

# 3<sup>rd</sup> International Meeting on NURSING RESEARCH AND EVIDENCE BASED PRACTICE

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#### Evaluation of the implementation process of e-rostering system with frontline staff in an acute hospital in Ireland

In recent years, e-rostering systems, have been implemented by an ever-increasing number of health care organisations around the world, however, there is a dearth of empirical and policy research and few independent evaluations of e-Rostering solutions in the literature. The aim of the study was to evaluate the implementation of the e-rostering system in an acute hospital setting among front line staff (nurses, nurse manager and health care assistants). A mixed methods exploratory research design was used to gauge the views and attitudes of a population of front line staff in one acute hospital settings following implementation of an e-rostering system. An extensive literature review and six focus groups with frontline staff (n=34) informed the development of the items; an expert panel (n=8) reviewed the items prior to distribution. A cross sectional survey was used to gauge frontline staff views using an 18-item tool. The tool examined five broad constructs; assessment of needs, benefits of the e-rostering system, organisational support, satisfaction with the implementation

process, training issues by profession. Full ethical approval was sought and gained.

**Results:** A response rate of 31.8% (n=203) was achieved. The tool was found to have acceptable psychometric properties. Most respondents felt confident about using the e-Rostering system, reported that the system was easy to use and that they were supported during implementation. Respondents were uncertain about the benefits of using the system for patients and staff in providing effective skill mix, staffing levels and ensuring patient safety. Positive aspects of the system identified were: accessibility, schedule in advance and personnel monitoring. The size of the unit and age of respondent had a significant impact on construct scores.

**Conclusions:** Frontline staff experienced mixed opinions regarding the implementation of e-rostering. The findings highlight contextual factors that may assist with successful implementation in the future.

#### Biography

Paul Slater is a lecturer in statistics at Ulster University, Northern Ireland. He is a Psychologist and a lecturer in statistics. He has fifteen years' experience as a researcher in the areas of Psychometric testing of instruments, Anxiety Disorders, Assessment tool development, Organisational Culture research, older people Assessment, Person-centred Practice and Suicide. He is also advisory editor for the International Journal of Older People Nursing and Physiotherapy Practice and Research.

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