

A Qualitative Study about Health Employee Experiences: An Inside Look at the Impact of COVID-19 Infection Control Measures

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Research Process

- Researchers sought to understand how the pandemic changed the work experiences of healthcare employees from various occupations.
- Following participation in online survey in Fall 2020, healthcare employees were invited to participate in virtual, semi-structured qualitative interviews about the impact of infection control measures in their workplace.
- 12 healthcare employees participated and worked in:
 - rural and urban locations
 - acute and long-term care facilities
 - mostly in full time positions (83%)
 - healthcare for average of 15 years
- 11 participants identified as female and the average age was 47 years.

Key Changes to Workplace

- Environment
- Roles/tasks
- Emotional energy expenditure

Key Challenges in the Workplace

- Moral distress/ discomfort
- Communication
- Supporting change

Silver Linings in the Workplace

- Staff pull together
- Staff are resourceful
- Staff reflect on their resilience

Key Recommendations

- Implement a consistent family presence policy.
- Balance the right dose/frequency of communication with staff, families and patients/residents.
- Share best practices and innovations within the organization and beyond.

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