



To Assess The Effect Of Workload And Stress On The Quality Of Patient Care Among Staff Nurses Working In Selected Hospitals.

Dr. Gaurav Tyagi¹, Ms. Ramanjeet Kaur², Ms. Jhunu Sarkar³, Ms. Lovepreet Kaur⁴, Ms. Arshdeep⁵
¹Professor, ²Nursing Tutor ³Ph.D Scholar, ⁴M.Sc(N) Student, ⁵Nursing Tutor

Abstract

Nursing professionals play a vital role in maintaining the quality and safety of patient care. However, increasing workload and occupational stress have become major concerns in healthcare systems worldwide. This study aims to examine the relationship between nurses' workload, stress levels, and the quality of patient care delivered. A quantitative research design was used, involving a structured questionnaire distributed among registered nurses in hospital settings. The findings indicate a significant negative correlation between excessive workload and quality of care, with stress acting as a mediating factor. The study highlights the urgent need for healthcare organizations to address staffing shortages, promote mental well-being, and implement supportive policies to enhance nursing performance and patient outcomes.

Keywords- quality care, occupational stress

Introduction

Nurses are the backbone of healthcare services, providing continuous and comprehensive care to patients. In recent years, healthcare systems have experienced increased patient demands, technological advancements, and workforce shortages, all of which contribute to rising pressure on nursing staff.

Workload in nursing refers to the amount and complexity of tasks assigned to nurses within a specific period. Excessive workload can lead to physical fatigue, emotional exhaustion, and decreased job satisfaction. Stress, on the other hand, is a psychological response to demanding work conditions and can negatively affect cognitive functioning and decision-making abilities.

Quality of patient care is directly influenced by nurses' performance, attentiveness, and overall well-being. When nurses are overburdened and stressed, the likelihood of medical errors, reduced patient satisfaction, and compromised safety increases.

This study focuses on understanding how workload and stress impact nursing performance and patient care quality, providing insights for improving healthcare systems.

Problem Statement

“To assess the effect of workload and stress on the quality of patient care among staff nurses working in selected hospitals.”

Methods

Research Design

A descriptive cross-sectional quantitative research design was used to assess the relationship between workload, stress, and quality of care.

Study Setting and Participants

The study was conducted in selected hospitals. A total of 120 registered nurses with at least one year of clinical experience were selected using convenience sampling.

Data Collection Tools

Data were collected using a structured questionnaire divided into three sections:

1. Workload Scale – measuring patient load and task complexity
2. Perceived Stress Scale (PSS) – assessing stress levels
3. Quality of Care Scale – evaluating perceived quality of patient care

Data Collection Procedure

Participants were informed about the purpose of the study, and informed consent was obtained. Questionnaires were distributed and collected over a period of two weeks.

Data Analysis

Data were analyzed using statistical software. Descriptive statistics (mean, percentage) and inferential statistics (correlation analysis) were used to determine relationships between variables.

Results

The findings of the study revealed the following:

- **High Workload Levels:**

Approximately 70% of nurses reported experiencing a high workload, including managing multiple patients simultaneously.

- **Moderate to High Stress Levels:**

Around 65% of participants indicated moderate to high stress levels, primarily due to long working hours and insufficient staffing.

- **Impact on Quality of Care:**

Nurses with higher workload and stress levels reported lower perceived quality of patient care, including reduced time for patient interaction and increased chances of errors.

- **Correlation Findings:**

A significant negative correlation ($r = -0.62$) was found between workload and quality of care.

A positive correlation ($r = 0.68$) was observed between workload and stress levels.

These results suggest that as workload increases, stress levels rise, and the quality of patient care declines.

References

1. Aiken, L. H., Clarke, S. P., & Sloane, D. M. (2002). Hospital staffing, organization, and quality of care. *International Journal of Quality in Health Care*, 14(1), 5–13.
2. McVicar, A. (2003). Workplace stress in nursing: A literature review. *Journal of Advanced Nursing*, 44(6), 633–642.
3. World Health Organization. (2020). *State of the world's nursing report*. WHO Press.
4. Shanafelt, T. D., & Noseworthy, J. H. (2017). Executive leadership and physician well-being. *Mayo Clinic Proceedings*, 92(1), 129–146.
5. Carayon, P., & Gurses, A. P. (2008). Nursing workload and patient safety. *Handbook of Human Factors and Ergonomics in Health Care and Patient Safety*, 203–216.
6. Hayes, B., Douglas, C., & Bonner, A. (2015). Work environment, job satisfaction, stress, and burnout among nurses. *Journal of Nursing Management*, 23(5), 588–598.
7. Labrague, L. J., et al. (2017). Stress and coping strategies among nurses. *Journal of Clinical Nursing*, 26(9–10), 1345–1355.