



THE MINNESOTA SATISFACTION QUESTIONNAIRE AS A MEASURE OF ADVANCED PARAMEDIC PRACTITIONER SATISFACTION WITH A THREE PART ROTATIONAL MODEL FOR WORKING

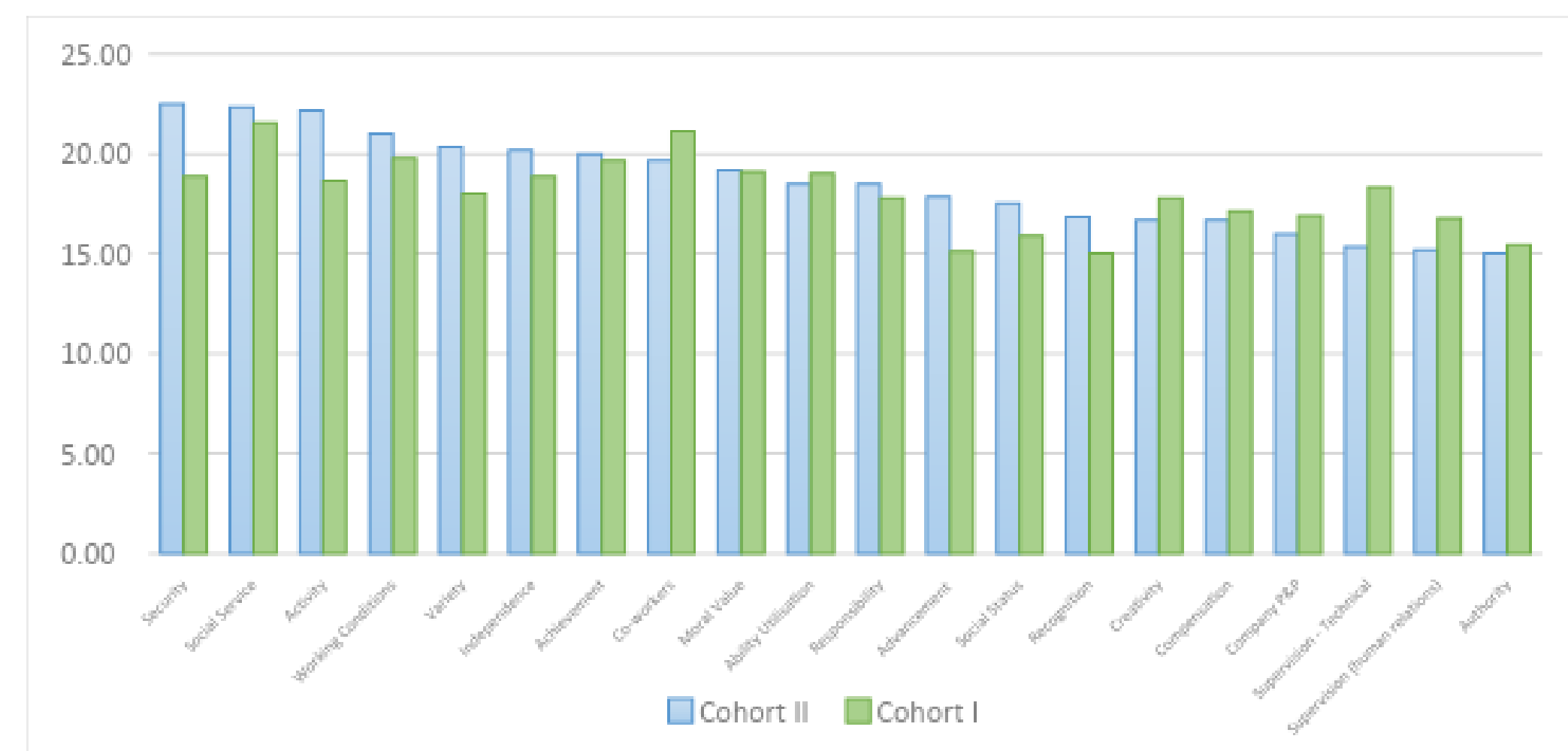
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BACKGROUND

Welsh Ambulance Service NHS Trust (WAST) and Betsi Cadwaladr University Health Board (BCUHB) successfully bid for Welsh Government Pacesetter funding to assess the viability of a rotational approach to the delivery of care in North Wales. The three part rotation utilises WAST Advanced Paramedic Practitioners who rotate across WAST Clinical Contact Centre, solo responding and BCUHB Primary Care settings. The first cohort of APPs started in June 2019 and a second cohort joined in September 2020. The project team worked with Public Health Wales to develop a seven-part evaluation framework based on the logic model. The Minnesota Satisfaction Questionnaire (MSQ) was one of a number of data collection items undertaken as part of a service evaluation to evaluate the impact of this Pacesetter project. The MSQ aimed to fulfil the 'Am I Valued' item, and it was anticipated that this tool would be suitable to measure APP wellbeing and overall feelings about support.

RESULTS

All APPs from Cohort I and six from Cohort II filled in a questionnaire, each APP answered 100% of the questions. The MSQ was scored using the guidance provided in the Handbook. Individual total raw scores ranged from 294 to 418 (total possible 500). The mean for Cohort I was 360, 368 for Cohort II and averaged 364 overall mean score. Because there were not an equal number of APPs between the Cohorts, mean scores have been used for the purpose of this poster. Overall, the results indicated a high level of satisfaction across the APPs, none of the 20 scales ranked as 'dissatisfied' or 'very dissatisfied' based on mean scores. Two scales ranked 'neither' satisfied for both Cohort I and II and the remaining eighteen were either 'satisfied' or 'very satisfied'. For both Cohorts I and II, Social Service and Working Conditions were in the top five scoring scales. Whilst Authority and Supervision (Human Relations) were in the bottom five scoring scales. The full range of scores can be found in Figure 1.



Intrinsic and Extrinsic scales; A short version MSQ comprising 20 items was also developed by the University of Minnesota and included the items which correlate the highest to each of the 20 scales. Although the intrinsic and extrinsic factors were not intended to be generalised to the long version of the MSQ, the three short MSQ scales were compared with the APP scores. Each item was scored to one of three scales; intrinsic satisfaction (type of work/the work itself), extrinsic satisfaction (external or environmental factors) and general satisfaction.

It was noted that the raw scores were higher for intrinsic factors relating to the job and work indicating for example viewing the job as worthwhile and helping people. Four of the top seven scoring scales were classified as intrinsic/general (Social Service, Achievement, Activity and Independence). In contrast four of the extrinsic/general items scored in the bottom seven based on APP score (Compensation, Company P&P, Supervision-human relations and Recognition). Some of the lower scoring extrinsic items are inherent to working in the NHS such as compensation where APPs are on a professional pay scale.



METHODS

The 1977 Minnesota Satisfaction Questionnaire (MSQ) 1 was designed to measure an employee's satisfaction with work and aspects of the workplace environment. It comprises a 100 item (or question) questionnaire, with each aligned to one of 20 scales. Responses are weighted in the following way: very dissatisfied (1), dissatisfied (2), neither (3), satisfied (4), very satisfied (5). The long version MSQ was selected for use with the APPs as it is a standardised tool, which has successfully been used with employees (particularly in healthcare) for many years. The first Cohort of APPs completed the MSQ nine months into their rotation and the second Cohort it in their third month. Cohort I were provided with a hard copy questionnaire, Cohort II were emailed the link to a Smart Survey where the MSQ had been uploaded verbatim. APPs were asked to consider all aspects of the rotation when selecting their response.

CONCLUSION

The MSQ is a simple yet effective measure of assessing workplace satisfaction. This group of Pacesetter APPs are taking part in a unique project testing the viability of an extended rotation therefore their perceptions of feeling valued, and satisfaction are an important consideration in the sustainability of a novel way of working. Further qualitative work could be undertaken to investigate consistent areas of lower satisfaction. In addition, there are plans to repeat the MSQ with all APPs to review how scores change over time and the results will feed into the wider Pacesetter project evaluation. It is acknowledged that the findings are not generalizable beyond this group of APPs. In addition, the rotation was considered as a whole, therefore it's not possible to determine from the MSQ alone whether specific aspects of the rotation may have influenced the APP scores.