Effect of PHC Team Effectiveness and Medical Scenarios (T.E.A.M.S) on Nursing Empowerment and Patient Satisfaction (2015)

Division of Medical-Surgical Care 1

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Background of the Study: The practice of teamwork is especially true for professional nurses. When nurses function as part of a unit, and when they act as part of a team, the job itself is more efficient and overall patient care is strengthened. Collective decision-making affect patient care or other aspects of professional nursing practice. Nurses who get involved with shared governance initiatives acquire a sense of ownership over their practice. T.E.A.M.S provide a mechanism to empower nurses, enhance job satisfaction and improve patient care outcomes.

Objective: To compare and contrast the impact of Philippine Heart Center's Team Effectiveness and Medical Scenarios (T.E.A.M.S) on nursing staff empowerment and patient satisfaction.

 Methods: The study used cluster randomized design with two-stage sampling technique to form two strata of mirror respondents. The tool Conditions for Work Effectiveness Questionnaire-II (CWEQ-II) by Laschinger was utilized to evaluate staff empowerment. Homogeneity of characteristics between intervention and control groups was tested using t-Test for quantitative variables and Fisher's exact test for qualitative variables. The relationship between nursing empowerment and patient satisfaction was subjected to Pearson's product-moment correlation.

Results: Nurse managers and nurses on unit teams can either support or diminish structural empowerment and healthy workplace characteristics. Pre (*n=95*) and post (*n=92*) PHC T.E.A.M.S. total empowerment scores (*p-value 0.*0177 *and p-value 0.5752,* respectively) on staff nurses were statistically significant. However, pre (*p-value 0.*1733) and post (*p-value 0.0479*) patient satisfaction scores showed no significance between control and intervention group. Implementing strategies that support shared governance, open communication, and supportive and empathetic team relationships were in the best interest of all health systems participants and patient satisfaction. Relationship between empowerment and patient satisfaction (*Pearson r=0.651*) revealed statistical insignificance *T.E.A.M.S. support* open leadership that creates positive impact, motivating effect and raises overall job satisfaction.