EmpowerCare: Enhancing Nursing Home Employee Empowerment and Creativity for Optimal Resident Care

By Team-7

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**Executive Summary**

* **Scope and Findings**

This study is conducted to explore the relationship between empowerment and creativity among nursing home employees. It specifically focuses on understanding how factors such as Patient Experience and Financial Impact influence creativity levels. The analysis aims to provide actionable insights for optimizing employee empowerment and enhancing resident care. The analysis uncovered two pivotal empowerment factors - Patient Experience and Financial Impact. These factors consistently showed positive effects across different employee types, levels, and experience categories. Managers placed a strong emphasis on both Patient Experience and Financial Impact, underlining their significance in leadership positions.

* **Potential Impact & Future Research**

Implementing these tailored interventions can lead to improved employee satisfaction and stimulate creativity, ultimately resulting in a more dynamic and effective workforce. This, in turn, will significantly enhance the quality of care provided to nursing home residents. Further research could explore specific strategies to enhance Patient Experience and Financial Impact. Investigating the impact of Task Efficiency on creativity, considering technology-driven interventions, and assessing the broader organizational outcomes of these empowerment factors would provide a comprehensive understanding of their significance.

* **Conclusion**

In conclusion, this report offers valuable insights into empowering nursing home employees, ultimately leading to enhanced resident care. By prioritizing Patient Experience and Financial Impact, tailoring strategies, and recognizing diverse demographics, nursing homes can create a dynamic and effective workforce, ultimately benefiting residents' well-being.

* **Recommendations**

The suggested approach for maximizing research benefits includes Targeted Empowerment Strategies, Personalized Interventions, and Enhanced Managerial Training. These aim to implement empowerment initiatives, prioritize Patient Experience and Financial Impact, address unique employee needs, and improve managers' comprehension and implementation of essential empowerment factors.

**Introduction**

Understanding the factors that contribute to a nurturing and empowering environment in nursing homes is crucial for the well-being of residents. This report analyzes the interplay between empowerment and creativity in such settings. Through a survey-based approach, we aimed to determine whether staff empowerment affects their creativity levels.

Empowerment includes decision-making autonomy, access to resources, and personal and professional growth opportunities. Creativity, on the other hand, refers to the innovative capacity of individuals in their daily tasks and interactions. This study aims to shed light on the correlation between these dimensions and how they can inform policy and practice within nursing homes.

We used factor analysis and regression analysis techniques to distill complex data into meaningful clusters and quantify the relationships between constructs. Our findings may help improve the working environment for staff members and enhance the overall quality of care provided.

This report reviews the existing literature on empowerment and creativity within healthcare settings, outlines the methodology used, and presents the results derived from factor and regression analyses. We discuss the practical implications of our findings and conclude with valuable recommendations for further research and their potential applications in healthcare contexts.

**Demographic Profile Insights (2 Pages)**

* **Gender Distribution**

The nursing home workforce is dominated by women, with females accounting for 80% of employees. It is important to ensure that leadership roles are equally balanced and programs cater to the needs and perspectives of both genders. The diversity of the workforce brings innovative solutions, but it's essential to ensure every employee feels valued and supported regardless of gender. Gender-specific concerns should also be recognized and respected to create a fair, successful, and inclusive work environment.A graph with a bar and a number of bars

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* **Age Distribution**

The age distribution of employees in our study is as follows:

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Our workforce is composed mostly of young professionals between 25-35 years old. Mid-career individuals aged 36-55 also make up a significant portion. We have fewer employees below 25 and above 65. Understanding these age dynamics is crucial to provide tailored strategies, policies, and development programs for employees' diverse needs and experiences at different career stages. It also promotes an inclusive and supportive work environment for all age groups.

* **Education Background**

Our workforce has a diverse range of educational qualifications, with a significant portion holding an associate degree (38%) and over 31% possessing a college degree. 12% have graduate school experience, indicating a higher level of expertise. Understanding this educational landscape is crucial in aligning individuals with roles and responsibilities and developing targeted training and advancement programs.A graph of a bar chart

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**Workforce Insights**

* **Experience of the Employees**

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Analyzing the experience levels of employees is important for understanding how they may respond to empowerment initiatives. Mentorship programs and structured guidance may benefit newer employees, while leadership and autonomy opportunities may be better suited for those with extensive experience. Exposure to different approaches and perspectives can benefit newer employees, while experienced employees may thrive in an environment that encourages them to share insights and mentor others. Understanding workforce experience levels is crucial for tailoring empowerment strategies that cater to the diverse needs and experiences of employees, which will boost creativity and job satisfaction.

* **Employment Status**

The company's workforce is composed of full-time (65.24%), part-time (25.00%), and casual employees (9.76%). Each group plays a vital role in daily operations and requires tailored empowerment initiatives to accommodate their schedules and commitments. The diversity in employee types is crucial in guiding scheduling & workload distribution, and also influences how empowerment initiatives impact creativity. Full-time employees offer long-term insights, while part-time and casual employees provide fresh perspectives. Adaptable empowerment strategies are necessary to accommodate the time constraints and commitments of different employee types.A pie chart with numbers and a diagram

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* **Income Categories**

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It's crucial to understand the varying income levels of nursing home staff when implementing empowerment programs that aim to boost creativity. Around 6.10% of staff make less than $10,000 annually, while 21.95% fall within the $10,000 to $29,999 range. Tailoring programs to suit the diverse financial situations of staff is crucial, as those with lower incomes may face additional stressors that could affect their creativity and productivity. An inclusive and equitable approach to empowerment is important, acknowledging the varying income levels within the workforce. By recognizing the different income brackets within staff, more innovative solutions can be promoted within the nursing home environment.

**Identifying and Interpretation of the Factors**

Factor Analysis is a specialized tool used to understand underlying patterns within a dataset. It helps to identify potential connections or distinctions between different metrics. The objective is to gain a nuanced understanding of how variables interrelate. Once factors are identified, they are given meaningful labels to provide clear insights for making informed decisions. In a study for empowerment items, Factor Analysis is used to identify factors and label them for further analysis on the impact of empowerment on creativity of nursing home employees.

* **Scree Plot Analysis:**

The scree plot shows the proportion of variance explained by each factor in factor analysis. It helps determine the optimal number of factors to include in the final analysis. Drawing a threshold line where eigenvalues stabilize or plateau is a common technique. Factors to the left of this line are important and should be retained, while those to the right are less influential and omitted. In this case, the first three factors explain a significant amount of variance and should be included in the final solution. consideration.

A graph showing the number of factor numbers

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* A screenshot of a graph

  Description automatically generatedOn the left we can see the pattern matrix of that is generated from our factor analysis
* By looking at the matrix we can see that item of emp14, emp15, emp16 and emp 17 will be taken as our first factor.
* Emp 19, Emp 22, Emp24, Emp26, Emp27 will be grouped as our second factor.
* While third factor consist of emp1, emp2, emp3 and emp13.
* Fourth Factor will having items of emp4, emp5 and emp6

The above items of emp are actually the empowerment questions in our survey that were given to our employees. The factor analysis has yielded four distinct factors, each providing valuable insights into different dimensions of empowerment within our project context.

* **Patient-Centric (Factor 1)**

This factor highlights the importance placed on patient-centered care and interactions. Employees find deep meaning and value in spending quality time with patients and their families, solving their problems, and providing meaningful care. This factor underscores a strong commitment to the well-being and satisfaction of patients.

* **Patient Experience (Factor 2)**

This factor focuses on the employees' perceived impact on the overall patient experience. It reflects a sense of autonomy and influence in interactions with patients and their families, with a goal of satisfying their needs. Employees feel that they can make a substantial difference in enhancing patient satisfaction, emphasizing a proactive approach to patient care.

* **Financial Impact (Factor 3)**

This factor addresses the financial performance of the unit. Employees express a sense of responsibility and importance in contributing to the unit's financial success. They value activities that enhance productivity and cost control, recognizing their impact on the unit's financial performance.

* **Task Efficiency (Factor 4)**

This factor centers on executing work-related tasks efficiently and resourcefully. Employees exhibit a high degree of proficiency in their responsibilities, demonstrating a mastery of skills needed to complete tasks without unnecessary costs to the unit. This factor emphasizes a streamlined and effective approach to task execution.

In conclusion, the identified factors offer a comprehensive understanding of empowerment dimensions within our project. Leveraging these insights can guide strategies for optimizing patient care, financial performance, and operational efficiency. The project stands to benefit from a workforce that is committed to patient-centered care, financial responsibility, and efficient task execution.

* A graph with a line and a number

  Description automatically generatedThe scree plot on the left suggests that only the first factor is explaining a significant amount of variance in the data, while the remaining factors are not explaining much variance.
* Therefore, it would be reasonable to retain only one factor for our analysis which means we have to group all 10 items of creativity into one factor.

**Regression Interpretation**

The purpose of conducting regression analysis was to examine how different empowerment factors affect creativity.

The Patient-Centric factor did not show a significant influence on creativity with a coefficient of 0.172 and p-value > 0.05. On the other hand, the Patient-Experience factor had a stronger impact on creativity with a coefficient of 0.003 and p-value < 0.05. This factor had a greater influence on creativity compared to Patient-Centric empowerment. The Financial Impact Empowerment also had a noteworthy influence on creativity with a coefficient of 0.001 and p-value < 0.05, making it one of the most impactful factors. The Task Efficiency factor had a positive impact on creativity, but its coefficient of 0.096 was not statistically significant at p < 0.05 level.

The Patient Experience and Financial Impact factors were found to have the most significant positive impact on creativity. Therefore, initiatives related to enhancing patient satisfaction and financial performance should be prioritized to promote creativity among nursing home employees. Although Task Efficiency showed a positive trend, further investigation or larger sample sizes may be required to confirm its influence on creativity.

In conclusion, the regression analysis suggests that Patient Experience and Financial Impact empowerment have a significant influence on creativity in the nursing home setting. This information can be utilized to develop targeted empowerment strategies that optimize creativity levels among employees.

**Observations**

After conducting observations, we have determined that Patient Experience and Financial Impact are the most significant factors that affect Creativity. Full-time employees have the highest mean score of 4.16, indicating a positive perception of Patient Experience empowerment. Part-time employees follow closely with a mean of 4.18, while casual employees have a slightly lower mean of 3.89, suggesting a slightly lower emphasis on Patient Experience in their roles.

Regarding Financial Impact, full-time employees show a mean of 3.99, indicating a moderate emphasis on this factor. Part-time employees have a slightly lower mean of 3.78, while casual employees have a slightly higher mean of 3.92, suggesting varying levels of attention to Financial Impact among these employee types. Managers exhibit a notably higher mean of 4.37 in Patient Experience empowerment compared to frontline employees, indicating a stronger emphasis on this factor in managerial roles. Financial Impact exhibits a substantially higher mean of 4.52 among empowerment in contrast to frontline employees, showcasing a significant difference in the perceived importance of financial considerations between these two levels.

Employees with 6-10 years of experience show the highest mean scores for both Patient Experience (4.14) and Financial Impact (3.81), indicating a higher level of emphasis on these factors among this experience group. Employees with more than 20 years of experience also demonstrate a high emphasis on both factors, with means of 4.28 for Patient Experience and 4.16 for Financial Impact.

When it comes to Creativity among different types of employees, managers have the highest mean creativity score of 5.42, indicating a strong perception of their creative contributions. Full-time employees follow with a mean of 4.48, while part-time employees have a slightly lower mean of 3.84. Casual employees show a mean of 4.15, suggesting a moderate level of creativity.

Regarding employee level, frontline employees have a mean creativity score of 4.19, indicating a positive perception of their creative contributions. Managers demonstrate a substantially higher mean of 5.42, reflecting a significantly stronger perception of creativity in managerial roles. This may be because managers get opportunities to work on crucial tasks that need to be addressed with creativity.

In terms of total experience, employees with 6-10 years of experience have the highest mean creativity score of 4.72, showcasing a higher level of perceived creativity among this experience group. Employees with 16-20 years of experience also demonstrate a high creativity score of 4.7, suggesting a sustained level of creative contributions over time.

**Actionable Insights**

* **Patient Experience and Financial Impact Emphasis**

Encourage a stronger emphasis on Patient Experience and Financial Impact across all employee types, particularly focusing on Part-Time and Casual employees to ensure a consistent approach to these empowerment factors.

* **Managerial Training**

Provide specialized training and resources to managers to further enhance their understanding and application of Patient Experience and Financial Impact empowerment, as these factors are particularly critical in managerial roles.

* **Recognizing Experience Levels**

Tailor empowerment initiatives based on total experience. For instance, consider leveraging the higher emphasis on Patient Experience and Financial Impact observed in employees with 6-10 years of experience.

**Action Strategy**

* **Front Line Employees**

Offer workshops and training sessions focused on Patient Experience and Financial Impact empowerment. Provide real-life case studies and scenarios to help them understand and apply these concepts in their daily roles.

* **Managers**

Empower managers with tools and resources to effectively communicate and reinforce the importance of Patient-Centric and Patient Experience empowerment. Encourage them to lead by example and provide regular feedback to their teams.

* **Total Experience Categories**

Customize empowerment programs based on employees' total experience. For those with less than 2 years, focus on foundational aspects like Patient-Centric empowerment. For employees with 2-5 years, emphasize Patient Experience and Financial Impact.

* **Casual Employees.**

Implement short-term empowerment initiatives, such as targeted workshops or mentorship programs, to quickly enhance their engagement with Patient Experience and Financial Impact factors.

* **Long-Term Employees (20+ years)**

Recognize their extensive experience and consider involving them in mentorship or leadership roles where they can share their knowledge and empower newer employees.

By implementing these tailored interventions, organizations can leverage the identified empowerment factors to not only enhance employee satisfaction but also stimulate creativity, ultimately leading to a more dynamic and effective workforce.

**Summary**

From our analysis, we have discovered important insights into the relationship between empowerment factors and creativity among nursing home employees. Patient experience and financial impact are the most influential factors, with high scores across different employee types, levels, and experience categories. Full-time employees have a positive view of patient experience and financial impact, while managers exhibit the highest scores in these categories. Employees with 6-10 years of experience place the most emphasis on these empowerment factors. When it comes to creativity, managers see themselves as the most creative, followed by full-time employees, suggesting a need for focused efforts to enhance creativity among other employee types. Recommendations include prioritizing patient experience and financial impact in empowerment initiatives, customized interventions for different employee groups, and specialized training for managers to reinforce these factors.

**Future considerations:**

This analysis provides a solid foundation for further research and initiatives. Additional studies could explore the specific strategies that improve patient experience and financial impact, examining their direct impact on creativity. Also, investigating the link between task efficiency and creativity, as suggested by the positive trend, could provide valuable insights. Longitudinal studies that track the evolution of empowerment and creativity over time would offer a dynamic perspective. Moreover, exploring the potential of technology-driven interventions in empowerment efforts could be a promising avenue. Lastly, assessing the impact of these empowerment factors on overall organizational outcomes, such as patient satisfaction and financial performance, would provide a comprehensive understanding of their significance.