

**Improving the Quality of Services Rendered to Patients by Raising the Level of Job  
Satisfaction among Nurses**

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## Introduction

Nurses play a vital role in healthcare systems worldwide, functioning as primary carers responsible for providing a diverse range of necessary services. Their responsibilities include not just delivering hands-on medical treatment to patients, but also actively working towards improving health outcomes, guaranteeing patient safety, and advocating for the welfare of those under their supervision. Nevertheless, despite the crucial nature of their occupation, nurses frequently encounter many difficulties and barriers in their day-to-day work (Maier et al., 2017).

A large amount of stress is placed on the physical, emotional, and mental well-being of nurses as a result of the demanding nature of nursing practice, which is characterized by long hours, heavy workloads, and emotionally challenging situations (Chikukwa, 2020). Additionally, these pressures are further exacerbated by systemic obstacles that exist within healthcare organisations. These challenges include inadequate staffing, restricted resources, and hierarchical structures. As a result, nurses experience high levels of job stress, burnout, and discontent.

In healthcare settings, addressing these concerns is of the utmost importance because the level of job satisfaction experienced by nurses is a significant factor in determining the quality of care provided to patients and the overall success of the organization. Patient satisfaction, clinical outcomes, and safety metrics are only few of the patient care outcomes that have been shown to have a high association with nurse satisfaction, as evidenced by a multitude of research that have repeatedly demonstrated this correlation.

The definition of job satisfaction is "a pleasant or positive emotional state resulting from the assessment of our own work or the experience associated with work" (Kalinowska & Marcinowicz, 2020). The nurses and their patients both benefit from it. The nurses, for example, have less stress, turnover, and burnout on the job. Keeping up with the highest standards of patient care while juggling an ever-increasing workload is a major challenge for nurses in today's healthcare system. They are more likely to be dissatisfied with their jobs if they operate in a fast-paced atmosphere with unpredictable timetables and constant tasks. The nursing staff feels the effects of this in their work as first responders to patients.

Job satisfaction is a crucial aspect in the retention of nurses, as it plays a significant role in their incentive to remain in their professions and ensures the maintenance of a stable nursing workforce. A correlation has been discovered by Poghosyan et al., (2017) between elevated levels of job satisfaction and reduced rates of staff turnover, enhanced patient outcomes, and heightened productivity. Nurses who express greater job satisfaction are also more inclined to engage in activities that contribute to their continuous learning and professional growth. Consequently, this enhances their level of knowledge and effectiveness as healthcare providers (Choi & Tak, 2022).

In light of the critical significance attributed to nurse job satisfaction, healthcare leaders and policymakers are progressively placing emphasis on approaches that target the fundamental elements that contribute to discontent among nurses and foster a nurturing professional atmosphere. Healthcare organisations can enhance nurse satisfaction and, consequently, patient care quality and organisational performance by investing in initiatives that promote nurse well-being, including the provision of resources for professional development and the cultivation of a culture that values and acknowledges nurses.

## **1. The Role of Nurses in Healthcare**

Nurses fulfil an essential and diverse function within the healthcare industry, serving as the cornerstone of the provision of patient care in a variety of contexts. Nurses, being at the vanguard of healthcare provision, bear the responsibility of delivering comprehensive care that attends to patients' physical, emotional, and psychosocial requirements. The individuals in question assume a diverse array of duties, which comprise provision of direct patient care, coordination of care, advocacy, and leadership.

Nursing is primarily responsible for delivering direct patient care. To ensure optimal health outcomes, they evaluate the health status of patients, administer medications, conduct treatments, and monitor vital signs (Luther et al., 2019). Nurses occupy primary positions in hospitals, clinics, long-term care facilities, and community settings, where they frequently interact with patients and their families. Throughout the healthcare journey, they offer reassurance, assistance, and informed counsel.

According to (Sassen, 2018), nurses fulfil the role of educators by imparting knowledge and abilities to patients and their families, enabling them to effectively handle their health conditions and make well-informed decisions regarding their healthcare. Health education is offered encompassing various subjects, including medication management, disease prevention, lifestyle modifications, and self-care practices. This initiative empowers patients to assume an active role in their own health and promotes health literacy. Nurses are essential in facilitating care coordination and fostering teamwork within interdisciplinary healthcare teams. They engage in communication and cooperation with physicians, therapists, social workers, and other healthcare experts in order to build comprehensive care plans that are specifically designed to address the distinct requirements of each patient. Nurses support smooth transitions across healthcare facilities and promote the best possible patient outcomes by coordinating services and advocating for continuity of care.

## **2. The Importance of Job Satisfaction among Nurses**

According to Giménez-Espert et al. (2020), job satisfaction is "the sum of all those things about one's job that make that job enjoyable enough that one looks forward to going there each day." As Judge et al. (2017) noted, an employee's level of job happiness is a multifaceted concept that stems from a holistic

assessment of their working conditions. The level of job satisfaction among nurses is a crucial element that significantly influences the welfare of healthcare professionals, the standard of patient care, and the overall effectiveness of healthcare organisations.

- Patient Care Quality

Job satisfaction among nurses is crucial for ensuring the provision of top-notch patient care. When nurses experience job satisfaction, they are more inclined to display good attitudes and deliver compassionate care that is centered around the needs of the patient. This results in enhanced clinical outcomes, decreased medical errors, and increased patient satisfaction scores (Lu et al., 2019). Contented nurses possess the skill to comprehend patients' requirements, communicate proficiently, and adhere strictly to safety rules, hence improving the overall standard of care provision.

- Nurse Retention and Turnover

Ensuring the continued presence of highly competent nursing staff is essential for preserving the consistency of care and stability within the organization. Elevated levels of job satisfaction play a crucial role in retaining nurses, thereby leading to a decrease in turnover rates and related expenses for healthcare institutions. On the other hand, when employees are not satisfied with their jobs, it can result in higher rates of employees leaving (Aamir et al., 2016), which can disrupt the continuity of treatment, lower team morale, and ultimately have a negative impact on the quality of patient care.

- Organizational Performance

The level of job satisfaction among nurses significantly affects multiple performance measures within an organization. Healthcare institutions that have contented nursing staff members generally have improved patient outcomes, greater satisfaction ratings, and reduced incidence of adverse occurrences. Moreover, a contented nursing staff cultivates a favorable work atmosphere, which in turn leads to heightened efficiency, bolstered organisational standing, and enhanced overall effectiveness.

- Staff Well-being and Morale

Job satisfaction has a crucial role in the overall well-being and morale of nursing personnel. Nurses who are content report reduced levels of stress, burnout, and emotional tiredness, resulting in enhanced mental well-being and job satisfaction (Khamisa et al., 2016). An affirmative work atmosphere, distinguished by encouraging leadership, acknowledgment of accomplishments, and prospects for professional advancement, additionally amplifies nurse morale, engagement, and job satisfaction.

### 3. The Organizational Factors that Influence Nurses Job Satisfaction

It is necessary to have a solid understanding of the elements that determine the level of job satisfaction experienced by nurses in order to provide supportive working conditions and to encourage the delivery of high-quality patient care within healthcare settings. There are a multitude of organisational qualities and individual experiences that have an impact on the degree of job satisfaction experienced by nurses. Each of these factors plays a significant part in determining how nurses perceive their working environment and how satisfied they are with their jobs overall.

- Accountability

The degree of an employee's autonomy inside a specific organization is a reliable indicator of their amount of independence and initiative, both of which have a substantial impact on job satisfaction. Managers ought to assign tasks, ensure that nurses comprehend their responsibilities, and hold them responsible for their performance. According to Atefi et al. (2016), nurses experience higher levels of motivation and job satisfaction when their managers grant them greater autonomy and responsibility. A fundamental aspect of responsibility is the sense of being entrusted with the capacity to make independent decisions. The level of satisfaction or dissatisfaction in one's employment is significantly impacted by discrepancies in both the level of responsibility and authority.

- Supervision

A substantial impact of managers on employee satisfaction is evident; frequently, employees opt to depart from their current positions due to the influence of their superiors. A positive correlation exists between the degree to which a supervisor expresses gratitude and appreciation for employees and the level of job satisfaction that employees experience (Munir & Rahman, 2016). It is advantageous for the organization as a whole when managers demonstrate favorable dispositions towards their employees; consequently, this enhances morale and productivity.

The level of job satisfaction among nurses is negatively impacted when their supervisors fail to communicate effectively with them. The provision of supportive leadership to nurses enhances their sense of comfort and security in the work environment, leading to increased levels of productivity and job satisfaction (Alrobai, 2020). When their superiors are abusive and haughty, nurses frequently experience depression, annoyance, and discontentment at work.

- Working Conditions

Nurses are more invested in their work when they work for an organization that values them, when their workloads are reasonable, and when they have flexibility in their schedules to meet both their professional and personal responsibilities. Workers are more likely to put in their best effort when they are provided with a setting that meets their needs in terms of cleanliness, safety, modernity, equipment, and the absence

of distractions such excessive noise (Lee, 2019). Workers are unable to put their abilities to use and accomplish their full potential due to the unfavorable working environment. Workplace violence is a direct outcome of an increasingly competitive work culture, according to Saleem et al. (2020). Many employees experience feelings of despair and hopelessness when they express dissatisfaction with their jobs and the organization they work for.

- Salaries and Incentives

Employee compensation is a critical determinant of the economic and social welfare of individuals. By administering pay and compensation strategically, it is possible to attract and retain employees, as well as reduce discontentment in the work environment (Niskala et al., 2020). Competitive compensation enhances nurses' commitment to the healthcare organization and subsequently increases the organization's likelihood of attracting and retaining highly skilled personnel. In addition to considering working conditions and pay limits, wages should be proportional to job responsibilities; pay management illustrates the relationship between its structures, determination, and work values.

#### **4. Relationship between Nurses Job Satisfaction and Quality of Services Rendered to Patients**

Satisfied employees are more inclined to surpass expectations in their job performance. Given that the primary objective of nurses is to ensure patient satisfaction, it can be inferred that nurses who experience high levels of satisfaction and are not affected by burnout will ultimately be successful in providing excellent nursing care. The level of influence that workers have on patients' perception of the service they receive is significant due to their active and positive interaction with patients. There is a positive correlation between nurses' ratings of work satisfaction and fall rates among patients (Labrague et al., 2022).

Multiple studies (Al-Hamdan et al., 2019; Ball et al., 2017) have examined the correlation between levels of nurse job satisfaction and patient care quality. The level of job satisfaction among nurses is a strong indicator of the quality of patient care delivered in healthcare settings. When nurses experience satisfaction in their work environment, they are more inclined to exhibit good attitudes, actively participate in patient care activities, and deliver compassionate, patient-centered care (Lu et al., 2019). The user's optimistic attitude and dedication to achieving high standards result in better clinical results, fewer mistakes in medical procedures, and increased patient satisfaction ratings.

Furthermore, the presence of job satisfaction among nurses promotes the establishment of effective communication and collaboration among members of the healthcare team, ultimately resulting in enhanced quality of patient care. Nurses who are content are more likely to participate in interdisciplinary collaboration, exchange crucial information, and efficiently manage patient care (Luther et al., 2019). Efficient communication and collaboration play a significant role in improving care coordination,

maintaining continuity of care, and ensuring patient safety, eventually resulting in improved patient outcomes and experiences.

According to (Nurmeksela et al., 2020) nurse job satisfaction ratings have a strong correlation with patient satisfaction. Contented nurses exhibit greater receptiveness to patient demands, offer emotional assistance, and guarantee prompt interventions, so augmenting the entire patient experience and contentment with healthcare services. Patients are more inclined to see the quality of treatment in a positive light when they engage with nursing personnel who are satisfied and fully involved, and who exhibit empathy, competence, and professionalism.

Nurse job dissatisfaction can lead to substandard job performance, compromised hospital quality, and decreased productivity. Staff turnover ensues as a consequence of a nurse in such a circumstance shifting his or her attention from professional responsibilities to seeking a more gratifying position at another institution. This circumstance may lead to adverse consequences for healthcare establishments, such as the departure of seasoned nurses, unanticipated staffing accompanied by supplementary expenses, and the utilization of temporary personnel who lack familiarity, ultimately culminating in diminished patient satisfaction.

Bolandianbafghi et al., (2017) have demonstrated that there is a relationship between nurse job satisfaction and the occurrence of medical errors and adverse events in patient care. Contented nurses demonstrate enhanced focus on particulars, strict compliance with safety procedures, and effective collaboration with peers, resulting in decreased occurrences of medication errors, hospital-acquired infections, and other unfavorable incidents. This decrease in medical errors enhances patient safety and overall quality of care.

## **5. The Challenges Faced by Nurses in Healthcare Settings**

The daily duties of nurses encompass an extensive array of obstacles, including arduous responsibilities and emotional distress. Extremely high patient-to-nurse ratios and staffing shortages constitute a significant obstacle (Cho et al., 2023). Numerous healthcare facilities encounter challenges in sustaining sufficient personnel levels, resulting in heightened workloads and fatigue among nurses. Stretched-thin nurses may find it difficult to deliver the quality of care that they strive for, potentially resulting in adverse effects on patient outcomes, job discontentment, and exhaustion.

Furthermore, the dynamic and rapid-fire characteristics of healthcare settings give rise to a distinct array of obstacles. Nurses are frequently required to prioritise patient needs, juggle multiple duties concurrently, and react swiftly to emergencies. The perpetual stress associated with this occupation can induce feelings of being inundated and exhausted, which can have detrimental effects on the physical and mental health of nurses.

Nurses also encounter a substantial obstacle in the form of emotional strain. Medical professionals often encounter patients' distress, trauma, and mortality, which can have a negative impact on their emotional well-being (Howard et al., 2018). Nurses, especially those working in high-stress settings like intensive care units or emergency departments, can experience burnout and secondary traumatic stress. The emotional requirements of nursing can result in fatigue, disengagement, and reduced compassion, affecting both job contentment and the standard of patient care.

According to Somani et al., (2021) nurses are increasingly concerned about the escalating issues of workplace violence and harassment. Individuals in this role may face the possibility of experiencing verbal abuse, threats, or physical assault from patients, visitors, or even fellow professionals. These accidents not only endanger the safety of nurses but also lead to their psychological suffering and job discontent. It is crucial to address workplace violence and prioritise the safety of healthcare workers in order to preserve a supportive work environment and protect the well-being of nurses.

In addition, nurses are increasingly concerned about the escalating issues of workplace violence and harassment. Individuals in this profession may face instances of verbal abuse, threats, or physical assault from patients, visitors, or even fellow professionals. These accidents not only endanger the safety of nurses but also lead to their psychological suffering and job discontent. Ensuring workplace safety and addressing incidents of violence is crucial for establishing a supportive work environment and safeguarding the well-being of healthcare workers.

## **6. The Strategies for Enhancing Nurses Job Satisfaction**

It is essential to implement strategies to increase nurse job satisfaction in order to improve patient care outcomes and foster a positive work environment. Prioritizing effective communication and supportive leadership is one strategy that has proven to be successful. Employee job satisfaction is more probable when nurses perceive that their leaders value, respect, and support them (Morsiani et al., 2017). It is imperative that leaders actively participate in team discussions, attentively consider concerns, and offer avenues for input and feedback. Establishing open and honest lines of communication regarding organisational policies, changes, and expectations promotes collaboration and trust within healthcare teams.

Furthermore, it is crucial to address workload and staffing concerns in order to improve nurse job satisfaction. Healthcare organisations should prioritise maintaining optimal staffing numbers and implementing effective workload management strategies to minimize burnout and guarantee that nurses can deliver high-quality care without experiencing excessive stress. This may entail the implementation of staffing ratios, the optimization of scheduling methods, and the provision of resources to help nurses in their tasks.



In addition, facilitating chances for professional growth and progression might enhance nurse job satisfaction. Nurses must be provided with continuous access to educational, training, and mentorship initiatives in order to augment their expertise and progress in their professional paths (Woolnough & Fielden, 2017). By acknowledging and compensating accomplishments and establishing transparent routes for professional advancement, nurses can be motivated and their perception of worth within the institution can be strengthened.

Ensuring a proper balance between work and personal life is a crucial element in improving nurse job satisfaction. Healthcare organisations should give top priority to offering flexible scheduling options, providing paid time off, and offering support for childcare or eldercare duties in order to assist nurses in achieving a harmonious balance between their professional and personal life. Promoting self-care habits and providing resources for stress management and emotional support might additionally enhance the well-being and job satisfaction of nurses.

According to (Sharma, 2023) cultivating a favorable work environment that prioritizes diversity, inclusion, and collaboration is crucial for augmenting nurse job satisfaction. Fostering social interaction, organizing team-building exercises, and using peer acknowledgment enhance camaraderie and morale among healthcare teams. Enhancing nurse engagement and job satisfaction can be achieved by celebrating achievements, recognizing contributions, and fostering a sense of belonging.

Ultimately, ensuring that the values of the organization are in line with the professional values of nurses and offering chances for meaningful work improves job satisfaction. Healthcare organisations should give priority to patient-centered care, ethical procedures, and quality improvement programs that align with nurses' dedication to providing exceptional care. Involving nurses in decision-making processes and enabling them to contribute to good change within their practice environments enhances their feeling of purpose and satisfaction in their roles (Truglio-Londrigan & Slyer, 2018).

## **Conclusion**

Nurses have an essential role in patient care, acting as crucial components that connect and strengthen the healthcare system. Their function is diverse and crucial, involving clinical proficiency, empathetic treatment, and championing for patient welfare. Nurses, as primary carers, have a crucial responsibility in evaluating, strategizing, and providing comprehensive care to persons at all stages of life, ranging from infancy to end-of-life care.

Nurses serve as the fundamental support system of the healthcare system, exemplifying the fundamental principles of empathy, honesty, and expertise in their everyday work. Their steadfast dedication to the art and science of nursing not only affects individual patients but also influences the wider realm of healthcare provision, stimulating innovation, progress, and exceptional patient-centered care. Satisfied nurses exhibit

favorable attitudes, proficient communication abilities, and a dedication to provide empathetic, patient-focused care. This level of commitment leads to better treatment results, fewer mistakes in medical procedures, and higher ratings of patient contentment.

Nurses encounter a multitude of obstacles in their everyday work, such as excessive workloads, emotional strain, instances of violence in the workplace, restricted availability of resources, administrative obligations, and impediments to their professional advancement and improvement. Tackling these difficulties necessitates collaborative endeavors from healthcare institutions to foster the well-being, fortitude, and contentment of nurses, thereby guaranteeing the provision of excellent patient care.

Improving nurse job satisfaction is crucial for promoting patient care quality, nurse retention rates, and organisational performance in healthcare settings. Healthcare organisations can create environments that are conducive to delivering high-quality, patient-centered care and achieving sustainable success in healthcare delivery by prioritizing strategies to support nurse well-being, address challenges, and foster a culture of excellence in nursing practice.

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