

Nursing workload: Context and measurement instruments - an integrative review



MARIA JACINTA DANTAS; Universidade Católica Portuguesa, Portugal; CINTESIS - Centro de Investigação em Tecnologias e Serviços de Saúde; Enfermeira Especialista; MSc; Ph.D student;
✉ jacintadantas@gmail.com

MARIA HENRIQUETA FIGUEIREDO; ESEP - Escola Superior de Enfermagem do Porto, Portugal; CINTESIS - Centro de Investigação em Tecnologias e Serviços de Saúde; Ph.D; Professor Coordenador;
✉ henriqueta@esenf.pt

ANA PAULA FERREIRA; Escola de Economia e Gestão - Universidade do Minho, Portugal; Professor Auxiliar; Ph.D;
✉ aferreira.uminho.pt

MANUELA FERREIRA; Escola Superior de Saúde Norte da Cruz Vermelha Portuguesa; CINTESIS - Centro de Investigação em Tecnologias e Serviços de Saúde; Professor; PhD;
✉ manuelaferreir.esenfcvpoa@gmail.com

MARLENE LEBREIRO; ACeS Porto Ocidental, Portugal; CINTESIS - Centro de Investigação em Tecnologias e Serviços de Saúde - CINTESIS, Enfermeira especialista,
✉ enfmarlenelebreiro@gmail.com

VIRGÍNIA GUEDES, ACeS Tâmega I; CINTESIS - Centro de Investigação em Tecnologias e Serviços de Saúde; Enfermeira;
✉ guedes.vir@gmail.com

I. troductio. & Objectives:

Measuring workload is a pressing need for nursing care as it allows to quantify the number of nurses needed to ensure safe and quality care. The aim of this study was: to identify the scientific literature about nursing workload evaluation; identify which instruments can assess nursing workload; identify the specificities of the instruments used for their usefulness in different healthcare contexts.

Methodology: We opted for an integrative review of the published literature, for which articles published between January 2010 and December 2016 were selected. The research was carried out with the descriptors "nursing workload" and "workload measurement tools", and ("health care") or ("health context") in CINAHL, ScienceDirect and SciELO. The review was performed during two months (December 2016 and January 2017).

Results & Discussio. : Thirty-three articles were selected for integrative review. Of the selected

studies, 84, 4% were performed in Hospital Health Care (HHC) with adult and pediatric intensive care being the most widely studied specialties. The most frequently used instruments were: a Nursing Activities Score, Nine Equivalents of Nursing Manpower use score, Therapeutic Intervention Scoring System. Only 15, 2% were conducted in a Primary Care context, in which the instruments used were developed by the researchers, using the IAS as basis.

Co. clusio. : The results suggest that there is no single method to measure the nursing staff's workload. The workload calculation of nurses in HHC is supported by instruments with widespread use, but in primary health care, these are often based on the analysis of local factors and the available data, which are subjective professional judgments. The research found is focused on HHC and the nursing workload in primary health care is in need of further research.

● PALAVRAS-CHAVE:

Nursing workload; Nursing staff; Workload measurement tools; Health care