

The Lived Experience of the Licensed Nursing Assistants (LNA) Providing Care in the Hospital Setting during the COVID-19 Pandemic

Carly Soler, BS, RN, Marisela Isak, BS, RN, & Marcia Bosek DNSc, RN



THE UNIVERSITY OF VERMONT
COLLEGE OF NURSING
AND HEALTH SCIENCES

Background

- Limited research on LNAs in clinical setting
- Majority of research on LNAs in long term care facilities
- No research on LNAs related to a pandemic

Purpose

Describe the lived experience of LNAs providing care in the hospital setting during the pandemic.

- Specific aims:
 - How have the circumstances of the pandemic impacted the LNAs ability to provide care?
 - How have the circumstances of the pandemic impacted the LNAs job satisfaction?
 - How have the circumstances of the pandemic impacted the LNAs role in the healthcare team?

Methods

- Qualitative phenomenology design
- Colaizzi's method guided data analysis
- All LNAs employed at an academic medical center in the Northeast United States were invited to participate via REDCap®
- Confidential electronic survey sent via work email
 - 6 demographic questions
 - 5 open-ended questions
- Data were collected from 12/14 - 12/27



Theme #1: "It was scary at the beginning"

- More caution/uncertainty
- With the right support/resources I was comfortable
- Teamwork is the watchword

"You need to be extra careful who you come in contact with." (LNA 21)

"[It] was scary but with the right equipment and education I was comfortable." (LNA 47)

"Scary but felt we had a great team" (LNA 24)

"I feel my role on the healthcare team is far more auxiliary." (LNA 53)

"Short staffing has really taken a toll on not only patient care but my own well-being as well." (LNA 48)

"I feel honored to work in healthcare during this time." (LNA 3)

Theme #2: "Still provide the best care possible despite the circumstances of the pandemic"

- Patient interactions changed
- Burnout
- Pride and motivation

Discussion

- LNAs felt stress and uncertainty regarding fear of transmission and caring for unfamiliar patient populations
- Teamwork and effective leadership helped alleviate the LNAs' stress
- LNAs are committed to providing high quality care despite their changing role within the healthcare team, their declining job satisfaction, and an overwhelming amount of burnout
- LNAs were proud to be a health care worker during this time, and some were motivated to pursue a nursing program and earn their RN

Strengths & Limitations

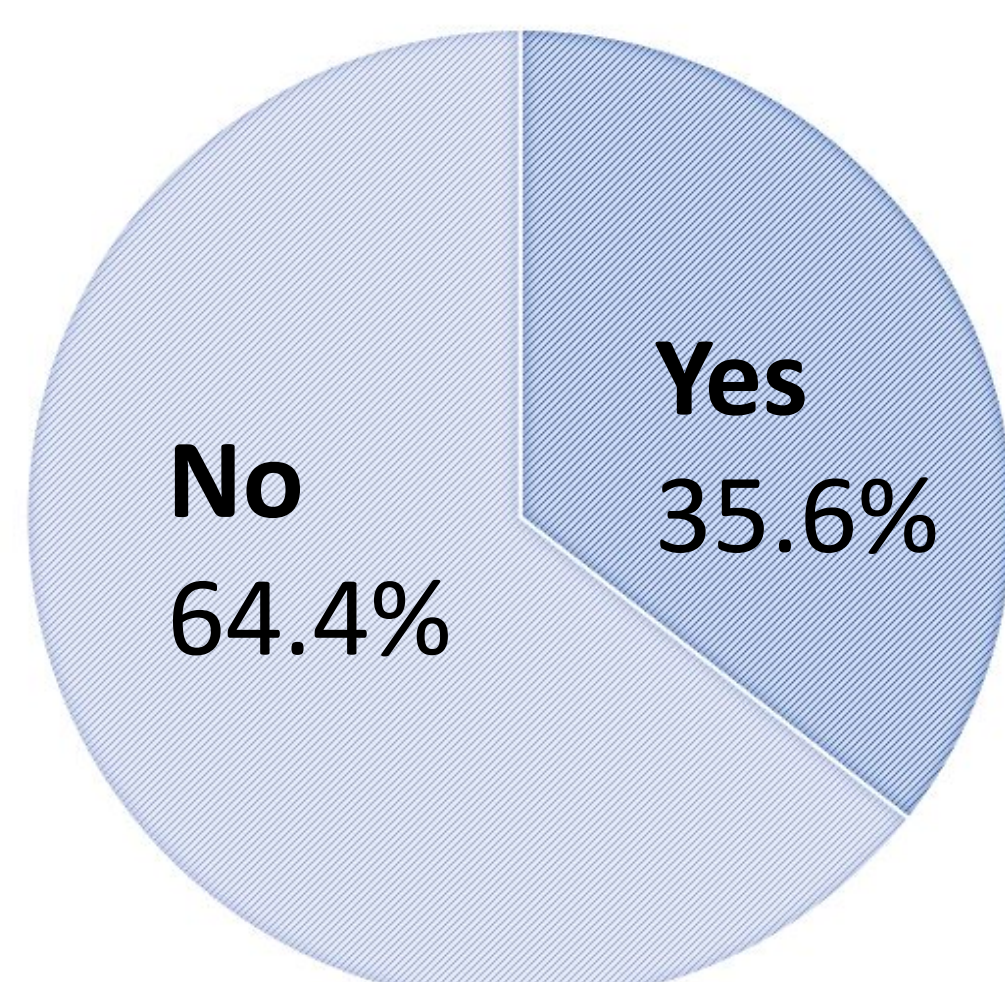
- Strengths:
 - Permission to conduct study provided by the hospital's LNA Council
 - Large sample size
- Limitations:
 - Electronic survey did not allow for probing/clarification
 - LNAs participating in the Member Check did not participate in the survey

Recommendations

- Educational initiatives about preventive measures to decrease transmission of the virus has been shown to decrease stress levels (Mubarek et al., 2021)
- Increased education and training for LNAs floating to other units and having more LNAs available in the resource pool addresses LNAs' stress about providing care to unfamiliar populations
- Health care teams should constantly be evaluating their unique strengths and weaknesses in order to promote cooperation between colleagues and leadership
- Education about how to effectively communicate with patients through PPE
- Further research is needed on the LNA's perception of their role in the health care team

Results *n=60*

I have provided direct care to a patient who has tested positive for COVID-19:



Job Satisfaction

How satisfied were you with your job as an LNA?

	t	p
March vs June	3.34	0.001
March vs December	3.12	0.002
June vs December	0.22	0.83

Month was associated with level of satisfaction: $F(df=2) = 6.79, p = .002$. both June and December are significantly lower than March.

References:

Mubarak, N., Safdar, S., Faiz, S., Khan, J., & Jaafar, M. (2020). Impact of public health education on undue fear Of COVID-19 among nurses: The mediating role of psychological capital. *International Journal of Mental Health Nursing, 30*(2), 544-552. doi:10.1111/inm.12819