: (i) the increasing complexity and specialization of care; (ii) increasing co-morbidities; (iii) increasing chronic disease; (iv) global workforce shortages; and (v) safe working hour's initiatives ***(Baker et al., 2005)***.

The importance of team working in healthcare is clearly reflected in recent healthcare policy. Teamwork and improving clinical communication are emphasized as imperatives in the recent international documents. Therefore, the fundamental challenges faced by healthcare organizations