

What Is Old Is New Again: Global Issues Influencing Workers and Their Work in Long-Term Care

Faire du neuf avec du vieux : les enjeux mondiaux qui influencent les travailleurs et leur travail dans les établissements de soins de longue durée

WHITNEY B. BERTA, CAL STEWART AND ANDREA BAUMANN

Appendix 1: Bibliography

Reports

Alzheimer's Disease International. 2020, September 21. *World Alzheimer Report 2020. Design, Dignity, Dementia: Dementia-Related Design and the Built Environment*. Retrieved April 27, 2022. <<https://www.alzint.org/resource/world-alzheimer-report-2020/>>.

Canadian Institute for Health Information (CIHI). 2020. *Pandemic Experience in the Long-Term Care Sector: How Does Canada Compare with Other Countries?* Retrieved July 2021. <<https://www.cihi.ca/sites/default/files/document/covid-19-rapid-response-long-term-care-snapshot-en.pdf>>.

Hsu, A. T., N. Lane, S.K. Sinha, J. Dunning, M. Dhuper, Z. Kahiel et al. 2020, June 4. *Understanding the Impact of Covid-19 on Residents of Canada's Long-Term Care Homes – Ongoing Challenges and Policy Responses*. International Long-Term Care Policy Network. Retrieved April 27, 2022. <https://ltccovid.org/wp-content/uploads/2020/06/LTCcovid-country-reports_Canada_June-4-2020.pdf>.

Organisation for Economic Co-operation and Development (OECD). 2013. *Health at a Glance 2013. OECD Indicators*. Retrieved April 27, 2022. <<https://www.oecd.org/els/health-systems/Health-at-a-Glance-2013.pdf>>.

Organisation for Economic Co-operation and Development (OECD). 2020, June 22. *Who Cares? Attracting and Retaining Care Workers for the Elderly*. Retrieved April 27, 2022. <<https://www.oecd.org/publications/who-cares-attracting-and-retaining-elderly-care-workers-92c0ef68-en.htm>>.

World Health Organization (WHO). 2015. *World Report on Ageing and Health*. Retrieved April 27, 2022. <<https://apps.who.int/iris/handle/10665/186463>>.

World Health Organization (WHO). 2021, April 30. *Decade of Healthy Ageing: Baseline Report Summary*. Retrieved April 27, 2022. <<https://www.who.int/publications/i/item/9789240023307>>.

Articles

Aboderin, I. 2007. Contexts, Motives and Experiences of Nigerian Overseas Nurses: Understanding Links to Globalization. *Journal of Clinical Nursing* 16 (12): 2237–245. doi:10.1111/j.1365-2702.2007.01999.x.

Adams, R.J., P. Smart and A. S. Huff. 2017a. Shades of Grey: Guidelines for Working with the Grey Literature in Systematic Reviews for Management and Organizational Studies. *International Journal of Management Reviews* 19(4): 432–54. doi: 10.1111/ijmr.12102.

Adams, J., H. Verbeek and S.M.G. Zwakhalenb. 2017b. The Impact of Organizational Innovations in Nursing Homes on Staff Perceptions: A Secondary Data Analysis. *Journal of Nursing Scholarship* 49(1): 54–62. doi: 10.1111/jnur.12271.

Adebayo, B., P. Nichols, K. Heslop and B. Brijnath. 2020. A Scoping Review of Dementia Care Experiences in Migrant Aged Care Workforce. *The Gerontologist* 60(2): e105–16. doi:10.1093/geront/gnz027.

- Adhikari, R. and K.M. Melia. 2015. The (Mis)management of Migrant Nurses in the UK: A Sociological Study. *Journal of Nursing Management* 23(3): 359–67. doi:10.1111/jonm.12141.
- Allensworth-Davies, D., J. Leigh, K. Pukstas, S. M. Geron, E. Hardt, G. Brandeis et al. 2007. Country of Origin and Racio-Ethnicity: Are There Differences in Perceived Organizational Cultural Competency and Job Satisfaction among Nursing Assistants in Long-Term Care? *Health Care Management Review* 32(4): 321–29. doi:10.1097/01.HMR.0000296788.31504.b7.
- Aloisio, L. D., W.A. Gifford, K.S. McGilton, M. Lalonde, C.A. Estabrooks and J.E. Squires. 2019. Factors Associated with Nurses' Job Satisfaction in Residential Long-term Care: The Importance of Organizational Context. *Journal of the American Medical Directors Association* 20(12): 1611–616.e4. doi:10.1016/j.jamda.2019.06.020.
- Alperovitch-Najenson, D., D. Sheffer, I. Treger, T. Finkels and L. Kalichman. 2015. Rehabilitation versus Nursing Home Nurses' Low Back and Neck-Shoulder Complaints. *Rehabilitation Nursing Journal* 40(5): 286–93. doi:10.1002/rnj.172.
- Anderson, R.A., K.N. Corazzini and R.R. McDaniel Jr. 2004. Complexity Science and the Dynamics of Climate and Communication: Reducing Nursing Home Turnover. *Gerontology* 44(3): 378–88. doi:10.1093/geront/44.3.378.
- Arksey, H. and L. O'Malley 2005. Scoping Studies: Towards a Methodological Framework. *International Journal of Social Research Methodology* 8(1): 19–32.
- Armstrong, P. 2021. Our Values Are Showing: Long-Term Care and the Pandemic. *Healthcare Papers* 20(1): 10–14. doi:10.12927/hcpap.2021.26646.
- August, M. 2021. Socialize, De-Commodify and De-Financialize Long-Term Care. *Healthcare Papers* 20(1): 34–39. doi:10.12927/hcpap.2021.26642.
- Backman, A., K. Sjögren, H. Lövheim and D. Edvardsson. 2018. Job Strain in Nursing Homes – Exploring the Impact of Leadership. *Journal of Clinical Nursing* 27(7–8): 1552–560. doi:10.1111/jocn.14180.
- Bae, S.-H. and C. Brewer. 2010. Mandatory Overtime Regulations and Nurse Overtime. *Policy, Politics, and Nursing Practice* 11(2): 99–107. doi:10.1177/1527154410382300.
- Baldwin, J., J.D. Roberts, J.I. Fitzpatrick, A. While and D.T. Cowan. 2003. The Role of the Support Worker in Nursing Homes: A Consideration of Key Issues. *Journal of Nursing Management* 11(6): 410–20. doi:10.1046/j.1365-2834.2003.00414.x.
- Banaszak-Holl, J., H. Reichert, M.T. Greene, L. Mody, H.L. Wald, C. Crnich et al. 2017. Do Safety Culture Scores in Nursing Homes Depend on Job Role and Ownership? Results from a National Survey. *Journal of the American Geriatric Society* 65(10): 2244–250. doi:10.1111/jgs.15030.
- Banaszak-Holl, J. and M.A. Hines. 1996. Factors Associated with Nursing Home Staff Turnover. *The Gerontologist* 36(4): 512–17. doi:10.1093/geront/36.4.512.
- Band-Winterstein, T., I. Doron, L. Zisberg, K. Shulyaev and A. Zisberg. 2019. The Meanings of the Unlicensed Assistive Personnel Role in Nursing Homes: A Triadic Job Analysis Perspective. *Journal of Nursing Management* 27(3): 575–83. doi: 10.1111/jonm.12713.
- Barooah, A., K. Boerner, I. van Riesenbeck and O.R. Burack. 2015. Nursing Home Practices Following Resident Death: The Experience of Certified Nursing Assistants. *Geriatric Nursing* 36(2): 120–25. doi:10.1016/j.gerinurse.2014.11.005.
- Bauer, M. 2006. Collaboration and Control: Nurses' Construction of the Role of Family in Nursing Home Care. *Journal of Advanced Nursing* 54(1): 45–52. doi:10.1111/j.1365-2648.2006.03789.x.
- Bauer, S., R.J.G. Halfens and C. Lohrmann. 2015. Knowledge and Attitudes of Nursing Staff towards Malnutrition Care in Nursing Homes: A Multicentre Cross-Sectional Study. *Journal of Nutritional Health and Aging* 19(7): 734–40. doi:10.1007/s12603-015-0535-7.
- Bentwich, M. E., N. Dickman and A. Oberman. 2017. Dignity and Autonomy in the Care for Patients with Dementia: Differences among Formal Caretakers of Varied Cultural Backgrounds and their Meaning. *Archives of Gerontology and Geriatrics* 70: 19–27. doi:10.1016/j.archger.2016.12.003.

- Berendonk, C., R. Kaspar, M. Bar and M. Hoben. 2019. Improving Quality of Work Life for Care Providers by Fostering the Emotional Well-Being of Persons with Dementia: A Cluster-Randomized Trial of a Nursing Intervention in German Long-Term Care Settings. *Dementia* 18(4): 1286–309. doi:10.1177/1471301217698837.
- Berglund, A.-L. 2007. Satisfaction with Caring and Living Conditions in Nursing Homes: Views of Elderly Persons, Next of Kin and Staff Members. *International Journal of Nursing Practice* 13(1): 46–51. doi:10.1111/j.1440-172X.2006.00602.x.
- Berkhout, A.J.M.B., N.P.G. Boumans, G.P.J. Van Breukelen, H.H. Abu-Saad and F.J.N. Nijhuis. 2004. Resident-Oriented Care in Nursing Homes: Effects on Nurses. *Journal of Advanced Nursing* 45(6): 621–32. doi:10.1046/j.1365-2648.2003.02956.x.
- Berta, W., A. Laporte, D. Zarnett, V. Valdmanis and G. Anderson. 2006. A Pan-Canadian Perspective on Institutional Long-Term Care. *Health Policy* 79(2-3): 175–94. doi:10.1016/j.healthpol.2005.12.006.
- Berta, W., A. Laporte, T. Pereira, L. Ginsburg, A.R. Dass, R. Deber et al. 2018. Relationships between Work Outcomes, Work Attitudes and Work Environments of Health Support Workers in Ontario Long-Term Care and Home and Community Care Settings. *Human Resources for Health* 16(1): 15. doi:10.1186/s12960-018-0277-9.
- Berta, W. and A. Dawson. 2021. There Is No Place Like Home ... But Things Could Be Better. *Healthcare Papers* 20(1): 51–58. doi:10.12927/hcpap.2021.26640.
- Biggs, S. and A. Carr. 2019. How Provider Organisations Interpret Regulation in the Context of Residential Dementia Aged Care. *Australian Journal on Ageing* 38(Suppl_2): 83–89. doi:10.1111/ajag.12634.
- Bishop, C.E., D.B. Weinberg, W. Leutz, A. Dossa, S.G. Pfefferle and R.M. Zincavage. 2008. Nursing Assistants' Job Commitment: Effect of Nursing Home Organizational Factors and Impact on Resident Well-Being. *The Gerontologist* 48(1): 36–45. doi:10.1093/geront/48.supplement_1.36.
- Blaser, R. and J. Berset. 2019. Setting Matters: Associations of Nurses' Attitudes towards People with Dementia. *Nursing Open* 6(1): 155–161. doi:10.1002/nop2.198.
- Boakye-Dankwa, E., E. Teeple, R. Gore, L. Punnett and Procare Research Team. 2017. Associations among Health Care Workplace Safety, Resident Satisfaction, and Quality of Care in Long-Term Care Facilities. *Journal of Occupational and Environmental Medicine* 59(11): 1127–134. doi:10.1097/JOM.0000000000001163.
- Bondevik, G.T., D. Hofoss, B.S. Husebø and E.C.T. Deilkås. 2017. Patient Safety Culture in Norwegian Nursing Homes. *BMC Health Services Research* 17(1): 424. doi:10.1186/s12913-017-2387-9.
- Bowers, B.J., C. Lauring and N. Jacobson. 2001. How Nurses Manage Time and Work in Long-Term Care. *Journal of Advanced Nursing* 33(4): 484–91. doi:10.1046/j.1365-2648.2001.01686.x.
- Boyatzis R.E. 1998. *Transforming Qualitative Information: Thematic Analysis and Code Development*. Sage.
- Brannon, D., M.A. Smyer, M.D. Cohn, L. Borchardt, J.A. Landry, G.M. Jay et al. 1988. A Job Diagnostic Survey of Nursing Home Caregivers: Implications for Job Redesign. *The Gerontologist* 28(2): 246–52. doi: 10.1093/geront/28.2.246.
- Brannon, D., J.S. Zinn, V. Mor and J. Davis. 2002. An Exploration of Job, Organizational, and Environmental Factors Associated with High and Low Nursing Assistant Turnover. *The Gerontologist* 42(2): 159–68. doi: 10.1093/geront/42.2.159.
- Braun, V. and V. Clarke. 2012. Thematic Analysis. In H. Cooper (ed.), *APA Handbook of Research Methods in Psychology: Research Designs* (pp. 57–71). American Psychological Association.
- Braun, K. L., K.M. Suzuki, C.E. Cusick and K. Howard-Carhart. 1997. Developing and Testing Training Materials on Elder Abuse and Neglect for Nurse Aides. *Journal of Elder Abuse and Neglect* 9(1): 1–15. doi:10.1300/J084v09n01_01.
- Brown, P.B., S.L. Hudak, S.D. Horn, L.W. Cohen, D.A. Reed and S. Zimmerman. 2016. Workforce Characteristics, Perceptions, Stress, and Satisfaction among Staff in Green House and Other Nursing Homes. *Health Services Research* 51(Suppl_1): 418–32. doi:10.1111/1475-6773.12431.

- Buljac-Samardzic, M., J.D.H. van Wijngaarden and C.M. Dekker-van Doorn. 2016. Safety Culture in Long-Term Care: A Cross-Sectional Analysis of the Safety Attitudes Questionnaire in Nursing and Residential Homes in the Netherlands. *BMJ Quality & Safety* 25(6): 424–31. doi:10.1136/bmjqqs-2014-003397.
- Caspar, S., H.A. Cooke, N. O'Rourke and S.W.S. MacDonald. 2013. Influence of Individual and Contextual Characteristics on the Provision of Individualized Care in Long-Term Care Facilities. *The Gerontologist* 53(5): 790–800. doi:10.1093/geront/gns165.
- Caspar, S., A. Le and K.S. McGilton. 2019. The Influence of Supportive Supervisory Practices and Health Care Aides' Self-Determination on the Provision of Person-Centered Care in Long-Term Care Facilities. *Journal of Applied Gerontology* 38(11):1564–582. doi:10.1177/0733464817750275.
- Caspar, S. and N. O'Rourke. 2011. Measurement of Workplace Empowerment Across Caregivers. *Geriatric Nursing* 32(3): 156–65. doi: 10.1016/j.gerinurse.2010.11.005.
- Castle, N.G., H. Degenholtz and J. Rosen. 2006. Determinants of Staff Job Satisfaction of Caregivers in Two Nursing Homes in Pennsylvania. *BMC Health Services Research* 6: 60. doi:10.1186/1472-6963-6-60.
- Castle, N.G., J. Engberg, J. Mendeloff and R. Burns. 2009. A National View of Workplace Injuries in Nursing Homes. *Health Care Management Review* 34 (1): 92–103.
- Castle, N.G. and J.C. Ferguson-Rome. 2015. Influence of Nurse Aide Absenteeism on Nursing Home Quality. *The Gerontologist* 55(4): 605–15. doi:10.1093/geront/gnt167.
- Chamberlain, S.A., M. Hoben, J.E. Squires and C.A. Estabrooks. 2016. Individual and Organizational Predictors of Health Care Aide Job Satisfaction in Long Term Care. *BMC Health Services Research* 16(1): 557. doi: 10.1186/s12913-016-1815-6.
- Chamberlain, S.A., M. Hoben, J.E. Squires, G.G. Cummings, P. Norton and C.A. Estabrooks. 2019. Who Is (Still) Looking After Mom and Dad? Few Improvements in Care Aides' Quality-of-Work Life. *Canadian Journal on Aging* 38(1): 35–50. doi:10.1017/S0714980818000338.
- Chamberlain, S.A., W. Duggleby, P.B. Teaster, J. Fast and C.A. Estabrooks. 2020. Challenges in Caring for Unbefriended Residents in Long-Term Care Homes: A Qualitative Study. *The Journals of Gerontology: Series B, Psychological Sciences and Social Sciences* 75(9): 2050–061. doi: 10.1093/geronb/gbaa079.
- Chen, I.-H., K.-Y. Lin, S.H. Hu, Y.-H. Chuang, C.O. Long, C.-C. Chang et al. 2018. Palliative Care for Advanced Dementia: Knowledge and Attitudes of Long-Term Care Staff. *Journal of Clinical Nursing* 27(3–4): 848–58. doi:10.1111/jocn.14132.
- Chenoweth, L., L.F. Low, B. Goodenough, Z. Liu, H. Brodaty, A.N. Casey et al. 2014. Potential Benefits to Staff from Humor Therapy with Nursing Home Residents. *Journal of Gerontological Nursing* 40(2): 47–52. doi: 10.3928/00989134-20130930-01.
- Cherry, B., A. Ashcraft and D. Owen. 2007. Perceptions of Job Satisfaction and the Regulatory Environment among Nurse Aides and Charge Nurses in Long-Term Care. *Geriatric Nursing* 28(3): 183–92. doi:10.1016/j.gerinurse.2007.01.015.
- Choi, J., L. Flynn and L.H. Aiken. 2021. Nursing Practice Environment and Registered Nurses' Job Satisfaction in Nursing Homes. *The Gerontologist* 52(4): 484–92. doi:10.1093/geront/gnr101.
- Choi, J. and M. Johantgen 2012. The Importance of Supervision in Retention of CNAs. *Research in Nursing & Health* 35(2): 187–99. doi:10.1002/nur.21461.
- Chu, C.H., W.P. Wodchis and K.S. McGilton. 2014. Turnover of Regulated Nurses in Long-Term Care Facilities. *Journal of Nursing Management* 22(5): 553–62. doi:10.1111/jonm.12031.
- Chung, G. 2013. Understanding Nursing Home Worker Conceptualizations about Good Care. *The Gerontologist* 53(2): 246–54. doi:10.1093/geront/gns117.
- Cohen-Mansfield, J. 1997. Turnover among Nursing Home Staff. A Review. *Nursing Management* 28(5): 59–64.

- Collet, J., M.E. de Vugt, J.M.G.A. Schols, G.J.J.A. Engelen, B. Winkens and F.R.J. Verhey. 2018. Well-Being of Nursing Staff on Specialized Units for Older Patients with Combined Care Needs. *Journal of Psychiatric & Mental Health Nursing* 25(2): 108–18. doi:10.1111/jpm.12445.
- Cooper, S.L., H.L. Carleton, S.A. Chamberlain, G.G. Cummings, W. Bambrick and C.A. Estabrooks. 2016. Burnout in Nursing Home Health Care Aide: A Systematic Review. *Burnout Research* 3(3): 76–87. doi:10.1016/j.burn.2016.06.003.
- Cope, V.C., B. Jones and J. Hendricks. 2016. Residential Aged Care Nurses: Portraits of Resilience. *Contemporary Nurse* 52(6): 736–52. doi:10.1080/10376178.2016.1246950.
- Cready, C.M., D.E. Yeatts, M.M. Gosdin and H.F. Potts. 2008. CNA Empowerment: Effects on Job Performance and Work Attitudes. *Journal of Gerontological Nursing* 34(3): 26–35. doi:10.3928/00989134-20080301-02.
- Crocker, J. 2017. Dupe, Schemer, Mother: Navigating Agency and Constraint at Work. In G.R. Musolf, ed., *Oppression and Resistance: Structure, Agency, Transformation* (Volume 48) (pp. 157–73). Emerald Group Publishing.
- Crogan, N.L. and A. Shultz. 2000. Nursing Assistants' Perceptions of Barriers to Nutrition Care for Residents in Long-Term Care Facilities. *Journal for Nurses in Staff Development* 16(5): 216–21. doi:10.1097/00124645-200009000-00004.
- Culp, K., S. Ramey and S. Karlman. 2008. Iowa Certified Nursing Assistants Study: Self-Reported Ratings of The Nursing Home Work Environment. *Research in Gerontological Nursing* 1(2): 87–96. doi:10.3928/19404921-20080401-01.
- Czuba, K.J., N.M. Kayes, and K.M. McPherson. 2019. Support Workers' Experiences of Work Stress in Long-Term Care Setting: A Qualitative Study. *International Journal of Qualitative Studies on Health and Well Being* 14(1): 1622356. doi:10.1080/17482631.2019.1622356.
- Decker, F. H., L.D. Harris-Kojetin and A. Bercovitz. 2009. Intrinsic Job Satisfaction, Overall Satisfaction, and Intention to Leave the Job among Nursing Assistants in Nursing Homes. *The Gerontologist* 49(5): 596–610. doi:10.1093/geront/gnp051.
- de Guzman, A.B., M.I.D. Ching, E.M.L. Chiong, C.C. Chua, J.E.P. Chua and M.C. Dumalasa. 2009. At the End of the Rainbow, Is There Always a Pot Of Gold? Understanding the Labor and Fervor Of Filipino Geriatric Nurses. *Educational Gerontology* 35(12): 1057–075. doi:10.1080/03601270802708483.
- De Guzman, A.B., R.D.V. Coronel, K.O. Chua, M.G. Constantino and E.J.C. Corodova. 2019. The Success and Struggles of Filipino Geriatric Nurses in Nursing Homes. *Educational Gerontology* 35(4): 358–77. doi:10.1080/03601270802708293.
- Dellefield, M.E., N.G. Castle, S. Katherine and K. Spilsbury. 2015. The Relationship between Registered Nurses and Nursing Home Quality: An Integrative Review (2008–2014). *Nursing Economic* 33(2): 95–108, 116.
- DePasquale, N., J. Mogle, S.H. Zarit, C. Okechukwu, E.E. Kossek and D.M. Almeida. 2018. The Family Time Squeeze: Perceived Family Time Adequacy Buffers Work Strain in Certified Nursing Assistants with Multiple Caregiving Roles. *The Gerontologist* 58(3): 546–55. doi:10.1093/geront/gnw191.
- Dhaini, S., F. Zuniga, D. Ausserhofer, M. Simon, R. Kunz, S. De Geest et al. 2016. Care Workers Health in Swiss Nursing Homes and its Association with Psychosocial Work Environment: A Cross-Sectional Study. *International Journal of Nursing Studies* 53: 105–15. doi:10.1016/j.ijnurstu.2015.08.011.
- Dhaini, S., F. Zuniga, A. Franziska, S. Dietmar, M. Simon, R. Kunz et al. 2016. Absenteeism and Presenteeism among Care Workers in Swiss Nursing Homes and Their Association with Psychosocial Work Environment: A Multi-Site Cross-Sectional Study. *Gerontology* 62(4): 386–96. doi:10.1159/000442088.
- Dhami, C.S. and L. R. Donnelly. 2020. Exploring Residential Care Aide Experiences with Oral Malodour in Long-Term Care. *Nursing Open* 7(4): 1208–216. doi:10.1002/nop2.497.
- Edvardsson, D., P.O. Sandman, R. Nay and S. Karlsson. 2008. Associations between the Working Characteristics of Nursing Staff and the Prevalence of Behavioral Symptoms in People with Dementia in Residential Care. *International Psychogeriatrics* 20(4): 764–76. doi:10.1017/S1041610208006716.

- Elliott, K-E. J., J. Rodwell and A.J. Martin. 2017. Aged Care Nurses' Job Control Influence Satisfaction and Mental Health. *Journal of Nursing Management* 25 (7): 558–68. doi:10.1111/jonm.12493.
- Engstrom, M., B. Skytt and A. Nilsson. 2011. Working Life and Stress Symptoms among Caregivers in Elderly Care with Formal and No Formal Competence. *Journal of Nursing Management* 19(6): 732–41. doi:10.1111/j.1365-2834.2011.01270.x.
- Ericson-Lidman, E., L.-L.F. Larsson and A. Norberg. 2014. Caring for People with Dementia Disease (DD) and Working in a Private Not-For-Profit Residential Care Facility for People with DD. *Scandinavian Journal of Caring Sciences* 28(2): 337–46. doi:10.1111/scs.12063.
- Eriksen, W. 2006a. Practice Area and Work Demands in Nurses' Aides: A Cross-Sectional Study. *BMC Public Health* 6(1): 97. doi:10.1186/1471-2458-6-97.
- Eriksen, W. 2006b. Work Factors as Predictors of Persistent Fatigue: A Prospective Study of Nurses' Aides. *Occupational & Environmental Medicine* 63(6): 428–34. doi:10.1136/oem.2005.019729.
- Ersek, M., B.M. Kraybill and J. Hansberry. 1999. Investigating the Educational Needs Of Licensed Nursing Staff And Certified Nursing Assistants In Nursing Homes Regarding End-Of-Life Care. *American Journal of Hospice and Palliative Medicine* 16(4): 573–82. doi:10.1177/104990919901600406.
- Escriv-Pinol, A., K.N. Corazzini, M.B. Blodgett, C.H. Chu and K.S. McGilton. 2019. Supervisory Relationships in Long-Term Care Facilities: A Comparative Case Study of Two Facilities using Complexity Science. *Journal of Nursing Management* 27(2): 311–19. doi:10.1111/jonm.12681.
- Estabrooks, C.A., J.E. Squires, H.L. Carleton, G.G. Cummings and P.G. Norton. 2015. Who Is Looking After Mom and Dad? Unregulated Workers in Canadian Long-Term Care Homes. *Canadian Journal of Aging* 34(1): 47–59. doi:10.1017/S0714980814000506.
- Estabrooks, C.A. 2021. Staffing for Quality in Canadian Long-Term Care (LTC) Homes. *Healthcare Papers* 20(1): 40–50. doi:10.12927/hcpap.2021.26641.
- Flackman, B., I. Fagerberg, E. Haggstrom, A. Kihlgren and M. Kihlgren. 2007. Despite Shattered Expectations a Willingness to Care for Elders Remains with Education and Clinical Supervision. *Scandinavian Journal of Caring Sciences* 21(3): 379–89. doi: 10.1111/j.1471-6712.2007.00478.x.
- Flackman, B., H. Gorel and A. Kihlgren. 2009. Struggling to Adapt: Caring for Older Persons While Under Threat of Organizational Change and Termination Notice. *Nursing Inquiry* 16(1): 82–91. doi:10.1111/j.1440-1800.2009.00434.x.
- Forbes-Thompson, S., T. Leiker and M.R. Bleich. 2007. High-Performing and Low-Performing Nursing Homes: A View from Complexity Science. *Health Care Management Review* 32(4): 341–51. doi:10.1097/01. HMR.0000296789.39128.f6.
- Friedman, S. M., D. Cecilia, K. Cresci and R. Keyser. 1999. A Comparison of Job Satisfaction among Nursing Assistants in Nursing Homes and the Program of All-Inclusive Care for the Elderly (PACE). *The Gerontologist* 39(4):434–39. doi:10.1093/geront/39.4.434.
- Fryer, S., G. Bellamy, T. Morgan and M. Gott. 2016. "Sometimes I've Gone Home Feeling That My Voice Hasn't Been Heard": A Focus Group Study Exploring the Views and Experiences of Health Care Assistants When Caring for Dying Residents. *BMC Palliative Care* 15(1):78. doi:10.1186/s12904-016-0150-3.
- Gao, F., C. Tisle, J. Wilson, A. Tucket and P. Newcombe. 2015. Perceptions and Employment Intentions among Care Nurses and Nursing Assistants from Diverse Cultural Backgrounds: A Qualitative Interview Study. *Journal of Aging Studies* 35: 111–22.
- Gaudenz, C., S. De Geest, R. Schwendimann and F. Zuñiga. 2019. Factors Associated with Care Workers' Intention to Leave Employment in Nursing Homes: A Secondary Data Analysis of the Swiss Nursing Homes Human Resources Project. *Journal of Applied Gerontology* 38(11): 1537–563. doi: 10.1177/0733464817721111.
- Gibb, H. 2013. An Environmental Scan of an Aged Care Workplace Using the PARiHS Model: Assessing Preparedness for Change. *Journal of Nursing Management* 21(2): 293–303. doi:10.1111/j.1365-2834.2012.01407.x.
- Gosseries, O., A. Demertz, D. Ledoux, M-A. Bruno, A. Vanhaudenhuyse, A. Thibaut et al. 2012. Burnout in Healthcare Workers Managing Chronic Patients with Disorders of Consciousness. *Brain Injury* 26(12): 1493–499. doi:10.3109/02699052.2012.695426.

- Gransjon Craftman, A., C. Grape, K. Ringnell and M. Westerbotn. 2016. Registered Nurses' Experience of Delegating the Administration of Medicine to Unlicensed Personnel in Residential Care Homes. *Journal of Clinical Nursing* 25(21–22): 3189–198. doi:10.1111/jocn.13335.
- Grau, L., B. Chandler, B. Burton and D. Kolditz. 1991. Institutional Loyalty and Job Satisfaction among Nurse Aides in Nursing Homes. *Journal of Aging and Health* 3(1): 47–65. doi:10.1177/089826439100300103.
- Gray, M., B. Shadden, J. Henry, R. Di Brezzo, A. Ferguson and I. Fort. 2016. Meaning Making in Long-Term Care: What Do Certified Nursing Assistants Think? *Nursing Inquiry* 23(3): 244–52. doi:10.1111/nin.12137.
- Haas, A.D., D.A. Hunter and N.L. Howard. 2018. Bringing a Structural Perspective to Work: Framing Occupational Safety and Health Disparities for Nursing Assistants with Work-Related Musculoskeletal Disorders. *Work* 59(2): 211–29. doi:10.3233/WOR-172676.
- Haggstrom, E., A-G. Mamhidir and A. Kihlgren. 2010. Caregivers' Strong Commitment to Their Relationship with Older People. *International Journal of Nursing Practice* 16(2): 99–105. doi: 10.1111/j.1440-172X.2010.01818.x.
- Haggstrom, E., K. Skovdahl, B. Flackman, A.L. Kihlgren and M. Kihlgren. 2004. To Feel Betrayed and to Feel That You Are Betraying the Older Residents: Caregivers' Experiences at a Newly Opened Nursing Home. *Journal of Clinical Nursing* 13(6): 687–696. doi:10.1111/j.1365-2702.2004.00939.x.
- Halbur, B.T. 1983. Nursing Personnel in Nursing Homes: A Structural Approach to Turnover. *Work and Occupations* 10(4): 381–411. doi:10.1177/0730888483010004002.
- Hall, L.M. and L. O'Brien-Pallas. 2000. Redesigning Nursing Work in Long-Term Care Environments. *Nursing Economics* 18(2): 79–87.
- Hasson, H. and J. E. Arnetz. 2008. Nursing Staff Competence, Work Strain, Stress and Satisfaction In Elderly Care: A Comparison of Home-Based Care and Nursing Homes. *Journal of Clinical Nursing* 17(4): 468–81. doi: 10.1111/j.1365-2702.2006.01803.x.
- Heliker, D. and H.T. Nguyen. 2010. Story Sharing: Enhancing Nurse Aide-Resident Relationships in Long-Term Care. *Research in Gerontological Nursing* 3(4): 240–52.
- Heponiemi, T., M. Elovinio, A. Kouvolanen, A. Noro, H. Finne-Soveri and T. Sinervo. 2012. The Association of Ownership Type with Job Insecurity and Worry about Job Stability: The Moderating Effects of Fair Management, Positive Leadership, and Employment Type. *Advancing in Nursing Science* 35(1): 39–50. doi:10.1097/ANS.0b013e31824454a2.
- Herzberg, A. and S.-L. Ekham 2000. "We, Not Them and Us?": Views On the Relationships and Interactions between Staff and Relatives of Older People Permanently Living in Nursing Homes. *Journal of Advanced Nursing* 31(3): 614–22. doi:10.1046/j.1365-2648.2000.01317.x.
- Hewko, S. J., S.L. Cooper, H. Huynh, T.L. Spiwek, H.L. Carleton, S. Reid et al. 2015. Invisible No More: A Scoping Review of the Health Care Aide Workforce Literature. *BMC Nursing* 14: 38. doi:10.1186/s12912-015-0090-x.
- Hirata, H. and T.A. Harvath. 2017. Japanese Care Workers' Perception of Dementia-Related Physically and Psychologically Aggressive Behaviour Symptoms. *International Journal of Older People Nursing* 12(1): 1–15. doi: 10.1111/opn.12119.
- Hoben, M., J.A. Knopp-Sihota, M. Nesari, S.A. Chamberlain, J.E. Squires, P.G. Norton et al. 2017. Health of Health Care Workers in Canadian Nursing Homes and Pediatric Hospitals: A Cross-Sectional Study. *CMAJ Open* 5(4): E791–799. doi: 10.9778/cmajo.20170080.
- Holmberg, M.D., M. Flum, C. West, Y. Zhang, S. Qamili and L. Punnett. 2013. Nursing Assistants' Dilemma: Caregiver versus Caretaker. *Hospital Topics* 91(1): 1–8. doi:10.1080/00185868.2013.757953.
- Hargas A.L. and K. Dunn. 2001. Pain in Nursing Home Residents. Comparisons of Residents' Self-Report and Nursing Assistant' Perceptions. Incongruencies Exist in Resident and Caregiver Reports of Pain; Therefore, Pain Management Education Is Needed to Prevent Suffering. *Journal of Gerontological Nursing* 27(3): 44–53. doi:10.3928/0098-9134-20010301-0.

- Hsieh, P-C. and F. Su. 2007. Retention and Attrition of Certified Care Assistants in The Long-Term Care Industry from the Taipei Area: An Interview Survey. *International Journal of Nursing Studies* 44(1): 93–104. doi:10.1016/j.ijnurstu.2005.11.024.
- Hsu, H.C., Y-W. Kung, H-C. Huang, P-Y. Ho, Y-Y. Lin and W-S. Chen. 2007. Work Stress among Nursing Home Care Attendants in Taiwan: A Questionnaire Survey. *International Journal of Nursing Studies* 44(5): 736–46. doi:10.1016/j.ijnurstu.2005.12.006.
- Huai-Ting, K., T. J-C. Teresa and I-C. Li. 2008. Relationship between Organizational Empowerment and Job Satisfaction Perceived by Nursing Assistants at Long-Term Care Facilities. *Journal of Clinical Nursing* 17(22): 3059–066. doi:10.1111/j.1365-2702.2007.02072.x.
- Huang, F.F. and H.H. Yang. 2011. The Effects of Nationality Differences and Work Stressors on Work Adjustment for Foreign Nurse Aides. *BMC Health Services Research* 11: 192. doi:10.1186/1472-6963-11-192.
- Huang, S.S. and J.R. Bowblis. 2020. Workforce Retention and Wages in Nursing Homes: An Analysis of Managerial Ownership. *Journal of Applied Gerontology* 39(8): 902–07. doi:10.1177/0733464818795433.
- Hughes, C.M. and K.L. Lapane. 2006. Nurses' and Nursing Assistants' Perceptions of Patient Safety Culture in Nursing Homes. *International Journal for Quality in Health Care* 18(4): 281–86. doi:10.1093/intqhc/mzl020.
- Hunt, S.R., J.C. Probst, K.S. Haddock, R. Moran, S.L. Baker, R.A. Anderson et al. 2012. Registered Nurse Retention Strategies in Nursing Homes: A Two-Factor Perspective. *Health Care Management Review* 37(3): 246–56. doi:10.1097/HMR.0b013e3182352425.
- Iridiastadi, H., B. Anggawisnu, F.S. Didin, and P.A.R. Yamin. 2019. The Prevalence of Musculoskeletal Complaints among Hospital Nurses and Nursing Home Caregivers in Indonesia. *International Journal of Technology* 10(4): 854–61. doi:10.14716/ijtech.v10i4.1320.
- Irvin, S. 2000. The Experiences of the Registered Nurse Caring for the Person Dying of Cancer in a Nursing Home. *Collegian* 7(4): 30–34. doi: 10.1016/s1322-7696(08)60388-1.
- Isaksson, U., S. Astrom, P-O. Sandman and S. Karlsson. 2009. Factors Associated with the Prevalence of Violent Behaviour among Residents Living in Nursing Homes. *Journal of Clinical Nursing* 18(7): 972–80. doi:10.1111/j.1365-2702.2008.02440.x.
- Isaksson, U., S. Astrom, P.-O. Sandman and S. Karlsson. 2009. Factors Associated with the Prevalence of Violent Behaviour among Residents Living in Nursing Homes. *Journal of Clinical Nursing* 18(7): 972–80. doi:10.1111/j.1365-2702.2008.02440.x.
- Isaksson, U., U.H. Graneheim and S. Åström. 2019. Female Caregivers' Experiences of Exposure to Violence in Nursing Homes. *Journal of Psychiatric and Mental Health Nursing* 16(1): 46–53. doi:10.1111/j.1365-2850.2008.01328.x.
- Islam, M.S., C. Baker, P. Huxley, I.T. Russel and M.S. Dennis. 2017. The Nature, Characteristics and Associations of Care Home Staff Stress and Wellbeing: A National Survey. *BMC Nursing* 16: 22. doi:10.1186/s12912-017-0216-4.
- Jenull, B.B. and W. Wiedermann. 2015. The Different Facets of Work Stress: A Latent Profile Analysis of Nurses' Work Demands. *Journal of Applied Gerontology* 34(7): 823–43. doi:10.1177/0733464813495472.
- Jeong, S.Y.-S. and D. Keatinge. 2004. Innovative Leadership and Management in a Nursing Home. *Journal of Nursing Management* 12(6): 445–51. doi:10.1111/j.1365-2834.2004.00451.x.
- Jervis, L.L. 2001. The Pollution of Incontinence and the Dirty Work of Caregiving in a U.S. Nursing Home. *Medical Anthropology Quarterly* 15(1): 84–99. doi:10.1525/maq.2001.15.1.84.
- Jervis, L.L. 2002. Working in and Around the "Chain Of Command": Power Relations Among Nursing Staff in an Urban Nursing Home. *Nursing Inquiry* 9(1): 12–23. doi:10.1046/j.1440-1800.2002.00125.x.
- Jones, C. and W. Moyle. 2016. Staff Perspectives of Relationships in Aged Care: A Qualitative Approach. *Australian Journal of Aging* 35(3): 198–203. doi:10.1111/ajag.12276.
- Joseph, G. M., M.W. Skinner and N.M. Yantzi. 2013. The Weather-Stains of Care: Interpreting the Meaning of Bad Weather for Front-Line Health Care Workers in Rural Long-Term Care. *Social Science and Medicine* 91: 194–201. doi:10.1016/j.socscimed.2012.08.009.

- Juthberg, C., S. Eriksson, A. Norberg and K. Sundin. 2010. Perceptions of Conscience, Stress of Conscience and Burnout Among Nursing Staff in Residential Elder Care. *Journal of Advanced Nursing* 66(8): 1708–718. doi:10.1111/j.1365-2648.2010.05288.x.
- Kada, S., H.A. Nygaard, B.N. Mukesh and J.T. Geitung. 2009. Staff Attitudes Towards Institutionalised Dementia Residents. *Journal of Clinical Nursing* 18(16): 2383–392. doi:10.1111/j.1365-2702.2009.02791.x.
- Karsh, B., B.C. Booske and F. Sainfort. 2005. Job and Organizational Determinants of Nursing Home Employee Commitment, Job Satisfaction and Intent to Turnover. *Ergonomics* 48(10): 1260–281. doi:10.1080/00140130500197195.
- Kennedy, K. A., R. Applebaum, J.R. Bowlis, J.K. Straker and S. Meeks. 2010. Organizational Factors Associated with Retention of Direct Care Workers: A Comparison of Nursing Homes and Assisted Living Facilities. *The Gerontologist* 61(4): 530–39. doi:10.1093/geront/gnaa130.
- Khatutsky, G., J.M. Wiener and W.L. Anderson. 2010. Immigrant and Non-Immigrant Certified Nursing Assistants in Nursing Homes: How Do They Differ? *Journal of Aging & Social Policy* 22(3): 267–87. doi:10.1080/08959420.2010.485526.
- Knecht, P., P. Milone-Nuzzo, L. Kitko, J.E. Hupcey and J. Dreachsln. 2015. Key Attributes of LPN Job Satisfaction and Dissatisfaction in Long-Term Care Settings. *Journal of Nursing Regulation* 6(2): P17–24. doi:10.1016/S2155-8256(15)30382-3.
- Knopp-Sihota, J. A., L. Niehaus, J.E. Squires, P.G. Norton and C.A. Estabrooks. 2015. Factors Associated with Rushed and Missed Resident Care in Western Canadian Nursing Homes: A Cross-Sectional Survey Of Health Care Aides. *Journal of Clinical Nursing* 24(19–20): 2815–825. doi: 10.1111/jocn.12887.
- Koo, E., S. McNamara, B. Lansing, R.N. Olmsted, R.A. Rye, T. Fitzgerald et al. 2016. Making Infection Prevention Education Interactive Can Enhance Knowledge and Improve Outcomes: Results from the Targeted Infection Prevention (TIP) Study. *American Journal of Infection Control* 44(11): 1241–246. doi:10.1016/j.ajic.2016.03.016.
- Kostiwa, I. M. and S. Meeks. 2009. The Relation between Psychological Empowerment, Service Quality, and Job Satisfaction among Certified Nursing Assistants. *Clinical Gerontologist* 32(3): 276–92. doi:10.1080/07317110902895309.
- Krane, L., E.L. Larsen, C.V. Nielsen, C.M. Stapelfeldt, R. Johnsen and M.B. Risør. 2014. Attitudes Towards Sickness Absence and Sickness Presenteeism in Health and Care Sectors in Norway and Denmark: A Qualitative Study. *BMC Public Health* 14: 880. doi:10.1186/1471-2458-14-880.
- Krefting, L. 1991. Rigor in Qualitative Research: The Assessment of Trustworthiness. *American Journal of Occupational Therapy* 45(3): 214–22. doi:10.5014/ajot.45.3.214.
- Kulig, J.C., N. Stewart, K. Penz, D. Forbes, D. Morgan and P. Emerson. 2009. Work setting, Community Attachment, and Satisfaction among Rural and Remote Nurses. *Public Health Nursing* 26(5): 430–39. doi: 10.1111/j.1525-1446.2009.00801.x.
- Kuo, H-T., K-C. Lin and I-C. Li. 2014. The Mediating Effects of Job Satisfaction on Turnover Intention for Long-Term Care Nurses in Taiwan. *Journal of Nursing Management* 22(2): 225–33. doi:10.1111/jonm.12044.
- Laakso, S. and P. Routasalo. 2001. Changing to Primary Nursing in a Nursing Home in Finland: Experiences of Residents, Their Family Members and Nurses. *Journal of Advanced Nursing* 33(4): 475–83. doi:10.1046/j.1365-2648.2001.01687.x.
- Larsen, E.L., M. Labriola, C.V. Nielsen and K.S. Petersen. 2015. *Betwixt and Between: Workplace Perspectives on Work Reintegration in The Eldercare Sector in Denmark*. *Disability and Rehabilitation* 37(20): 1839–848. doi:10.3109/09638288.2014.982831.
- Laging, B., A. Kenny, M. Bauer and R. Nay. 2018. Recognition and Assessment of Resident' Deterioration in the Nursing Home Setting: A Critical Ethnography. *Journal of Clinical Nursing* 27(7–8): 1452–463. doi:10.1111/jocn.14292.
- Lane, H. and J. Philip. 2015. Managing Expectations: Providing Palliative Care in Aged Care Facilities. *Australian Journal on Ageing* 34(2): 76–81. doi:10.1111/ajag.12085.

- Lapane, K.L. and C. M. Hughes. 2007. Considering the Employee Point of View: Perceptions of Job Satisfaction and Stress among Nursing Staff in Nursing Homes. *Journal of the American Medical Directors Association* 8(1): 8–13. doi:10.1016/j.jamda.2006.05.010.
- Leclerc, B.-S., S. Lessard, C. Bechenne, E. Le Gal, S. Benoit and L. Bellerose. 2014. Attitudes toward Death, Dying, End-of-Life Palliative Care, and Interdisciplinary Practice in Long Term Care Workers. *Journal of American Medical Directors Association* 15(3): 207–13. doi: 10.1016/j.jamda.2013.11.017.
- Lee, C.-Y., M-H. Lee, S-H. Lee and Y-H. Park. 2018. Nurses' Views on Infection Control in Long-Term Care Facilities in South Korea: A Focus Group Study. *Korean Journal of Adult Nursing* 30(6): 634–42. doi:10.7475/kjan.2018.30.6.634.
- Lee, J., E. Hui, C. Kng and T.W. Auyeung. 2013. Attitudes of Long-Term Care Staff Toward Dementia and Their Related Factors. *International Psychogeriatrics* 25(1): 140–47. doi:10.1017/S1041610212001512.
- Leskovic, L., K. Erjavec, R. Leskovar and G. Vukovic. 2020. Burnout and Job Satisfaction of Healthcare Workers in Slovenian Nursing Homes in Rural Areas During the COVID-19 Pandemic. *Annals of Agricultural & Environmental Medicine* 27(4): 664–71. doi:10.26444/aaem/128236.
- Levac, D., H. Colquhoun and K.K. O'Brien. 2010. Scoping Studies: Advancing the Methodology. *Implementation Science* 5: 69. doi:10.1186/1748-5908-5-69.
- Levin, P. F., J.B. Hewitt, S.T. Misner and S. Reynolds. 2003. Assault of Long-Term Care Personnel. *Journal of Gerontological Nursing* 29(3): 28–35. doi:10.3928/0098-9134-20030301-08.
- Li, I.-C., Y.-C. Chen, H.-T. Kuo. 2008. The Relationship between Work Empowerment and Work Stress Perceived by Nurses at Long-Term Care Facilities in Taipei City. *Journal of Clinical Nursing* 17(22): 3050–58. doi:10.1111/j.1365-2702.2008.02435.x.
- Lichtwarck, B., J. Myhre, A.R. Goyal, A.M.M. Rokstad, G. Selbaek, O. Kirkevold et al. 2019. Experiences of Nursing Home Staff Using the Targeted Interdisciplinary Model for Evaluation and Treatment of Neuropsychiatric Symptoms (TIME) – A Qualitative Study. *Aging & Mental Health* 23(8): 966–75. doi:10.1080/13607863.2018.1464116.
- Lin, S.-M., T.J.C. Yin and I.-C. Li. 2002. An Exploration of Work Stressors and Correlators for Nurse's Aides in Long-Term Care Facilities. *Journal of Nursing Research* 10(3): 177–86. doi:10.1097/01.jnr.0000347597.74262.c3.
- Lindqvist, L., B. Seleskog, I. Wardh and I. von Bultzingslowen. 2013. Oral Care Perspectives of Professionals in Nursing Homes for the Elderly. *International Journal of Dental Hygiene* 11(4): 298–305. doi: 10.1111/idh.12016.
- Livingston, G., C. Pitfield, J. Morris, M. Manela, E. Lewis-Holmes and H. Jacobs. 2012. Care at the End of Life for People with Dementia living in a Care Home: A Qualitative Study of Staff Experience and Attitudes. *International Journal of Geriatric Psychiatry* 27(6): 643–50. doi:10.1002/gps.2772.
- Mallidou, A.A., G.G. Cummings, C. Schalm and C.A. Estabrooks. 2013. Health Care Aides Use of Time in a Residential Long-Term Care Unit: A Time and Motion Study. *International Journal of Nursing Studies*, 50(9): 1229–239. doi: 10.1016/j.ijnurstu.2012.12.009.
- Malmedal, W., R. Hammerud and B-I. Saveman. 2009a. To Report or Not Report? Attitudes Held by Norwegian Nursing Home Staff on Reporting Inadequate Care Carried Out by Colleagues. *Scandinavian Journal of Public Health* 37(7): 744–50. doi:10.1177/1403494809340485.
- Malmedal, W., O. Ingebrigtsen and B.-I. Saveman. 2009b. Inadequate Care in Norwegian Nursing Homes – As Reported By Nursing Staff. *Scandinavian Journal of Public Health* 23(2): 231–42. doi: 10.1111/j.1471-6712.2008.00611.x.
- Mariano, P.P., V.D.A. Baldissera, J.T. Martins and L. Carreira. 2015. Nursing Work Organization in Long-Stay Institutions for the Elderly: Relationship To Pleasure and Suffering At Work. *Texto e Contexto Enfermagem* 24(3): 756–65. doi:10.1590/0104-070720150-1150014.
- Marshall, E.G., M. Power, N. Edgecombe and M.K. Andrew. 2020. Above and Beyond: A Qualitative Study of the Work of Nurses and Care Assistants in Long Term Care. *Work* 65 (3): 509–16. doi:10.3233/WOR-203105.
- Mattiasson, A.-C. and L. Andersson. 1995. Organizational Environment and the Support of Patient Autonomy in Nursing Home Care. *Journal of Advanced Nursing* 22(6): 1149–157. doi:10.1111/j.1365-2648.1995.tb03117.x.

- McGillis Hall, L., M. Lalonde, L. Dales, J. Peterson and L. Cripps. 2011. Strategies for Retaining Midcareer Nurses. *Journal of Nursing Administration* 41(12): 531–37. doi:10.1097/NNA.0b013e3182378d6c.
- McGilton, K.S., V.M. Boscart, M. Brown, and B. Bowers. 2013. Making Tradeoffs between the Reasons to Leave and Reasons to Stay Employed in Long-Term Care Homes: Perspectives of Licensed Nursing Staff. *International Journal of Nursing Studies* 51(6): 917–26. doi:10.1016/j.ijnurstu.2013.10.015.
- McGilton, K.S., A. Tourangeau, C. Kavcic and W.P. Wodchis. 2014. Determinants of Regulated Nurses' Intention to Stay in Long-Term Care Homes. *Journal of Nursing Management* 21(5): 771–81. doi: 10.1111/jonm.12130.
- Meyer, D., H. Raffle and L.J. Ware. 2014. The First Year: Employment Patterns and Job Perceptions of Nursing Assistants in a Rural Setting. *Journal of Nursing Management* 22(6): 769–78. doi: 10.1111/j.1365-2834.2012.01441.x.
- Mittal, V. J. Rosen and C. Leana. 2009. A Dual-Driver Model of Retention and Turnover in the Direct Care Workforce. *The Gerontologist* 49(5): 623–34. doi:10.1093/geront/gnp054.
- Moniz-Cook, E., R. Woods and E. Gardiner. 2000. Staff Factors Associated with Perception of Behaviour as "Challenging" in Residential and Nursing Homes. *Aging and Mental Health* 4(1): 48–55. doi:10.1080/13607860055973.
- Montayre, J. and J. Montayre. 2017. Nursing Work in Long-Term Care: An Integrative Review. *Journal of Gerontological Nursing* 43(11): 41–49. doi: 10.3928/00989134-20170519-02.
- Morgan, D.G., A. Cammer, N.J. Stewart, M. Crossley, C. D'Arcy, D.A. Forbes et al. 2012. Nursing Aide Reports of Combative Behavior by Residents with Dementia: Results from a Detailed Prospective Incident Diary. *Journal of the American Medical Directors Association* 13(3): 220–27. doi: 10.1016/j.jamda.2011.07.003.
- Morgan, D.G., K.M. Semchuk, M. Karen, N.J. Stewart and C. D'Arcy 2002. Job Strain among Staff of Rural Nursing Homes: A Comparison of Nurses, Aides, and Activity Workers. *Journal of Nursing Administration* 32(3): 152–61. doi:10.1097/00005110-200203000-00008.
- Moss, M.S., S.Z. Moss, R.L. Rubinstein and H.K. Black. 2003. The Metaphor of "Family" in Staff Communication about Dying and Death. *Journals of Gerontology, Series B: Psychological Sciences and Social Sciences* 58(5): 290–96. doi:10.1093/geronb/58.5.s290.
- Moyle, W., J. Skinner, G. Rowe and C. Gork. 2003. Views of Job Satisfaction and Dissatisfaction in Australian Long-Term Care. *Journal of Clinical Nursing* 12(2): 168–76. doi:10.1046/j.1365-2702.2003.00732.x.
- Moyle, W., L. Venturato, M. Cooke, J. Murfield, S. Griffiths, J. Hughes et al. 2016. Evaluating the Capabilities Model of Dementia Care: A Non-Randomized Controlled Trial Exploring Resident Quality of Life and Care Staff Attitudes and Experiences. *International Psychogeriatrics* 28(7): 1091–100. doi:10.1017/S1041610216000296.
- Munkejord, M.C. and L. Tingvold. 2019. Staff Perceptions of Competence in a Multicultural Nursing Home in Norway. *Social Science & Medicine* 232: 230–37. doi:10.1016/j.socscimed.2019.04.023.
- Muntaner, C., D.J. Van Dussen, Y. Li, S. Zimmerman, H. Chung and J. Benach. 2006. Work Organization, Economic Inequality, and Depression among Nursing Assistants: A Multilevel Modeling Approach. *Psychological Reports* 98(2): 585–601. doi:10.2466/pr0.98.2.585-601.
- Myers, D.J. and H.J. Lipscomb. 2010. Informal Social Status among Coworkers and Risk of Work-Related Injury Among Nurse Aides in Long-Term Care. *American Journal of Industrial Medicine* 53(5): 514–23. doi:10.1002/ajim.20805.
- Naccarella, L., C. Newton, A. Pert, K. Seemann, R. Williams K. Sellick and B. Dow. 2018. Workplace Design for The Australian Residential Aged Care Workforce. *Australian Journal on Ageing* 37(3): 194–201. doi:10.1111/ajag.12493.
- Nakanishi, M. and H. Imai. 2012. Job Role Quality and Intention to Leave Current Facility and to Leave Profession of Direct Care Workers in Japanese Residential Facilities for Elderly. *Archives of Gerontology and Geriatrics* 51(1): 102–08. doi:10.1016/j.archger.2010.12.017.

- Nhongo, D., J. Hendricks, J. Bradshaw and K. Bail. 2018. Leadership and Registered Nurses (RNs) Working After-Hours in Residential Aged Care Facilities (RACFs): A Structured Literature Review. *Journal of Clinical Nursing* 27(21-22): 3872–881. doi:10.1111/jocn.14565.
- O'Brien, K., D. Welsh, E. Lundrigan and A. Doyle. 2013. Transitioning to a New Nursing Home. *Health Care Manager* 32(3): 203–11. doi:10.1097/HCM.0b013e31829d72eb.
- O'Brien, W.H., R.S. Singh, K. Horan, M.T. Moeller, R. Wasson and S.M. Jex. 2019. Group-Based Acceptance and Commitment Therapy for Nurses and Nurse Aides Working in Long-Term Care Residential Settings. *Journal of Alternative & Complementary Medicine* 25(7): 753–761. doi:10.1089/acm.2019.0087.
- Ødbehr, L., K. Kvigne, S. Hauge and L.J. Danbolt. 2014. Nurses' and Care Workers' Experiences of Spiritual Needs in Residents with Dementia in Nursing Homes: A Qualitative Study. *BMC Nursing* 13: 12. doi: 10.1186/1472-6955-13-12.
- Oldenburger, D., A. Baumann, M. Crea-Arsenio, R. Deber and V. Baba. 2022. COVID-19 Issues in Long-Term Care in Ontario: A Document Analysis. *Healthcare Policy* 17(Special Issue): 53–65. doi:10.12927/hcpol.2022.26854.
- Ostaszkiewicz, J., B. O'Connel and T. Dunning. 2016. "We Just Do The Dirty Work": Dealing with Incontinence, Courtesy Stigma and the Low Occupational Status of Carework in Long-Term Aged Care Facilities. *Journal of Clinical Nursing* 25(17–18): 2528–541. doi:10.1111/jocn.13292.
- Pan, S., J. Dunkin, K.J. Muss and J.M. Geller. 1995. A Logit Analysis of the Likelihood of Leaving Rural Settings for Registered Nurses. *The Journal of Rural Health* 11(2): 106–13. doi:10.1111/j.1748-0361.1995.tb00403.x.
- Paasivaara, L., M. Nikkinen, K. Backman and A. Isola. 2003. Practical Nurses in Elder Care and Changes in Finnish Society – A Biographical Study. *Journal of Advanced Nursing* 41(2): 170–78. doi:10.1046/j.1365-2648.2003.02512.x.
- Pélissier, C., B. Charbotel, J.B. Fassier, E. Fort and L. Fontana. 2018. Nurses' Occupational and Medical Risks Factors of Leaving the Profession in Nursing Homes. *International Journal of Environmental Research & Public Health* 15(9): 1850. doi:10.3390/ijerph15091850.
- Pélissier, C., M. Vohito, E. Fort, B. Sellier, J.P. Agrad, L. Fontana et al. 2015. Risk Factors for Work-Related Stress and Subjective Hardship in Health-Care Staff in Nursing Homes for the Elderly: A Cross-Sectional Study. *Journal of Occupational Health* 57(3): 285–96. doi:10.1539/joh.14-0090-OA.
- Pennington, K., J. Scott, K. Magilvy. 2005. The Role of Certified Nursing Assistants in Nursing Homes. *Journal of Nursing Administration*, 33(11): 578–84. doi:10.1097/00005110-200311000-00007.
- Perreira, T.A., W. Berta, A. Laporte, L. Ginsburg, R. Deber, G. Elliot et al. 2019. Shining a Light: Examining Similarities and Differences in the Work Psychology of Health Support Workers Employed in Long-Term Care and Home and Community Care Settings. *Journal of Applied Gerontology* 38(11): 1595–614. doi:10.1177/0733464817737622.
- Perry, M., I. Carpenter, D. Challis and K. Hope. 2003. Understanding the Roles of Registered General Nurses and Care Assistants in UK Nursing Homes. *Journal of Advanced Nursing* 42(5): 497–05. doi:10.1046/j.1365-2648.2003.02649.x.
- Peters, V., A.E. de Rijk, J.A. Engels, I. Houkes, J. Joosten and I. Kant. 2018. Sickness Absence of Nurses Working in Residential Elder Care: The Essential Role of Psychosocial Job Resources and Home Demands. *Journal of Occupational & Environmental Medicine* 60(9): e445–54. doi:10.1097/JOM.0000000000001393.
- Pfefferle, S.G. and D.B. Weinberg. 2008. Certified Nurse Assistants Making Meaning of Direct Care. *Qualitative Health Research* 18(7): 952–61. doi:10.1177/1049732308318031.
- Pfister, D., S. Markett, M. Muller, S. Muller, F. Grutzner, R. Rolke et al. 2013. German Nursing Home Professionals' Knowledge and Specific Self-Efficacy Related to Palliative Care. *Journal of Palliative Medicine* 16(7): 794–98. doi:10.1089/jpm.2012.0586.
- Pickering, C.E.Z., K. Nurenberg and L. Schiamberg. 2017. Recognizing and Responding to the "Toxic" Work Environment: Worker Safety, Patient Safety, and Abuse/Neglect in Nursing Homes. *Qualitative Health Research* 27(12): 1870–881. doi:10.1177/1049732317723889.

- Pietrukowicz, M.E. and M.M. Johnson. 1991. Using Life Histories to Individualize Nursing Home Staff Attitudes toward Residents. *The Gerontologist* 31(1): 102–06. doi:10.1093/geront/31.1.102.
- Prentice, D. and M. Black. 2007. Coming and Staying: A Qualitative Exploration of Registered Nurses' Experiences Working in Nursing Homes. *International Journal of Older People Nursing* 2(3): 198–203. doi:10.1111/j.1748-3743.2007.00072.x.
- Probst, J.C., J-D. Baek and S.B. Laditka. 2010. The Relationship Between Workplace Environment and Job Satisfaction among Nursing Assistants: Findings from a National Survey. *Journal of the American Medical Directors Association* 11(4): 246–52. doi:10.1016/j.jamda.2009.08.008.
- Qian, S-Y., P. Yu, Z.-Y. Zhang, M. David, P.J. Davy and M.I. Nelson. 2012. The Work Pattern of Personal Care Workers in Two Australian Nursing Homes: A Time-Motion Study. *BMC Health Services Research* 12: 305. doi:10.1186/1472-6963-12-305.
- Radford, K., K. Shacklock and G. Bradley. 2015. Personal Care Workers in Australian Aged Care: Retention and Turnover Intentions. *Journal of Nursing Management* 23(5): 557–66. doi:10.1111/jonm.12172.
- Rahnfeld, M., J. Wendsche, A. Ihle, S.R. Muller and M. Kliegel. 2016. Uncovering the Care Setting–Turnover Intention Relationship of Geriatric Nurses. *European Journal of Aging* 13(2): 159–69. doi:10.1007/s10433-016-0362-7.
- Raikkonen, O., M-L. Perala and A. Kahanpaa. 2007. Staffing Adequacy, Supervisory Support and Quality of Care in Long-Term Care Settings: Staff Perceptions. *Journal of Advanced Nursing* 60(6): 615–26. doi:10.1111/j.1365-2648.2007.04443.x.
- Rajamohan, S., D. Porock and Y-P. Chang. 2019. Understanding the Relationship Between Staff and Job Satisfaction, Stress, Turnover, and Staff Outcomes in the Person-Centered Care Nursing Home Arena. *Journal of Nursing Scholarship* 51(5): 560–68. doi:10.1111/jnus.12488.
- Rakovski, C.C. and K. Price-Glynn. 2010. Caring Labour, Intersectionality and Worker Satisfaction: An Analysis of the National Nursing Assistant Study (NNAS). *Sociology of Health & Illness* 32(3): 400–14. doi:10.1111/j.1467-9566.2009.01204.x.
- Ramirez, M., J. Teresi and D. Holmes. 2006. Demoralization and Attitudes Toward Residents among Certified Nurse Assistants in Relation to Job Stressors and Work Resources: Cultural Diversity in Long Term Care. *Journal of Cultural Diversity* 13(2): 119–25.
- Rapp, T. and J. Sicsic. 2020. The Contribution of the Immigrant Population to the U.S. Long-Term Care Workforce. *Social Science & Medicine* 263: 113306. doi:10.1016/j.socscimed.2020.113305.
- Ren, T. and D.J. Hamann 2015. Employee Value Congruence and Job Attitudes: The Role of Occupational Status. *Personnel Review* 44(4): 550–66.
- Rodriguez-Monforte, M., J. Bethell, S. Stewart, C.H. Chu, A. Escrig-Pinol, M. Gea-Sanchez et al. 2020. The Influence of Supervisory Support, Work Effectiveness, Work Empowerment and Stress Secondary to Residents' Responsive Behaviours on Job Satisfaction of Nursing Staff: A Multisite Cross-Sectional Study. *Journal of Nursing Management* 29(3): 497–507. doi:10.1111/jonm.13173.
- Ron, P. 2008. Relations between Work Stressors and Well-Being among Nursing Assistants in Nursing Homes. *Aging Clinical and Experimental Research* 20(4): 359–67. doi:10.1007/BF03324869.
- Rosen, J., E.M. Stiehl, V. Mittal, and C.R. Leana. 2011. Stayers, Leavers, and Switchers Among Certified Nursing Assistants in Nursing Homes: A Longitudinal Investigation of Turnover Intent, Staff Retention, and Turnover. *The Gerontologist* 51(5): 597–609. doi:10.1093/geront/gnr025.
- Ryan, A.A. and F. Scullion. 2000. Family and Staff Perceptions of the Role of Families in Nursing Homes. *Journal of Advanced Aging* 32(3): 626–34. doi:10.1046/j.1365-2648.2000.01521.x.
- Sanchez, S., R. Mahmoudi, I. Moronne, D. Camonin and J.L. Novella. 2015. Burnout in the Field of Geriatric Medicine: Review of the Literature. *European Geriatric Medicine* 6(2): 175–183.
- Sawan, M., Y-H. Jeon and T.F. Chen. 2018. Shaping the Use of Psychotropic Medicines in Nursing Homes: A Qualitative Study on Organisational Culture. *Social Science & Medicine* 202: 70–78. doi:10.1016/j.socscimed.2018.02.010.

- Schaefer, J.A. and R.H. Moos. 1993. Relationship, Task and System Stressors in the Health Care Workplace. *Journal of Community & Applied Social Psychology* 3(4): 285–98.
- Schwendimann, R., S. Dhaini, D. Ausserhofer, S. Engberg and F. Zuniga. 2016. Factors Associated with High Job Satisfaction among Care Workers in Swiss Nursing Homes – A Cross Sectional Survey Study. *BMC Nursing* 15: 37. doi:10.1186/s12912-016-0160-8.
- Secrest, J., D.H. Iorio and W. Martz. 2005. The Meaning of Work for Nursing Assistants Who Stay in Long-Term Care. *Journal of Clinical Nursing* 14(2): 90–97.
- Senecal, M.B., K. McBride, V. Steiner, L. Pierce and B. Saltzman. 2020. State Tested Nursing Assistants' Workplace Experiences that Threaten or Support Intent to Stay. *Rehabilitation Nursing* 45(6): 323–31. doi:10.1097/rnj.0000000000000232.
- Sepp, J., M. Jarvis, P. Tint, V. Siirak and K. Reinhold. 2015. EMG Measurements of Thumb Muscles of Nurses and Caregivers. *Agronomy Research* 13(3): 836–45.
- Shannon, K. and B. McKenzie-Green. 2016. Current Role Challenges in New Zealand Aged Residential Care: The Potential Consequences for Healthcare Assistant Role Expansion. *Contemporary Nurse* 52(2-3): 140–51. doi:10.1080/10376178.2016.1221322.
- Shinan-Altman, S. and M. Cohen. 2009. Nursing Aides' Attitudes to Elder Abuse in Nursing Homes: The Effect of Work Stressors and Burnout. *The Gerontologist* 49(5): 674–84. doi:10.1093/geront/gnp093.
- Silen, M., B. Skytt and M. Engstrom. 2019. Relationships Between Structural and Psychological Empowerment, Mediated by Person-Centred Processes and Thriving for Nursing Home Staff. *Geriatric Nursing* 40(1): 67–71. doi:10.1016/j.gerinurse.2018.06.016.
- Silver, S., J. Boiano and J. Li. 2020. Patient Care Aides: Differences in Healthcare Coverage, Health-Related Behaviors, and Health Outcomes in a Low-Wage Workforce by Healthcare Setting. *American Journal of Industrial Medicine* 63(1): 60–73. doi:10.1002/ajim.23053.
- Simpson, M.R., P. Stevens and C.R. Kovach. 2007. Nurses' Experience with the Clinical Application of a Research-Based Nursing Protocol in a Long-Term Care Setting. *Journal of Clinical Nursing* 16(6): 1021–028. doi:10.1111/j.1365-2702.2007.01697.x.
- Sims-Gould, J., E. Wiersma, L. Arseneau, M.L. Kelley, J. Kozak, S. Habjan et al. 2010. Care Provider Perspectives on End-Of-Life Care in Long-Term Care Homes: Implications for Whole-Person and Palliative Care. *Journal of Palliative Care* 26(2): 122–29.
- Sjogren, K., M. Lindkvist, P.-O. Sandman, K. Zingmark and D. Edvardsson. 2015. To What Extent is the Work Environment of Staff Related to Person-Centred Care? A Cross-Sectional Study of Residential Aged Care. *Journal of Clinical Nursing* 24(9-10): 1310–319. doi:10.1111/jocn.12734.
- Sköldunger, A., P-O. Sandman and A. Backman. 2020. Exploring Person-Centred Care in Relation to Resource Utilization, Resident Quality of Life and Staff Job Strain – Findings From The SWENIS Study. *BMC Geriatrics* 20(1): 1–9. doi:10.1186/s12877-020-01855-7.
- Sloane, P.D., C.S. Williams and S. Zimmerman. 2010. Immigrant Status and Intention to Leave of Nursing Assistants in U.S. Nursing Homes. *Journal of the American Geriatrics Society* 58(4): 731–37. doi:10.1111/j.1532-5415.2010.02781.x.
- Söderland, M. and I. Fagerberg. 2019. A Safe Haven for Everyone: Working with Shared Values in A Nursing Home for People With Dementia. *Nordic Journal of Nursing Research* 39(3): 168–74. doi:10.1177/2057158519849371.
- Song, Y., A. Laconi, S.A. Chamberlain, G. Cummings, M. Hoben, P. Norton and C. Estabrooks. 2020. Characteristics and Work Life Quality of Nursing Home Care Aides in Canada. *JAMA Network Open* 3(12): e2029121. doi:10.1001/jamanetworkopen.2020.29121.
- Spencley, S., S. Caspar and E. Pijl. 2019. Mitigating Moral Distress in Dementia Care: Implications for Leaders in the Residential Care Sector. *World Health & Population* 18(1): 47–60. doi:10.12927/whp.2019.26059.
- Squillace, M.R., R.E. Remsburg, L.D. Harris-Kojetin, A. Bercovitz, E. Rosenoff and B. Han. 2009. The National Nursing Assistant Survey: Improving the Evidence Base for Policy Initiatives to Strengthen the Certified Nursing Assistant Workforce. *The Gerontologist* 49(2): 185–97. doi:10.1093/geront/gnp024.

- Stearns, S.C. and L.P. Darcy. 2008. Staying the Course: Facility and Profession Retention Among Nursing Assistants in Nursing Homes. *Journals of Gerontology, Series B: Psychological Sciences and Social Sciences* 63(3): S113–121. doi:10.1093/geronb/63.3.s113.
- Steffen, T. M., P.C. Nystrom and S.J. O'Conner. 1996. Satisfaction with Nursing Homes. The Design of Employees' Jobs Can Ultimately Influence Family Members' Perspectives. *Journal of Health Care Marketing* 16(3): 34–38.
- Storm, P., S. Bradley and S. Chivers. 2017. Gender Regimes in Ontario Nursing Homes: Organization, Daily Work, and Bodies. *Canadian Journal of Aging* 36(2): 196–208. doi:10.1017/S0714980817000071.
- Streit, A. and D. Brannon. 1994. The Effect of Primary Nursing Job Design Dimensions on Caregiving Technology and Job Performance in Nursing Homes. *Health Services Management Research* 7(4): 271–81. doi:10.1177/095148489400700407.
- Stuckless, T. and M. Power. 2012. Newfoundland and Labrador: 80/20 Staffing Model Pilot in a Long-Term Care Facility. *Nursing Leadership* 45(2): 45–50. doi:10.12927/cjnl.2012.22811.
- Sung, H-C., S-H. Chang and C-S. Tsai. 2015. Working in Long-Term Care Settings for Older People with Dementia: Nurses' Aides. *Journal of Clinical Nursing* 14(5): 587–93. doi:10.1111/j.1365-2702.2004.01111.x.
- te Boekhorst, S., B. Willemse, M.F.I.A. Depla, A. Jan and A.M. Pot. 2008. Working in Group Living Homes for Older People with Dementia: The Effects on Job Satisfaction and Burnout and The Role of Job Characteristics. *International Psychogeriatrics* 20(5): 927–40. doi:10.1017/S1041610208007291.
- Tellis-Nayak, V. 2007. A Person-Centered Workplace: The Foundation for Person-Centered Caregiving In Long-Term Care. *Journal of the American Medical Directors Association* 8(1): 46–54. doi:10.1016/j.jamda.2006.09.009.
- Temkin-Greener, H., N.T. Zheng, S. Cai, H. Zhao and D.B. Mukamel. 2010. Nursing Home Environment and Organizational Performance: Association with Deficiency Citations. *Medical Care* 48(4): 357–64. doi:10.1097/MLR.0b013e3181ca3d70.
- Temkin-Greener, H., N. Zheng, P. Katz, M. Hongwei and B. Dana. 2009. Measuring Work Environment and Performance in Nursing Homes. *Medical Care* 47(4): 482–91. doi:10.1097/mlr.0b013e318190cf3.
- Temple, A., D. Dobbs and R. Andel. 2009. Exploring Correlates of Turnover among Nursing Assistants in the National Nursing Home Survey. *Health Care Management Review* 34(2): 182–90. doi:10.1097/HMR.0b013e31819c8b11.
- Thompson, J., G. Cook and R. Duschinsky. 2018. "I'm Not Sure I'm a Nurse": A Hermeneutic Phenomenological Study of Nursing Home Nurses' Work Identity. *Journal of Clinical Nursing* 27 (5-6): 1049–062. doi:10.1111/jocn.14111.
- Tong, M., R. Schwendimann and F. Zuniga. 2017. Mobbing Among Care Workers in Nursing Homes: A Cross-Sectional Secondary Analysis of the Swiss Nursing Homes Human Resources Project. *International Journal of Nursing Studies* 66: 72–81. doi:10.1016/j.ijnurstu.2016.12.005.
- Tricco, A.C., E. Lillie, W. Zarin, K.K. O'Brien, H. Colquhoun, D. Levac et al. 2018. PRISMA Extension for Scoping Reviews (PRISMA-ScR): Checklist and Explanation. *Annals of Internal Medicine* 169(7): 467–73. doi:10.7326/M18-0850.
- Tsai, H-H., Y-F. Tsai and H-L. Huang. 2016. Nursing Home Nurses' Experiences of Resident Transfers to the Emergency Department: No Empathy for Our Work Environment Difficulties. *Journal of Clinical Nursing* 25(5-6): 610–18. doi:10.1111/jocn.13084.
- Tyler, D.A. and J. Lepore. 2017. Barriers and Facilitators to Adopting Nursing Home Culture Change. *Journal of Clinical Outcomes Management* 20(11): 508–15.
- Vainieri, M., P. Smaldone, A. Rosa and K. Carroll. 2019. The Role of Collective Labor Contracts and Individual Characteristics on Job Satisfaction in Tuscan Nursing Homes. *Health Care Management Review* 44(3): 224–34. doi:10.1097/HMR.0000000000000177.
- Vaismoradi, M., F. Vizcaya-Moreno, S. Jordan, I.G. Kymre and M. Kangasniemi. 2020. Disclosing and Reporting Practice Errors by Nurses in Residential Long-Term Care Settings: A Systematic Review. *Sustainability (Switzerland)* 12(7): 2630. doi:10.3390/su12072630.

- van den Berg, T.I., J.A. Landeweerd, G.E.R. Tummers and G.G. van Merode. 2006. A Comparative Study of Organisational Characteristics, Work Characteristics and Nurses' Psychological Work Reactions in a Hospital and Nursing Home Setting. *International Journal of Nursing Studies* 43(4): 491–505. doi:10.1016/j.ijnurstu.2005.06.007.
- van den Tooren, M. and J. de Jonge. 2008. Managing Job Stress in Nursing: What Kind of Resources Do We Need? *Journal of Advanced Nursing* 63(1): 75–84. doi:10.1111/j.1365-2648.2008.04657.x.
- van Houtven, C.H., N. DePasquale and N.B. Coe. 2020. Essential Long-Term Care Workers Commonly Hold Second Jobs and Double- or Triple-Duty Caregiving Roles. *Journal of the American Geriatrics Society* 68(8): 1657–660. doi:10.1111/jgs.16509.
- van Rumund, A., N. Weerkamp, G. Tissingh, S.U. Zuidema, R.T. Koopmans, M. Munneke et al. 2014. Perspectives on Parkinson Disease Care in Dutch Nursing Homes. *Journal of the American Medical Directors Association* 15(10): 732–37. doi:10.1016/j.jamda.2014.05.009.
- Verleye, K., P. Gemmel and D. Rangarajan. 2016. Engaged Customers as Job Resources or Demands for Frontline Employees? *Journal of Service Theory and Practice* 26(3): 363–83. doi:10.1108/JSTP-09-2014-0208.
- Vermaak, C., G. Gorgens-Ekermans and C. Nieuwenhuize. 2017. Shift Work, Emotional Labour and Psychological Well-Being of Nursing Staff. *Management* 22(2): 35–48. doi:10.30924/mjcmi/2017.22.2.35.
- Vermeerbergen, L., G. Van Hoogtem and J. Binders. 2017. A Comparison of Working in Small-Scale and Large-Scale Nursing Homes: A Systematic Review of Quantitative and Qualitative Evidence. *International Journal of Nursing Studies* 67: 59–70. doi:10.1016/j.ijnurstu.2016.11.006.
- Wadensten, B., M. Engstrom and E. Haggstrom. 2009. Public Nursing Home Staff's Experience of Participating in an Intervention Aimed at Enhancing Their Self-Esteem. *Journal of Nursing Management* 17(7): 833–42. doi:10.1111/j.1365-2834.2009.00968.x.
- Wagner, L.M., T. Damianakis, L. Pho and A. Tourangeau. 2013. Barriers and Facilitators to Communicating Nursing Errors in Long-Term Care Settings. *Journal of Patient Safety* 9(1): 1–7. doi:10.1097/PTS.0b013e3182699919.
- Wagner, J.I.J., D. Brooks and A-M. Urban. 2018. Health Care Providers' Spirit at Work Within a Restructured Workplace. *Western Journal of Nursing Research* 40(1): 20–36. doi:10.1177/0193945916678418.
- Wallin, A.O., U. Jakobsson and A-K. Edberg. 2012. Job Satisfaction and Associated Variables among Nurse Assistants Working in Residential Care. *International Psychogeriatrics* 24(12): 1904–918. doi:10.1017/S1041610212001159.
- Wang, E., H. Hu, H. Liu, S. Mao, R. Chang and W. Jiang. 2020. The Influence of Intrinsic Motivation on Pay Satisfaction Among Caregivers in Residential Home for the Elderly in China: The Mediating Role of Job Burnout. *Journal of Nursing Research* 28(6): e121. doi:10.1097/jnr.0000000000000399.
- Wang, Y., W. Dong, K. Mauk, P. Li, J. Wan, G. Yang et al. 2015. Nurses' Practice Environment and their Job Satisfaction: A Study on Nurses Caring for Older Adults in Shanghai. *PLoS ONE* 10(9): e0138035. doi:10.1371/journal.pone.0138035.
- Wells, Y., E. Brooke and K.N. Solly. 2019. Quality and Safety in Aged Care Virtual Issue: What Australian Research Published in the *Australasian Journal on Ageing* Tells Us. *Australasian Journal on Ageing* 38(1): E1–E6. doi:10.1111/ajag.12638.
- Wendsche, J., W. Hacker, J. Wegge, N. Schrod, K. Roitzsch, A. Tomaschek et al. 2014. Rest Break Organization in Geriatric Care and Turnover: A Multimethod Cross-Sectional Study. *International Journal of Nursing Studies* 51(9): 1246–257. doi:10.1016/j.ijnurstu.2014.01.006.
- White-Chu, E.F., W.J. Graves, S.M. Godfrey, A. Bonner and P. Sloane. 2009. Beyond the Medical Model: The Culture Change Revolution in Long-Term Care. *Journal of the American Medical Directors Association* 10(6): 370–78. doi:10.1016/j.jamda.2009.04.004.
- White, E.M., L.H. Aiken and M.D. McHugh. 2019. Registered Nurse Burnout, Job Dissatisfaction, and Missed Care in Nursing Homes. *Journal of American Geriatric Society* 67(10): 2065–071. doi:10.1111/jgs.16051.

- White, E.M., L.H. Aiken, D.M. Sloane and M.D. McHugh. 2020. Nursing Home Work Environment, Care Quality, Registered Nurse Burnout and Job Dissatisfaction. *Geriatric Nursing* 41(2): 158–64. doi:10.1016/j.gerinurse.2019.08.007.
- White, E.M., T.F. Wetle, A. Reddy and R.R. Baier. 2021. Front-line Nursing Home Staff Experiences During the COVID-19 Pandemic. *Journal of American Medical Directors Association* 22(1): 199–203.
- Willemse, B. M., J. De Jonge, D. Smit, Q. Visser, M.F.I.A. Depla and A.M. Pot. 2015. Staff's Person-Centredness in Dementia Care in Relation to Job Characteristics and Job-Related Well-Being: A Cross-Sectional Survey in Nursing Homes. *Journal of Advanced Nursing* 71(2): 404–16. doi:10.1111/jan.12505.
- Willemse, B.M., M.F.I.A. Depla, D. Smit and A.M. Pot. 2014. The relationship between small-scale nursing home care for people with dementia and staff's perceived job characteristics. *International Psychogeriatrics* 26(5): 805–16. doi:10.1017/S1041610214000015.
- Woznyj, H.M., E.D. Heggestad, S. Kennerly and T.L. Yap. 2019. Climate and Organizational Performance in Long-Term Care Facilities: The Role of Affective commitment. *Journal of Occupational and Organizational Psychology* 92(1): 122–43. doi:10.1111/joop.12235.
- Yamada, Y. 2002. Profile of Home Care Aides, Nursing Home Aides, and Hospital Aides: Historical Changes and Data Recommendations. *The Gerontologist* 42(2): 199–206. doi:10.1093/geront/42.2.199.
- Yamada, Y. and M. Sekiya. 2003. Licensing and Training Requirements for Direct Care Workers in Japan: What Can the United States and Japan Learn From Each Other? *Journal of Aging & Social Policy* 15(4): 113–29. doi:10.1300/J031v15n04_05.
- Yap, T.L., S.M. Kennerly and J.K. Mummert. 2019. Evaluation of the Nursing Culture Assessment Tool for Pressure Injury Prevention: A Mixed-Methods Study. *Wound Management and Prevention* 65(12): 32–40. doi:10.25270/wmp.2019.12.3240.
- Yasin, N.H.M., M.A. Rahim, H.R. Hasbollah, R.C. Razak, A.F. Ab, M.A.M. Nor et al. 2019. Job Demands, Job Resources and Job Stress among Staff in Malaysia Nursing Homes. *Indian Journal of Public Health Research and Development* 10(11): 2298–305. doi:10.5958/0976-5506.2019.03947.0.
- Yeatts, D.E., G. Seckin, Y. Shen, M. Thompson, D. Auden and C.M. Cready. 2018. Burnout among Direct-Care Workers in Nursing Homes: Influences of Organisational, Workplace, Interpersonal and Personal Characteristics. *Journal of Clinical Nursing* 27(19–20): 3652–665. doi:10.1111/jocn.14267.
- Yeatts, D.E. and C. M. Cready. 2007. Consequences of Empowered CNA Teams in Nursing Home Settings: A Longitudinal Assessment. *The Gerontologist* 47(3): 323–39. doi:10.1093/geront/47.3.323.
- Yepes-Baldo, M., M. Romeo, K. Westerberg and M. Nordin. 2018. Job Crafting, Employee Well-Being, and Quality of Care. *Western Journal of Nursing Research* 40(1): 52–66. doi:10.1177/0193945916680614.
- Yeung, Simon S. 2012. Factors Contributing to Work Related Low Back Pain among Personal Care Workers in Old Age. *Work* 41(Suppl 1): 1873–883. doi:10.3233/WOR-2012-0401-1873.
- Yeung, S.S. and J. Yuan. 2011. Low Back Pain among Personal Care Workers in an Old Age Home: Work-Related and Individual Factors. *AAOHN Journal* 59(8): 345–53. doi:10.3928/08910162-20110726-01.
- Yokoyama, K., T. Hirao, T. Yoda, A. Yoshioka, and G. Shirakami. 2014. Effort-Reward Imbalance and Low Back Pain among Eldercare Workers in Nursing Homes: A Cross-Sectional Study in Kagawa Prefecture, Japan. *Journal of Occupational Health* 56(3): 197–204. doi:10.1539/joh.13-0295-oa.
- Yoon, S., J. Park, S.S. Moon, K.H. Lee and J. Park. 2017. The Effects of Occupational Stress, Work-Centrality, Self-Efficacy, and Job Satisfaction on Intent to Quit Among Long-Term Care Workers in Korea. *Home Health Care Services Quarterly* 36(2): 96–111. doi:10.1080/01621424.2017.1333479.
- Yu, M. L. and S. J. Perng. 2014. Adverse Events among Nurse Aides in Long-Term Care Facilities in Taiwan. *Journal of Nursing Care Quality* 29(3): E7–14. doi:10.1097/NCQ.0000000000000044.
- Zhang, Y., L. Punnett, B. Mawn and R. Gore. 2016. Working Conditions and Mental Health of Nursing Staff in Nursing Homes. *Issues in Mental Health Nursing* 37(7): 485–92. doi:10.3109/01612840.2016.1162884.

- Zhang, Y., L. Pennett, G.P. McEnany and R. Gore. 2016. Contributing Influences of Work Environment on Sleep Quantity and Quality of Nursing Assistants in Long-Term Care Facilities: A Cross-Sectional Study. *Geriatric Nursing* 37(1): 13–18. doi:10.1016/j.gerinurse.2015.08.010.
- Zhang, Y., L. Punnett and R. Gore. 2019. Predictors of Nursing Staff Voluntary Termination in Nursing Homes: A Case-Control Study. *Journal of Applied Gerontology* 38(11): 1518–536. doi:10.1177/0733464817724043.
- Zhang, H. and H. Sun. 2019. Knowledge, Attitude and Self-Efficacy of Elderly Caregivers in Chinese Nursing Homes: A Cross-Sectional Study in Liaoning Province. *BMJ Open* 9(11): e029869. doi:10.1136/bmjopen-2019-029869.
- Zimmerman, S., A.L. Gruber-Baldini, J.R. Hebel, P.D. Sloane and J. Magaziner. 2002. Nursing Home Facility Risk Factors for Infection and Hospitalization: Importance of Registered Nurse Turnover, Administration, and Social Factors. *Journal of the American Geriatrics Society* 50(12): 1987–995. doi:10.1046/j.1532-5415.2002.50610.x.
- Zimmerman, S., C.S. Williams, P.S. Reed, M. Boustani, J.S. Preisser, E. Heck and P.D. Sloane. 2005. Attitudes, Stress, and Satisfaction of Staff Who Care for Residents with Dementia. *The Gerontologist* 45 Spec No 1(1): 96–105. doi:10.1093/geront/45.suppl_1.96.
- Zúñiga, F., D. Ausserhofer, J.P.H. Hamers, S. Engberg, M. Simon and R. Schwendimann. 2015. Are Staffing, Work Environment, Work Stressors, and Rationing of Care Related to Care Workers' Perception of Quality of Care? A Cross-Sectional Study. *Journal of the American Medical Directors Association* 16(10): 860–66. doi:10.1016/j.jamda.2015.04.012.
- Zúñiga, F., D. Ausserhofer, J.P.H. Hamers, S. Engberg, M. Simon and R. Schwendimann. 2015. The Relationship of Staffing and Work Environment with Implicit Rationing of Nursing Care in Swiss Nursing Homes – A Cross-Sectional Study. *International Journal of Nursing Studies* 52(9): 1463–474. doi:10.1016/j.ijnurstu.2015.05.005.
- Zwakhalen, S.M.G., J.P.H. Hamers, R.H.A. Peijnenburg and M.P.F. Berger. 2017. Nursing Staff Knowledge and Belief about Pain in Elderly Nursing Home Residents with Dementia. *Pain Research and Management* 12(3): 177–84. doi:10.1155/2007/518484.