

Factors affecting the expressed emotion of geriatric health services facility employees toward dementia patients

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Introduction

The number of dementia patients is increasing, and prompt measures to care for such patients are required. Geriatric health services facilities are designed to care for and rehabilitate dementia patients. However, the turnover of staff at geriatric health services facilities is high, chronic staff shortage is a serious problem, and improving the quality of care is a major issue. The quality of care is closely correlated with the expressed emotion of employees toward patients.

Objective

The objective of the present study is to clarify factors affecting the expressed emotion of geriatric health services facility employees toward dementia patients.

Methods

Subjects were nurses and caregivers working at 24 facilities affiliated with the Nagasaki Geriatric health services facility Association. They consented to participate after receiving explanations about the study objective and methods. Thirty copies of anonymous questionnaires were sent to each facility, and a total of 411 replies were obtained (recovery rate: 57%). The study period lasted from October to November 2008. The following assessment scales were used: the Nurse Attitude Scale (NAS), Behavioral and Psychological Symptoms of Dementia (BPSD), Maslach Burnout Inventory (MBI), and General Health Questionnaire 12 (GHQ12).

Results

The results of multiple regression analysis with the NAS score as a dependent variable showed the following significant independent factors: BPSD; personal accomplishment and depersonalization, which are MBI subscales; GHQ12; years of employment; and being in charge of the patients.

Discussion

The results suggest that the BPSD is one of the factors affecting the expressed emotion of geriatric health services facility employees toward dementia patients. Improving BPSD scores by occupational therapy not only improves the quality of life of dementia patients, but also improves the expressed emotion of employees.