Nursing Care Delivery

A thesis presented in partial fulfilment of the requirements
for the degree of Doctor of Philosophy
in
Psychology
at
Massey University, Turitea Campus, Palmerston North
New Zealand

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2001
Abstract

The delivery of safe, efficient and effective nursing care requires knowledgeable senior executives and nurses who collaborate, have the common and primary goal of meeting patient need, and a shared understanding of nursing care delivery.

The aim of this research was to explicate executives’ and nurses’ understanding of nursing care delivery in the Crown Health Enterprise (CHE) setting.

Between March and December 1997 61 executives or senior nurses from 18 CHEs participated in semi-structured interviews. The interview tapes were transcribed and biographical details and some data relating to organisational structure were summarised. The remaining data were analysed using content analysis. Seven themes were identified.
- Organisational structure was seen as a self-contained entity.
- Systems approaches were not used.
- Planned, systematic and ongoing evaluation of structural change and care delivery was not evident.
- The resource implications of proposed changes were not canvassed.
- Little was known about the nature of nursing work in the CHE.
- There was a desire for closer links between nursing practice and nursing education.
- The approach to nursing research was fragmented and ad hoc.

The findings indicate an overall lack of knowledge about nursing care delivery and the nature of nursing work in the reformed health care environment. It is suggested that the primary reasons for this are the paucity of international and national research on these subjects and a fragmented approach to the management and development of nursing in New Zealand. The findings also suggest a lack of sophisticated resource management and evaluation expertise.
To ensure the development of innovative nursing practice/care delivery models and systems that will meet New Zealanders present and future need for nursing care it is strongly recommended that priority be given to identifying the nature and scope of nursing work. It is also recommended that:

- An independent nursing research unit with a capacity to carry out national and longitudinal research in nursing is established.
- An independent national agency to oversee the management and development of nursing in New Zealand is established.
- The Ministry of Health commission a review of health management education.
Acknowledgements

This project would have not been possible without the contribution of the following people

The study participants

My supervisors:
Emeritus Professor George Shouksmith
Associate Professor Judy Brook
Professor Nigel Long

Friends and colleagues
Librarians, transcribers, computer experts and secretaries

To each and every one my sincere thanks.
Table of Contents

Abstract ii
Acknowledgements iv
Table of contents v
Introductory and background chapters

Chapter one: Introduction 1
  1995 proposal 4
  1996 proposal 7
  Ethics committee approval 7
  Outline of the thesis 8

Chapter two: Background 10
  Health sector 10
  General background 10
  Health service reform in other Western countries 17
  Reform of the UK National Health Service [NHS] 20
  New Zealand 24

Chapter three: This study 30
  The 1996 proposal 30
  Implementation of the 1996 proposal 34
  The research design 38
  Qualitative research 39
  Content analysis 39
  The questions 40
  Analysis 41

Chapter four: Participants 44
  Introduction 44
  Summary data 44
  Findings: Biographic information 46
The data chapters

Chapter Five: Structure 48
- Structure as tool for efficiency 48
- Organisational structure 49
- Hodgetts and Cascio’s Principles 54
- McPhee’s themes 57
- The nursing structure 63

Findings 66
- Describe the present CHE organisational structure 66
- Who chose this structure? 69
- Why was this particular structure chosen? 71
- When was this structure put in place? 74
- How is the implementation of this structure evaluated? 76
- What are the resource implications of having this particular structure? 79

Chapter themes 85

Chapter six: Patient Care Delivery System (PCDS) 86
- Emerging approaches to patient care delivery 98

Findings 100
- Describe the present patient care delivery system 100
- Who chose this system? 104
- What are the advantages and disadvantages of this system? 105
- When was this system put in place? 108
- How is this system evaluated? 108
- What are the resource implications of implementing this particular system? 111

Chapter themes 114

Chapter seven: Nursing Care Delivery System (NCDS) 115
- Introduction 115
- Theory/models 129
Chapter themes 218

Chapter ten: Nursing research 219
Introduction 219
Findings 224
What nursing research would you like to see done? 230
Chapter theme 231

Themes chapter

Chapter eleven: Study themes 232
Organisational structure was seen as a self-contained entity 232
Systems approaches were not used 236
Planned, systematic and ongoing evaluation of structural change and care delivery was not evident 239
The resource implications of proposed changes were not canvassed 241
Little was known about nature of nursing work in the CHE 243
There was a desire for closer links between nursing practice and nursing education 244
The approach to nursing research was fragmented and ad hoc 246

Discussion chapter 247
Chapter twelve: Discussion 247
A new perspective 254
Limitations of the study 255
Indications for future research 258
Recommendations 259
Conclusion 259

References 262
Appendices 280
Information sheet 281
Consent from 282
Research Questions 283