

## CASE STUDY: CONSTRUCTING THE NURSE MATCH INSTRUMENT: EXPLORING PROFESSIONAL NURSING IDENTITY AND PROFESSIONAL NURSING VALUES

### Project background

The challenge for nurse education today in the UK is selecting the right recruits, with the right values and identities commensurate with professional nursing and the Values and attributes of the NHS Constitution. An innovation in future nurse recruitment is outlined here, the “Nurse Match” Instrument, developed using personality scales, specifically for values based nurse recruitment.

We understand that most professional nurses endorse the requirements for demonstrable attitudinal attributes that indicate willingness to think critically and be reflective, whilst interacting effectively with others as part of the health care team, but effective team working is not enough.

Future recruits to nursing must be able to demonstrate attitudes and values commensurate with the NHS Constitution and the six values contained within the NHS Constitution: Working together for patients, Respect and dignity, Commitment to quality of care, Compassion, Improving lives, and Everyone Counts. For nursing this means:

- Being part of effective team working, as the value of ‘working together for patients’ is a central tenet guiding service provision in the NHS and other organisations providing health services.
- Future recruits to nursing need to treat every individual, who comes into contact with the NHS and its organisations providing health services with respect and dignity, regardless of whether they are a patient, a carer or member of staff.
- Nurses must also aspire to provide the highest standards of excellence and professionalism in the provision of high quality care that is safe, effective and focused on patient experience.
- Compassionate care ties closely with respect and dignity in that individual patients, carers and relatives must be treated with sensitivity and kindness. The core function of the NHS is emphasised in this value as the NHS seeks to improve the health and wellbeing of patients, communities and its staff through professionalism, innovation and excellence in care.

- Nurses have a responsibility to maximise the benefits we obtain from NHS resources, ensuring they are distributed fairly to those most in need.

Future recruitment of nurses will require a qualitatively different kind of values and attribute testing that not only satisfies the requirements of the NHS Constitution, but is also commensurate with the values and identities of professional nursing.

## Project aims

To develop an instrument which will facilitate the exploration and measurement of professional identity in both experienced nurses and nursing students.

The instrument was developed using the ISA/Ipseus theoretical framework and measurement technology, Identity Structure Analysis (ISA), and its associated psychometric tool; Ipeus, which have been employed in many applied areas, together with the “Match system” for comparing the profiles of applicants, with the desired profile of an experienced and successful practitioner.

### Part 1 (2012 – 2013)

The Nurse Match instrument builds on previous research (Parry 2011, Mazhindu 2003), and other ISA/Ipeus projects and makes a distinctive contribution to nursing knowledge and application of key nursing concepts, i.e., Nursing Professional Concepts and Identity, Nursing Emotional Intelligence and Nursing’s Ethical Values. The approach integrates qualitative and quantitative approaches and has been proven in more than fifty studies of identity in a number of fields (Parry 2011) and applications.

The Ipeus Nurse Match instrument has been partially developed and data is currently being analysed on the identity and values of experienced and successful nurses. The identity profiles of professional practitioners have been analysed to establish a standard. The reports of completed instruments provided detailed individual profiles in terms of ISA parameters. The technology component is the Ipeus software and other automated online procedures for comparing a set of results with a set of criteria for ‘good’ nurses (Parry 2011) and “Ideal” nurses (Mazhindu 2003).

### Part 2 (2014 – 2015)

A Match instrument based on these initial results is being further refined and is loaded onto IEL’s online assessment platform, allowing access via internet browser. Pilot respondents are provided with password controlled access to the draft instrument and given clear instructions via email and embedded link. Telephone support is offered from IEL during the process of support. As well as having access to the actual respondent’s results, we will also seek written feedback on the assessment via a standard form which will be sent to participants following completion of the instrument. The nature of the ISA measurement system will allow us to gauge via results whether or not the pilot instrument is working effectively.

## Key challenges

The key challenge was navigating IRAS and obtaining Ethical Permission from a wide range of participating NHS Trusts (now completed).

Securing funding to take the instrument forward for UK wide testing and we will be seeking research sponsorship/funding to complete the project.

## Impact

To be undertaken in Part 2.

## Next steps and sustainability

- Release of Mark One instrument and standardization via sampling: the Mark One instrument will be loaded onto IEL's online platform and a full-scale standardization program will be completed, which will require completion of the instrument by a minimum of 200 practicing nurses and 200 students in the final year of their training.
- The results of the standardization facilitated identification of the upper and lower limits of the various ISA-based parameters being used in the assessment process.
- Discrete criteria will then be developed which, taken together, represent the profile of a "model" nurse. The criteria include support for specific orientations, individual characteristics and identifications with stakeholders in the world of nursing.
- Future testing of Mark One instruments required UK wide with collaborating HEIs.

### Key Tips

- Investigating any professional nursing values begins with practice: professional nurses know what good looks like, know what they want and expect from new nursing recruits.
- Collaborative partnerships with NHS, HEIs and industry will result in mutually beneficial working partnerships for the benefit of students learning and practice development commensurate with the NHS Constitution, which welcomes and encourages feedback (both positive and negative) from patients (their carers and families), the public and NHS staff; a vital source of information and will help the NHS to improve.

**This case study has been produced by Buckinghamshire New University, for further information please contact:**

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## Peer reviewed International Conference Presentations

Mazhindu, D. M., Griffiths, L., Ellis, R., Erskine, A., & Pook, C. Keynote paper: “*Constructing The Nurse Match Instrument: Exploring Professional Nursing Identity & Professional Nursing Values Using Qualitative Methods*”. 25-6-14. 13th Annual Advances in Qualitative Methods (AQM) Conference. June 23 - 25, 2014. International Institute of Qualitative Methodology, University of Alberta, Edmonton, Canada.

Forthcoming: Mazhindu, D. M., Griffiths, L., Ellis, R., Erskine, A., & Pook, C. Research Symposia of 3 papers: *Constructing The Nurse Match Instrument: Exploring Professional Nursing Identity & Professional Nursing Values. 25th Nurse Education Today International Networking for Healthcare Education Conference* Tuesday 2 – Thursday 4 September 2014 Churchill College, University Of Cambridge, Cb3 0ds, UK (accepted)

Mazhindu, D. M., Griffiths, L., Ellis, R., Erskine, A., & Pook, C. *The Nurse Match Instrument: Professional Nursing Identity & Professional Nursing Values*. 20<sup>TH</sup> Annual Qualitative Research in Health Care Conference. October 19- 24, 2014. International Institute of Qualitative Methodology, University of Alberta, Victoria, Canada (accepted)

## References

Mazhindu, D. M. (2003) “*Ideal*” Nurses: the Social Construction Of Emotional Labour.

[European Journal of Psychotherapy & Counselling](#) 01/2003;  
DOI:10.1080/0967026042000269647Source: [OAI](#)

Parry, C. (2011) *Identity of Nursing students*, (unpublished PhD) University of Chester, UK

Peterson , E. & Barron K. (2007) *How to Get Focus Groups Talking: New Ideas That Will Stick* © [International Journal of Qualitative Methods](#) 6(3)

DOH (2013) The Handbook to the NHS Constitution for England. HMSO

<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx>