Quality of Life, Wellbeing, and Quality Care Among South-western Nigerian Health Professionals



# Health and Work-related Quality of Life, Wellbeing, and Quality of Clinical Care: A Multicentre Cross-sectional Survey of Health Care Workers in South-western Nigeria



Study report from four selected tertiary hospitals in South-West Nigeria, 2021-2022.

SPONSORED by <u>The Prentice Institute for Global Population and Economy</u>, and the Faculty of Health Sciences Research Fund, University of Lethbridge, Alberta, Canada.



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# List of Acronyms

FMCA:	Federal Medical Centre, Abeokuta
HCW:	Health Care Workers
MD:	Mean Difference
OAUTHC:	Obafemi Awolowo University Teaching Hospital Complex
OOUTH:	Olabisi Onabanjo University Teaching Hospital
PWI:	Personal Wellbeing Index
QoC:	Quality of Care
QoL:	Quality of Life
SD:	Standard Deviation
SPSS:	Statistical Package for Social Sciences
UCH:	University College Hospital
WRQoL:	Work-Related Quality of Life

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# **Funders**

The Prentice Institute for Global Population and Economy, and the Faculty of Health Sciences, University of Lethbridge, Alberta, Canada.

# Acknowledgements

We acknowledge the funding and goodwill from the Faculty of Health Sciences, Prentice Institute for Global Population and Economy and the support received from Professor Peace Chinedum Babalola (the Vice-Chancellor, Chrisland University, Abeokuta, Ogun State, Nigeria) and Professor Olayinka Olusola Omigbodun (Provost, College of Medicine, University of Ibadan) throughout this research visit. In addition, we thank the management and staff of University College Hospital, Ibadan, Olabisi Onabanjo University Teaching Hospital, Sagamu, Obafemi Awolowo University Teaching Hospital Complex, Ile-Ife, and Federal Medical Centre, Abeokuta. We also acknowledge the research support received from Mrs. Ife Sobande, Adaobi Margaret Okonji, Gbone Adunola Okunaiya, Titilope Faith Ojelade, and Tolulope Ajayi.

# **Ethics Approval**

Ethical approvals were independently obtained from the health research ethics committees of:

- i. The University of Lethbridge, Lethbridge, Alberta, Canada.
- ii. Federal Medical Centre, Abeokuta, Ogun State, Nigeria.
- iii. Olabisi Onabanjo University Teaching Hospital, Sagamu, Ogun State, Nigeria.
- iv. University of Ibadan/University College Hospital, Ibadan, Oyo State, Nigeria.
- v. Obafemi Awolowo University Teaching Hospital Complex, Ile-Ife, Osun State, Nigeria.

# **Executive Summary**

Often, health care research focuses on public health, patient outcome, health systems management, and financing, disregarding the wellbeing of the caregivers. The few available literature on health care workers' wellbeing focused on the developed world. This study gave a voice to the job-related stress and wellbeing of Nigerian health care workers. Nigeria covers about one-seventh of the landmass of West Africa; is the most populous black nation and the seventh most populated country in the world. The country is inhabited by over 200 million people with less than 1.95 health care workers per 1000 population.

Nigeria likewise other Sub-Saharan African countries are beleaguered with a high prevalence of both non-communicable and infectious diseases creating a huge health care demand. However, the current ratio of healthcare workers to patients in the region is quite low due to complex sociopolitical and economic problems that reinforce the propensity of caregivers to emigrate to developed countries such as Canada, the United Kingdom, Australia, and the United States of America in search of better wellbeing. Assessing and addressing the level of wellbeing among health care workers in Nigeria will help curtail the healthcare crisis in the country.

We employed a synchronous parallel qualitative (n = 40) and quantitative (n = 1580) design across four tertiary hospitals in Southwest Nigeria: Oyo, Ondo, and Ogun States. A focus group discussion was conducted in each study location (n = 4), while non-discussants responded to four standardized questionnaires each for assessment of the quality of life, personal wellbeing, worklife and quality of care. For the qualitative study, thematic analysis was completed using Nvivo (version 13). Statistical analysis was completed on the quantitative data using frequency (percentage), mean (SD), Chi-square, Cronbach's alpha, Inter-Class Correlation, one-way ANOVA, Pearson's correlation coefficient, multiple linear regression, binary logistic regression, exploratory factor analysis, and structural equation modelling; alpha level set at p<0.05 (SPSS version 27).

Results of the current study showed that many of the health care professionals had poor quality of work-life and wellbeing resulting in poor quality of care for patients. We observed demographic variations in participant wellbeing, work- and health-related quality of life. Similarly, quality of care was poor and differed significantly across the demographics such that men, participants between ages of 30 and 39 years, staff under two years in practice, entry-level degree holders, pharmacists and medical practitioners, part-time workers, participants on permanent morning duty, and those who worked longer periods delivered poorer quality of care with respect to their counterparts. Participants identified factors that impede quality care delivery as poor remuneration, lack of incentives, unsafe workplace, infrastructural deficit, the chronic shortage of medical supplies, equipment and consumables, frustration with water and power supply, inadequate funding, poor health financing and insurance scheme for patients. Others are stalled promotion and paucity of in-service training opportunities. Practicable recommendations have been made in this light.

## Introduction

Nigeria is the most densely populated country in Africa, the most populous black country on earth, and the seventh-largest population in the world, with approximately 200 million people, the sub-Saharan African country covers (920,000 sq. km) one-seventh landmass of West Africa (Amoo, et al., 2020). Just as in other Sub-Saharan African countries, there is a high prevalence of communicable and non-communicable diseases in Nigeria leading to high demand for health services (Agan & Marconi, 2019; Janssens, et al., 2016). However, the Nigerian healthcare sector is faced with perennial problems such as infrastructural decay, hospitals leadership and management tussle, inadequate funding, and poor wellbeing of the health care workers (Adeloye et al., 2017).

In this study, health care workers (HCW) include a heterogeneous mix of health care service providers such as medical practitioners (physicians, surgeons, dentists, medical psychologists), nurses, physiotherapists, pharmacists, radiographers, medical laboratory scientists, occupational therapists, dietitians, and administrative support staff who work synchronously towards patient care and optimum health of the populace (Vazirani et al., 2005; Damschroder et al., 2009). Although the demographic characteristics of HCW differ across regions, women, physicians, and nurses account for the largest group of HCW globally (Squires et al., 2016; Thakre et al., 2017). In Nigeria, female nurses are the majority of the HCW. However, the HCW-patient ratio is very low across all HCW designations in the country with an average of 1.95 HCW per 1000 population (Adeloye et al., 2017). The current ratio of Nigerian HCW to patients is quite low due to complex sociopolitical and economic problems that reinforce the propensity of caregivers to emigrate to developed countries such as the United States of America, Canada, and the United Kingdom, in search of better wellbeing (Omenka, et al., 2020). Low HCW to patient ratio leads to

higher workload, work stress, frustration, burnout, job dissatisfaction, absenteeism, and turnover (Awosoga et al., 2020; Dubale et al., 2019).

Despite the occupational distress experienced by HCWs, the World Health Organization (WHO, 2018) advocates for a high quality of care (QoC) characterized by effective, safe, people-oriented, timely, equitable, inclusive, and efficient health care delivery. The QoC is a measure of the extent to which healthcare services provided desirable patient experiences and improved health outcomes (IOM, 2001; WHO, 2021). To achieve high QoC, healthcare systems are expected to provide the HCWs with good working conditions to improve their work-related quality of life and service delivery (Awosoga et al., 2020; Barbosa et al., 2018). Furthermore, work-related quality of life (WRQoL) is an indicator of the influences of work upon the goodness and meaning in life, as well as people's happiness and wellbeing (Hsu and Kernohan, 2006). Despite the suboptimal work milieu, health professionals often pursue a desirable QoC to the detriment of their personal wellbeing indices (PWI), and health-related quality of life (QoL).

We hypothesized that poor quality of life, work-life and personal wellbeing will have a negative effect on health professionals and their QoC. The qualitative part of this study gave the participants a platform to express their perceptions on their quality of life and clinical care. The quantitative aspect explored participants' levels, correlates, and predictors of QoL, PWI, WRQoL, and QoC, across the demographic variations. The outcome of this study would have policy implications for the Nigerian healthcare workforce.

# **Objectives**

The study aimed to:

- i. assess levels and patterns of QoL, wellbeing, WRQoL, and QoC of HCWs at selected tertiary health institutions in Southwest Nigeria.
- ii. determine the correlation among QoL, PWI, WRQoL, and QoC of HCWs at selected tertiary health institutions in Southwest Nigeria.
- iii. predict the QoL, PWI, WRQoL, and QoC of HCWs based on their wellbeing and life quality outcomes and sociodemographic factors.

# Methods

#### Study Design

The study was a multicenter mixed-methods cross-sectional study. We utilized synchronous qualitative and quantitative data collection. The benefit of this approach is that qualitative data provides in-depth participants' perspectives of their work-life and means data triangulation to validate the survey results (Halcomb et. al., 2009; Yin, 2003). Participants were recruited by convenience sampling method using the 'Most-Similar Case' technique, which involves choosing cases or sites that are similar in as many variables as possible except for the variable of interest (Gerring & Cojocaru 2016).

#### **Study Locations**

Of the six states that make up southwestern Nigeria, four public-funded tertiary hospitals in Ogun, Osun, and Oyo states were purposively included in the study based on sociocultural, environmental, political, and socioeconomic similarities of those states. It was assumed that the three states are representative of the others, except for Lagos State which is more metropolitan and as such divergent in the work milieu. The hospital selection criteria were being (i) public-funded, (ii) referral Center with tertiary level of care, and (iii) bed capacity (>500). The included hospitals were the Federal Medical Centre, Abeokuta (FMCA), and Olabisi Onabanjo University Teaching Hospital (OOUTH), Sagamu, both in Ogun State; Obafemi Awolowo University Teaching Hospital Complex (OAUTH), Ile-Ife, Osun State; and the University College Hospital (UCH), Ibadan, Oyo State.

#### **Study Participants**

The designated HCW were medical practitioners (physicians, surgeons, dentists, and medical psychologists), nurses, physiotherapists, pharmacists, radiographers, medical laboratory scientists, occupational therapists, and others (dietitians and administrative support staff). The sample size was determined from each Centre using the formula

$$\frac{\frac{Z^2 p(1-p)}{e^2}}{1 + \left(\frac{Z^2 p(1-p)}{e^2 N}\right)}$$

Where Confidence Level = 95%, p = 0.5, Error (Margin) = 0.05, Z-score = 1.959964 and population size for OOUTH, FMCA, UCH and OAUTH are 566, 2000, 3000 and 1490, respectively. Therefore, the minimum sample size for OOUTH, FMCA, UCH and OAUTH were 229, 323, 341, and 306, respectively, giving a total of 1199 HCWs. In anticipation of 33% incomplete survey response, 1600 participants were recruited.

Synchronous with quantitative data collection, a focus group discussion was conducted in each of the centres using 40 discussants (FMCA = 8, UCH = 12, OAUTH = 10, OOUTH = 10) who were selected to maximize the demographic variations (Tables 1 and 2). Discussants did not participate in the quantitative arm of the study. Krueger and Casey (2000) suggested that four to ten

participants are an adequate size for a focus group, and four focus groups are enough of a robust investigation of a research topic. A post hoc analysis of data from the focus group discussions at the four research locations showed that data saturation was achieved (Hennink et al., 2019).

#### **Study Instruments**

A biodata (demographics variable) form and four standardized questionnaires (Appendix A) were used for qualitative data collection. The biodata form was used to collect participants' demographic variables such as gender, age, years in practice, highest educational qualification, designation, appointment type, work schedule, average weekly work volume, and practice location. Health-related QoL was obtained with the WHO-5 questionnaire (Topp et al., 2015). WHO-5 is a five-item questionnaire regarding participants' feelings with components of healthy living in past two weeks on a 6-points Likert scale (score 0 to 5). Each participant's responses were summed (range = 0 to 25) and converted into percentage scores. The WHO-5 has been reported to be valid and reliable by a systematic review of 213 studies that applied the instrument in diverse settings; the average sensitivity and specificity were 0.86 and 0.75, respectively (Topp et al., 2015).

Participants' wellbeing was obtained with Personal Wellbeing Index, an eight-item valid and reliable questionnaire regarding participants' satisfaction with their life as a whole, health, life achievements, relationships, safety, community, future security, and spirituality on an 11-points (score 0 to 10) Likert scale (International Wellbeing Group [IWG], 2013). Each participant's responses were summed and converted into percentage scores (IWG, 2013). The PWI has been reported to have good psychometric properties: validity, reliability, and sensitivity (Lau et al., 2005). The internal consistency measured with Cronbach's alpha ranges between 0.86 and 0.89

(Yousefi et al., 2013).

Similarly, the WRQoL questionnaire was used to assess participants' quality of work life. The 24item questionnaire contains six sub-domains: general wellbeing, home-work interface, job-career satisfaction, control at work, working conditions, and stress at work (Easton & Van Laar, 2012). WRQoL contains 21 positively worded questions and three negatively worded questions (items 7, 9, and 19). The questionnaire asked the extent a participant agreed on each of the items as it related to their work-life on a 5-point Likert scale, 1 = strongly disagree to 5 = strongly agreed. The PWI questionnaire was found valid, reliable, and consistent among a cohort of HCWs, overall scale reliability was 0.91 with good subscale reliabilities ranging from 0.76 to 0.91 (Van Laar et al., 2007).

Furthermore, the participants' quality of clinical care was obtained using the QoC questionnaire (Luther et al., 2019). The 22-item questionnaire was subdivided into two subdomains: positively worded person-centred care (12 items) and negatively worded discordant care (10 items). The questionnaire inquired on how frequent the listed items had occurred while the participant related with patients in the last six months. Responses were on a 6-point Likert scale, 0 = never to 5 = always. The QoC questionnaire is valid and reliable, Cronbach's alpha for the clinician QOC subscales were person-centered Care = 0.86 and discordant Care = 0.74.

The focus groups were led to discuss among themselves and provide their perspectives on their work environment, personal wellbeing, QoL and how those factors modified the QoC they rendered to patients. Appendix B is the full interview guide. Other instruments for focus group discussion include a digital audio recorder, timer, whiteboard, markers, note pads and pens for participants, and researchers' field notes (Krueger & Casey, 2000).

#### Procedure for Data Collection and Storage

The research assistants distributed the questionnaires to HCWs within the selected hospitals. Health care workers were included in the study if they have worked in one of the selected facilities for at least six months and were willing to read and sign a written informed consent form before responding to the survey. The questionnaire was self-administered and returned to a research assistant after completion. The center co-investigators' number was boldly printed on the survey to facilitate the return of questionnaires in the case of participants who failed to submit them immediately. Research assistants extracted the data from the questionnaires and transferred same to an already coded SPSS spreadsheet in designated computers at the four study locations. Extracted questionnaires were stored in a big brown envelope and locked up in a secure drawer at one of the study locations. Individual datasets were merged into a final anonymized dataset, password encrypted and saved to the cloud. Every other data about the study whether anonymized or not were destroyed.

The focus group discussions and recording started on the arrival of all invited discussants at the scheduled date, time, and venue. Centre co-investigators who were experienced qualitative interviewers, moderated the sessions using the interview guide (Appendix B). Interview techniques such as prodding, itemizing, and describing were employed to encourage participants to clarify their perceptions. Discussants were rewarded with light refreshment after the focus group. The audio records were transcribed verbatim and merged in a single password encrypted file sent to two independent qualitative analysts.

#### Data Analyses

#### Quantitative analyses

Quantitative data were analyzed using SPSS 27.0 version software (SPSS Inc., Chicago, Illinois, USA). The dataset was cleaned of missing variables, all entries with more than 25% missing variables in a domain were deleted for that particular domain. The data were summarized using descriptive statistics of frequency (percentage) and mean (standard deviation). Participants' WHO-QOL, PWI, WRQoL, and QoC scores were summated in separate columns and converted to percentage points, this was in line with the rubric provided by the instrument developers and the general approach for analysis of Likert scale data (Warmbrod 2014). We obtained continuous normally distributed variables for each of the outcomes (skewness < 3.29). We dichotomized the scores into poor and good outcomes using the midpoint ([mean + {S.D/2}] rounded): WHO-QoL and WRQoL = 70%, and PWI and QoC = 75%.

Inferential statistics included independent sample t-test and one-way analysis of variance (ANOVA) for determination of mean differences in QOL, PWI, WRQoL, and QoC across categories of the demographic variables, Pearson's correlation coefficient among the outcomes, and independent sample t-test analysis for differences in mean QOL, PWI, and WRQoL among people classified to have provided poor and good QoC. Furthermore, multiple linear regression (stepwise approach) was employed to determine the best set of demographic variables and QoL indicators that could best predict HCWs' QOL, PWI, WRQoL, and QoC using the continuous (scale) scores as dependent variables. Binary logistic regression, forward Wald approach was employed to determine the best set of demographics that could best classify participants with poor or good QOL, PWI, WRQoL, and QoC.

The domain validity and reliability of the combined instrument were obtained using Cronbach alpha and Intraclass correlational statistics. How well the items fit into domains were assessed through exploratory factor analysis (Maximum Likelihood with Varimax-orthogonal rotation) procedure and confirmatory factor analysis. A structural equation modelling through path analysis for the relationship between QoC with other study outcomes was completed using Analysis of Moment Structures (AMOS). Maximum likelihood estimation procedure was used to estimate the coefficients. The model fitting was assessed using a Chi-square goodness of fit test as well as the comparative fit index (CFI) and the root-mean-square error of approximation (RMSEA). The measurement of association was interpreted via the odds ratio and confidence intervals of 95%.

#### Qualitative analyses

The electronic copies of focus group transcripts were transferred to NVivo (version 13) software for content analysis. Afterwards, thematic analysis was performed including inductive methods for identification of themes and deductive methods to recognize overarching concepts in HCWs' QOL, PWI, WRQoL, and QoC. The first analyst read several transcripts and inductively developed a codebook based on emerging patterns. The codebook was then reviewed by the second analyst and two co-investigators who are experts in qualitative analysis. Their input was incorporated in the final codebook and was used to analyze all the transcripts. We searched and reported the factors that caused and sustained HCW's poor QOL, PWI, WRQoL, and QoC.

## **Results**

#### **Descriptive Analysis**

#### Demographic characteristics of participants

A total of 1590 questionnaires were administered across the four centers, most of the participants

(n = 1580, 99.4%) completed and returned valid surveys used for the analysis. The demographic characteristics of our study participants are identified in this section. Participants' age, gender, years of practice, educational levels, designation, appointment, work schedule, work volume, and job settings are discussed.

#### Participants' age, sex, and years in practice

Figures 1 and 2 shows the distribution of the participant across study location, and gender, respectively. Table 1 shows an even age distribution across Nigerian healthcare workforce, many participants (n = 985, 62.3%) were within the age range of 30 to 49 years, six individuals (0.4%) aged 60 to 69 were on contract. The official retirement criteria for HCWs in Nigeria is 60 years of age or 35 years of service (Magbadelo, 2020), however, some energetic retired HCWs who put in outstanding performances while in services may be recalled to provided consultancy and specialist services within a short contract duration (Federal Republic of Nigeria, 2008). The average (SD) participants' age was 37.85 (9.28) years – a finding in agreement with another large sample, a nationwide survey of Nigerian HCWs (Ogunleye et al., 2016). Women (n = 982, 62.2%) dominated the study sample. Other studies have shown more females (60.7% - 65.0%) in the Nigerian healthcare workforce (Ogunleye et al., 2016; Umeh et al., 2008). Majority of the participants were within the first decade of their appointment (n = 1103, 69.8%), which implies that without recourse to their biological age, many participants have about 25 more service years.

Parameter	Quantitative survey	Focus group discussion
	n (%)	n (%)
	1580 (100%)	40 (100)
Gender		
Female	982 (62.2)	20 (50)
Male	585 (37.0)	20 (50)
Chose not to say	13 (0.8)	0 (0)
Age group		
20 - 29	303 (19.2)	
30 - 39	618 (39.1)	
40 - 49	367 (23.2)	
50 - 59	211 (13.4)	
60 - 69	6 (0.4)	
Chose not to say	75 (4.7)	
Years in practice		
0-2	512 (32.4)	0 (0)
3 – 5	328 (20.8)	1 (2.5)
6-10	263 (16.6)	3 (7.5)
≥11	471 (29.8)	35 (87.5)
Chose not to say	6 (0.4)	1 (2.5)

**Table 1** Participants' gender, age, and years of practice (n = 1580)



**Figure 1.** Survey respondents' distribution across study locations (n = 1580).



**Figure 2.** Sex distribution of the survey respondents across study locations (n = 1580).

# *Participants' education level, designation, nature of the appointment, work schedule and volume*

The preponderance of the participants (n = 1076, 68.1%) had a bachelor's degree in the relevant field (Table 2). This is in line with the fact that many of the Nigerian health entry-level education are bachelor programs. Also, a bachelor's degree is sufficient for entry and progression to the zenith of the various clinical scheme of service. Medical practitioner (n = 609) and nurses (n = 570) constituted 74.6% of all the HCWs. Table 2 showed that majority of the participants (n = 1380, 87.3%) were full time employee, on either regular period (8:00 am to 4:00 pm) with 40-hours/monthly call duty (n = 789, 49.9%), or 8-hour shift duty (n = 468, 29.6%). Therefore, many of the participants reported 41-60 hours of work weekly (n = 739, 46.8%).

Parameter	Quantitative survey	Focus group discussion
	n (%)	<i>n</i> (%)
	1580 (100%)	40 (100)
Education level		
National Diploma	134 (8.5)	
Bachelor (entry-level)	1076 (68.1)	
Masters or Ph.D.	359 (22.7)	
Chose not to say	11 (0.7)	
Designation		
Nurse	570 (36.1)	8 (20.0)
Medical practitioner <sup>†</sup>	609 (38.5)	13 (32.5)
Pharmacist	145 (9.2)	5 (12.5)
Physiotherapist	120 (7.6)	9 (22.5)
Medical lab. scientist	108 (6.8)	5 (12.5)
Occupational therapist	10 (0.6)	0 (0)
Radiographer	7 (0.5)	0 (0)
Others†	11 (0.7)	0 (0)
Appointment		
Full time	1380 (87.3)	
Part-time	187 (11.9)	
Casual	10 (0.6)	
Chose not to say	3 (0.2)	
Work schedule		
Permanent morning and call duty	789 (49.9)	
Shift duty	468 (29.6)	
Shift and call duty	30 (1.9)	
Permanent morning	289 (18 3)	
Chose not to say	4(03)	
chose not to say	+ (0.3)	
Work volume		
< 20 hours	67 (4.2)	
20-40 hours	419 (26.5)	
41-60 hours	739 (46.8)	
> 60 hours	350 (22.2)	
Chose not to say	5 (0.3)	

Table 2 Participants' education level, designation, appointment, work schedule and volume.

<sup>†</sup>Others = Dieticians, environment and maintenance staff, technicians, and administrative staff.

#### Response Distributions, Central Measures, and Tests for Mean differences

#### World Health Organization – health-related quality of life (WHO-QoL)

Participants' responses to the 5-item WHO-QoL are shown in Table 3. Most of the time, many 684 (43.3%) of the participants felt cheerful in good spirit, 633 (40.1%) felt calm and relaxed, 610 (38.6%) felt active and vigorous, and 567 (35.9%) felt their daily lives were filled with things that interested them. Less than one-third 478 (30.3%) felt fresh and rested more than half of the time. However, a reasonable number of people experienced the items of good QoL in less than half, sometimes, and at no time. They include participants who rated themselves below average on being cheerful in good spirit (n = 421, 26.7%), calm and relaxed (n = 436, 27.7%), active and vigorous (n = 428, 27.2%), fresh and rested (n = 523, n = 33.2%), and in things that interest them (n = 465, 29.5%). The mean (SD) participants' QoL was 61.86% (21.30), the expected cumulative score was between 0 and 100%.

Table 4 shows the levels of WHO-QoL across the demographics using 70% as the cut off mark for good QoL. Men reported poorer QoL (58.3%) than women (55.2%). Younger HCWs (64.0%) and personnel with less than two years in practice (61.9%) reported poorer QoL relative to the other groups. Bachelor's degree holders (57.2%), medical practitioners (66.0%), part-time workers (64.7%), staff on concurrent shift and call duties (70.0%), and personnel that put in more than 60 work hours weekly (63.6%) reported poorer QoL than their counterparts. One-way ANOVA showed a statistically significant difference in the QoL across age groups, *F* (4, 1500) = 2.728, *p* = 0.028. The Games-Howell post hoc analysis confirmed that participants aged 50 to 59 years reported higher QoL than their counterparts aged 30 to 39 years (mean difference [M.D.] = 5.19%, t = 2.93, 95% CI = 0.35, 10.04, p = 0.029), there was no significant difference between other age

groups. There was a significant difference in the QoL across designations (*F* [6, 1562] = 5.397, *p* <0.001); Tukey post hoc test showed that nurses (*M.D.* = 5.45%, t = 4.43, 95% CI = 1.81, 9.08, p <0.001) and physiotherapists (*M.D.* = 9.35%, t = 4.43, 95% CI = 3.12, 15.58, p < 0.001) reported higher QoL that medical practitioners. Furthermore, there was a significant difference in the QoL across workloads (*F* [3, 1571] = 2.929, *p* = 0.033); Tukey post hoc test showed that staff that worked less than 20 hours weekly reported higher QoL than their counterparts that worked above 60 hours weekly, *M.D.* = 7.12%, t = 2.51, 95% CI = -0.16, 14.41, p = 0.05. However, the perceived differences in QoL across gender, years in practice, education levels, appointment type, and work schedule were not statistically significant (Table 5).

Item		All of the time	Most of the time	More than half of the time	Less than half of the time	Some of the time	At no time	Mean (Medi an)
		5	4	3	2	1	0	
	N	f(%)	f(%)	f(%)	<i>f</i> (%)	f(%)	f(%)	
I have felt cheerful in good spirits.	1576	145 (9.2)	684 (43.3)	326 (20.6)	185 (11.7)	210 (13.3)	26 (1.6)	3.18 (4)
I have felt calm and relaxed.	1576	130 (8.2)	633 (40.1)	377 (23.9)	200 (12.7)	211 (13.4)	25 (1.6)	3.12 (3)
I have felt active and vigorous	1576	139 (8.8)	610 (38.6)	399 (25.3)	191 (12.1)	214 (13.5)	23 (1.5)	3.13 (3)
I woke up feeling fresh and rested.	1576	123 (7.8)	452 (28.6)	478 (30.3)	287 (18.2)	203 (12.8)	33 (2.1)	2.94 (3)
My daily life has been filled with things that interest me.	1574	132 (8.4)	567 (35.9)	410 (25.9)	252 (15.9)	177 (11.2)	36 (2.3)	3.08 (3)

#### **Table 3** Response distribution on WHO-Quality of Life Scale

These were responses to the instruction "Please respond to each item by marking one box per row, regarding how you felt in the last two weeks." On a scale from 0 to 5, while 0 = at no time, 1 = some of the time, 2 = less than half of the time, 3 = more than half of the time, 4 = most of the time, and 5 = all the time. Total respondent's score was converted to percentages (expected range,  $0 - 25 \times 4 = 0 - 100\%$ ). The present respondents' scores ranged from 0 to 100%, mean = 61.86, median = 68, and SD = 21.30.

Parameter	Quality	Quality of Life		Wellbeing dex	eing Work-related Quality Life		Quality	of Care
	f(	%)	f(	%)	f(	f (%)		%)
	Poor	Good	Poor	Good	Poor	Good	Poor	Good
Gender								
Female	524 (55.2)	440 (44.8)	491 (50.0)	491 (50.0)	590 (60.1)	392 (39.9)	542 (55.2)	440 (44.8)
Male	341 (58.3)	244 (41.7)	367 (62.7)	218 (37.3)	375 (64.1)	210 (35.9)	399 (68.2)	186 (31.8)
Total	883 (56.3)	684 (43.7)	858 (54.8)	709 (45.2)	965 (61.6)	602 (38.4)	941 (60.1)	626 (39.9)
Age group								
20 - 29	194(64.0)	109(36.0)	176(58.1)	127(41.9)	212(70.0)	91(30.0)	190(62.7)	113(37.3)
30 - 39	359(58.1)	259(41.9)	381(61.7)	237(38.3)	408(66.0)	210(34.0)	408(66.0)	210(34.0)
40 - 49	199(54.2)	168(45.8)	190(51.8)	177(48.2)	223(60.8)	144(39.2)	197(53.7)	170(46.3)
50 - 59	94(44.5)	117(55.5)	76(36.0)	135(64.0)	89(42.2)	122(57.8)	115(54.5)	96(45.5)
60 - 69	2(33.3)	4(66.7)	2(33.3)	4(66.7)	1(16.7)	5(83.3)	2(33.3)	4(66.7)
Total	848(56.3)	657(43.7)	825(54.8)	680(45.2)	933(62.0)	572(38.0)	912(60.6)	593(39.4)
Years in practice								
0 - 2	317(61.9)	195(38.1)	318(62.1)	194(37.9)	355(69.3)	157(30.7)	325(63.5)	187(36.5)
3 – 5	174(53.0)	154(47.0)	188(57.3)	140(42.7)	207(63.1)	121(36.9)	217(66.2)	111(33.8)
6 – 10	143(54.4)	120(45.6)	142(54.0)	121(46.0)	164(62.4)	99(37.6)	167(63.5)	96(36.5)
≥11	249(52.9)	222(47.1)	214(45.4)	257(54.6)	244(51.8)	227(48.2)	239(50.7)	232(49.3)
Total	883(56.1)	691(43.9)	862(54.8)	712(45.2)	970(61.6)	604(38.4)	948(60.2)	626(39.8)
<b>Education level</b>								
National Diploma	67(50.0)	67(50.0)	65(48.5)	69(51-5)	82(61.2)	52(38.8)	67(50.0)	67(50.0)
Bachelor	619(57.5)	457(42.5)	605(56.2)	471(43.8)	702(65.2)	374(34.8)	663(61.6)	413(38.4)
Masters or Ph.D.	191(53.2)	168(46.8)	192(53.5)	167(46.5)	185(51.5)	174(48.5)	217(60.4)	142(39.6)
Total	877(55.9)	<b>692(44.1)</b>	862(54.9)	707(45.1)	<b>969(61.8)</b>	<b>600(38.2)</b>	947(60.4)	<b>622(39.6)</b>
Designation								
Nurse	283(49.6)	287(50.4)	259(45.4)	311(54.6)	323(56.7)	247(43.3)	291(51.1)	279(48.9)
Medical practitioner*	402(66)	207(34)	383(62.9)	226(37.1)	418(68.6)	191(31.4)	422(69.3)	187(30.7)
Pharmacist	84(57.9)	61(42.1)	88(60.7)	57(39.3)	85(58.6)	60(41.4)	104(71.7)	41(28.3)
Physiotherapist	53(44.2)	67(55.8)	65(54.2)	55(45.8)	74(61.7)	46(38.3)	63(52.5)	57(47.5)
Radiographer	4(57.1)	3(42.9)	6(85.7)	1(14.3)	5(71.4)	2(28.6)	5(71.4)	2(28.6)
Medical lab. scientist	50(46.3)	58(53.7)	55(50.9)	53(49.1)	55(50.9)	53(49.1)	56(51.9)	52(48.1)
Occupational								()
therapist	7(70.0)	3(30.0)	5(50.0)	5(50.0)	9(90.0)	1(10.0)	3(30.0)	7(70.0)
Total	883(56.3)	686(43.7)	861(54.9)	708(45.1)	969(61.8)	600(38.2)	944(60.2)	625(39.8)
Appointment								
Full time	759(55.0)	621(45.0)	736(53-3)	644(46 7)	838(60.7)	542(393)	806(58.4)	574(41.6)
Part time	121(64.7)	66(35 3)	125(66.8)	62(33.2)	127(67.9)	60(32.1)	140(74.9)	47(25.1)
Casual	5(50.0)	5(50.0)	3(30.0)	7(70.0)	7(70.0)	3(30.0)	A(A0.0)	+7(23.1)
Total	S(30.0)	(30.0)	S(30.0)	7(70.0)		3(30.0)	4(40.0)	(00.0)
1 Jtai	ððj(50.1)	092(43.9)	804(54.8)	/13(45.2)	972(01.0)	005(38.4)	930(60.2)	027(39.8)

<b>Table 4</b> Levels of quality of	life, work-life, care, and	personal wellbeing $(n = 1580)$
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Work schedule								
PM and call duty	476(60.3)	313(39.7)	464(58.8)	325(41.2)	523(66.3)	266(33.7)	498(63.1)	291(36.9)
Shift duty	237(50.6)	231(49.4)	237(50.6)	231(49.4)	276(59.0)	192(41.0)	253(54.1)	215(45.9)
Shift and call duty	21(70.0)	9(30.0)	17(56.7)	13(43.3)	18(60.0)	12(40.0)	18(60.0)	12(40.0)
PM	150(51.9)	139(48.1)	145(50.2)	144(49.8)	154(53.3)	135(46.7)	180(62.3)	109(37.7)
Total	884(56.1)	692(43.9)	863(54.8)	713(45.2)	971(61.6)	605(38.4)	949(60.2)	627(39.8)
Work volume								
< 20 hours	32(47.8)	35(52.2)	35(52.2)	32(47.8)	31(46.3)	36(53.7)	42(62.7)	25(37.3)
20-40 hours	218(52.0)	201(48.0)	212(50.6)	207(49.4)	252(60.1)	167(39.9)	266(63.5)	153(36.5)
41-60 hours	411(55.5)	329(44.5)	405(54.7)	335(45.3)	443(59.9)	297(40.1)	423(57.2)	317(42.8)
> 60 hours	222(63.6)	127(36.4)	210(60.2)	139(39.8)	243(69.6)	106(30.4)	219(62.8)	130(37.2)
Total	883(56.1)	692(43.9)	862(54.7)	713(45.3)	969(61.5)	606(38.5)	950(60.3)	625(39.7)
Work location								
FMC Abeokuta	213(54.8)	176(45.2)	240(61.7)	149(38.3)	248(63.8)	141(36.2)	193(49.6)	196(50.4)
UCH Ibadan	432(74.5)	148(25.5)	308(53.1)	272(46.9)	351(60.5)	229(39.5)	288(49.7)	292(50.3)
OAUTH Ile-Ife	103(33.7)	203(66.3)	154(50.3)	152(49.7)	178(58.2)	128(41.8)	305(99.7)	1(0.3)
OOUTH Sagamu	139(45.6)	166(54.4)	162(53.1)	143(46.9)	196(64.3)	109(35.7)	165(54.1)	140(45.9)
Total	887(56.1)	693(43.9)	864(54.7)	716(45.3)	973(61.6)	607(38.4)	951(60.2)	629(39.8)

†Medical practitioner = physicians, surgeons, psychologists, dentists. QoL = quality of life. PWI = personal wellbeing index. QoWL = quality of work life. QoC = clinician quality of care. PM = permanent morning. OOUTH = Olabisi Onabanjo University Teaching Hospital, Sagamu. OAUTH = Obafemi Awolowo University Teaching

Hospital, Ile-Ife. FMC = Federal Medical Centre, Abeokuta. UCH = University College Hospital, Ibadan.

Parameter	n (%)	OoL	PWI	OoWL	COoC		
1 di dificici	1580	mean (SD)	mean (SD)	mean (SD)	mean (SD)		
	(100%)	(~_ )	(~_ )				
Gender	· · ·						
Female	982 (62.2)	61.73(21.84)	72.71(14.6)	65.9(10.55)	71.48(12.84)		
Male	585 (37.0)	61.99(20.39)	69.78(14.52)	65.41(10.50)	68.02(12.29)		
Total	1567 (99.2)	61.82 (21.31)	71.61 (14.63)	65.71 (10.53)	70.19 (12.74)		
<i>t</i> -statistic (df)		-0.241 (1565)	3.841 (1565)	0.903 (1565)	5.250 (1565)		
<i>p</i> -value		0.809	< 0.001*	0.367	<0.001*		
Age group							
20 - 29	303 (19.2)	61.73 (19.20)	69.00 (15.52)	64.61 (9.29)	69.14 (13.22)		
30 - 39	618 (39.1)	61.04 (20.98)	69.55 (15.01)	64.49 (10.62)	68.46 (12.87)		
40 - 49	367 (23.2)	60.99 (21.82)	73.61 (12.85)	66.45 (10.10)	71.49 (12.7)		
50 - 59	211 (13.4)	66.23 (22.54)	77.06 (12.99)	69.44 (10.58)	72.67 (11.35)		
60 - 69	6 (0.4)	66.67 (30.53)	81.04 (9.03)	73.89 (9.90)	77.12 (9.95)		
Total	1505						
	(95.03)	61.92 (21.16)	71.53 (14.61)	65.72 (10.37)	69.96 (12.78)		
<i>F</i> -statistic (df <sub>1</sub> , df <sub>2</sub> )		2.728 (4, 1500)	15.776 (4,	11.512 (4,	6.702 (4, 1500)		
		0.000*	1500)	1500)	0.001#		
<i>p</i> -value		0.028*	<0.001*	<0.001*	<0.001*		
y ears in practice	512 (22.4)	(1.00)(10.00)	(0,05,(15,02))	(10.00)	(0, 22, (12, 2))		
0 - 2	512(32.4)	61.98 (18.96)	68.95 (15.03)	64.27 (10.22)	69.23(13.2)		
3 - 5	328 (20.8)	62.51(21.47)	70.81 (15.20)	64.82(11.01)	67.89 (13.54)		
6 - 10	263 (16.6)	62.58 (21.22)	72.43 (13.86)	65.48 (9.91)	69.47 (12.37)		
<u>≥11</u>	4/1 (29.8)	60.99 (23.50)	74.61 (13.65)	68.06 (10.43)	/3.0/ (11.36)		
	15/4 (99.6)	61.89 (21.28)	/1.61 (14.64)	65.72 (10.51)	/0.14 (12.76)		
F-statistic (df 1, df 2)		0.468(3, 1570)	13.101(3,	12.111(3,	13.094(3,		
n-value		0 705	(-0.001)	(1370)	(1370)		
Fducation level		0.705	<0.001	<0.001	<0.001		
National Diploma	134 (8 5)	65 31 (21 25)	74 00 (14 42)	65 50 (12 06)	73 14 (13 60)		
Bachelor (entry-level)	1076 (68.1)	61 56 (21.23)	70.80 (15.12)	64 87 (10 41)	69 36 (13 03)		
Masters or Ph D	359 (22 7)	62 53 (21.05)	72.90 (13.04)	68 22 (9 86)	71 17 (11 37)		
Total	1569 (99.3)	62.10 (21.11)	71.55 (14.65)	65 69 (10 52)	70.10(12.77)		
F-statistic (df 1 df 2)	1507 (77.5)	1970(21566)	4 834 (2 1566)	13 894 (2	6 945 (2 1566)		
		1.970 (2, 1900)	4.034 (2, 1300)	1566)	0.945 (2, 1500)		
<i>p</i> -value		0.140	0.008*	< 0.001*	0.001*		
Designation							
Nurse	570 (36.1)	63.77 (22.12)	74.48 (14.5)	66 (11.17)	72.31 (13.50)		
Medical practitioner <sup>+</sup>	609 (38.5)	58.32 (20.97)	69.19 (14.62)	64.26 (10.34)	67.75 (12.55)		
Pharmacist	145 (9.2)	62.29 (19.71)	69.91 (13.67)	67.43 (9.41)	67.03 (11.92)		
Physiotherapist	120 (7.6)	67.67 (18.35)	70.91 (15.17)	67.35 (9.23)	72.15 (10.83)		
Radiographer	7 (0 4)	64 57 (16 88)	65 89 (9 12)	62.74 (6.75)	70 78 (7 24)		
Medical lab scientist	108 (6.8)	64 22 (21 65)	73 66 (13 62)	68 65 (10 11)	73 98 (9 60)		
Occupational therapist	100(0.0)	60.80(19.74)	(13.02)	61.05(10.11)	73.70(9.00)		
Total	10(0.0) 1560(00.2)	(10.74)	71.50(17.55)	01.23 (9.03)	7.10(0.17)		
Occupational therapist Total	10 (0.6) 1569 (99.3)	60.80 (18.74) 61.83 (21.30)	67.75 (17.33) 71.59 (14.65)	61.25 (9.05) 65.69 (10.54)	77.18 (6.17) 70.18 (12.74)		

**Table 5** Respondents' quality of life, work-life, care, and personal wellbeing (n = 1580)

Quality of Life, Wellbeing, and Quality Care Among South-western Nigerian Health Professionals

<i>F</i> -statistic (df 1, df 2)		5.397(6, 1562)	7.621(6, 1562)	4.993(6, 1562)	10.783(6,
					1562)
<i>p</i> -value		<0.001*	< 0.001*	<0.001*	< 0.001*
Appointment					
Full time	1380 (87.3)	62.1 (21.39)	72.11 (14.5)	65.76 (10.65)	70.83 (12.56)
Part time	187 (11.9)	60.25 (20.28)	67.72 (14.87)	65.25 (9.68)	64.90 (12.81)
Casual	10 (0.6)	64.00 (22.39)	75.63 (20.32)	68.75 (9.63)	70.91 (19.42)
Total	1577 (99.8)	61.89 (21.26)	71.61 (14.65)	65.72 (10.53)	70.13 (12.78)
<i>F</i> -statistic (df 1, df 2)	. ,	0.674(2, 1574)	7.830(2, 1574)	0.613(2, 1574)	18.171(2,
					1574)
<i>p</i> -value		0.510	< 0.001*	0.542	< 0.001*
Work schedule					
Permanent morning and					
call duty	789 (49.9)	61.12 (20.24)	70.21 (14.22)	64.97 (10.39)	69.92 (11.61)
Shift duty	468 (29.6)	63.05 (22.52)	73.44 (14.82)	65.65 (10.72)	71.42 (13.27)
Shift and call duty	30 (1.9)	57.6 (19.27)	69.29 (13.01)	65.69 (8.58)	70.39 (15.48)
Permanent morning	289 (18.3)	62.54 (22.07)	72.73 (15.33)	67.89 (10.54)	68.64 (14.44)
Total	1576 (99.7)	61.89 (21.27)	71.61 (14.65)	65.72 (10.53)	70.14 (12.77)
<i>F</i> -statistic (df <sub>1</sub> , df <sub>2</sub> )		1.301(3, 1572)	5.685(3, 1572)	5.457(3, 1572)	3.000 (3, 1572)
<i>p</i> -value		0.272	0.001*	0.001*	0.03*
Work volume					
< 20 hours	67 (4.2)	66.87 (18.18)	71.68 (18.54)	68.93 (11.35)	70.13 (12.22)
20-40 hours	419 (26.5)	63.17 (21.02)	73.20 (13.93)	66.50 (9.26)	68.57 (13.60)
41-60 hours	739 (46.8)	61.76 (21.69)	71.86 (14.25)	65.98 (10.88)	70.77 (12.85)
> 60 hours	350 (22.2)	59.74 (21.10)	69.16 (15.23)	63.62 (10.77)	70.54 (11.51)
Total	1575 (99.7)	61.91 (21.28)	71.61 (14.65)	65.72 (10.54)	70.11 (12.77)
<i>F</i> -statistic (df 1, df 2)	. ,	2.929(3, 1571)	5.025(3, 1571)	7.739(3, 1571)	2.825(3, 1571)
<i>p</i> -value		0.033*	0.002*	< 0.001*	0.038*

\* Test statistic = significant at p<0.05. †Medical practitioner = physicians, surgeons, psychiatrist, dentist. QoL = quality of life. PWI = personal wellbeing index. QoWL = quality of work life. CQoC = clinician quality of care.

#### Personal wellbeing index (PWI)

Participants' reported levels of personal wellbeing were shown in Table 6. On a scale of 0 (no satisfaction at all) to 10 (completely satisfied), the most satisfying aspect of the participants' wellbeing was their spirituality (7.99), health (7.64), and relationships with others (7.59). The least satisfactory aspects were their future security (6.48), community life (6.48), and perceived safety (6.63). The mean (SD) participants' PWI was 71.63% (14.65), the expected cumulative score was between 0 and 100%.

Table 4 shows the levels of PWI across the demographics using 75% as the cut off mark for good personal wellbeing. Men reported poorer PWI (62.7%) than women (50.0%). HCWs aged 30 to 39 years (61.7%) and those with less than two years in practice (62.1%) radiographers (85.7%), part time workers (66.8%), staff on permanent morning and call duties (58.8%), and personnel that put in more than 60 work hours weekly (60.2%) reported poorer PWI than their counterparts. Table 5 showed significant difference in PWI across categories of all demographic variables analysed in this study. Significant gender difference in PWI was observed via independent t-test (t = 3.841, p < 0.001). One-way ANOVA showed a statistically significant difference in the PWI across age groups, F(4, 1500) = 15.776, p < 0.001. The Games-Howell post-hoc analysis confirmed that participants aged 50 to 59 years reported higher PWI than their counterparts aged 40 to 49 years (M.D. = 3.45%, t = 3.08, 95% CI = 0.39, 6.51, p = 0.018), 30 to 39 years (M.D. = 7.52%, t = 6.96), t = 0.018)95% CI = 4.56, 10.47, p < 0.001), and 20 to 29 years (M.D. = 8.06%, t = 6.40, 95% CI = 4.60, 11.52, p < 0.001). Similarly, participants aged 40 to 49 years reported a significantly higher PWI than younger age groups 30 to 39 years (M.D. = 4.06%, t = 4.51, 95% CI = 1.60, 6.53, p < 0.001) and 20 to 29 years (M.D. = 4.61%, t = 4.12, 95% CI = 1.56, 7.66, p < 0.001). There was a significant difference in the PWI across practice years (*F* [3, 1570] = 13.101, *p* <0.001); Tukey post hoc test showed that those you had practiced for 11 years and above reported higher PWI than those who had practice 3 to 5 years (*M.D.* = 3.79%, t = 3.64, 95% CI = 1.12, 6.47, p = 0.002) and 0 to 2 years (*M.D.* = 5.66%, t = 6.15, 95% CI = 3.28, 8.03, p < 0.001). Those who had practiced for 6 to 10 years reported higher PWI than their counterparts who practice 0 to 2 years (*M.D.* = 3.48%, t = 3.16, 95% CI = 0.65, 6.30, p = 0.009). Furthermore, there was a significant difference in the PWI across education levels (*F* [2, 1566] = 4.834, *p* = 0.008); Games-Howell post hoc test showed that staff with professional diploma (*M.D.* = 3.20%, t = 2.41, 95% CI = 0.60, 6.34, p = 0.044), or postgraduate degree (*M.D.* = 2.10%, t = 2.53, 95% CI = 0.15, 4.04, p = 0.031) reported higher PWI than their counterparts with bachelor (entry-level) degree.

There was a significant difference in the PWI across designations (F [6, 1562] = 7.621, p < 0.001); Tukey post hoc test showed that nurses reported higher PWI than medical practitioners (M.D. = 5.29%, t = 6.30, 95% CI = 2.80, 7.78, p < 0.001), and pharmacists (M.D. = 4.57%, t = 3.39, 95% CI = 0.60, 8.54, p = 0.012). Also, medical laboratory scientists significantly reported higher PWI than medical practitioners (M.D. = 4.47%, t = 2.96, 95% CI = 0.01, 8.93, p = 0.049); there was no significant difference between other designations. There was a significant difference in the PWI across appointment types (F [2, 1574] = 7.830, p < 0.001); such that those with full time appointment reported significantly higher PWI than their counterparts on part time (M.D. = 4.40%, t = 3.86, 95% CI = 1.72, 7.05, p < 0.001). There was a significant difference in PWI across the work schedules (F [3, 1572] = 5.685, p = 0.001); Tukey post hoc showed that HCWs on shift duty only reported significantly higher PWI than those that work regular period with call duties (M.D. = 3.33%, t = 3.92, 95% CI = 1.04, 5.42, p = 0.001). There was a significant difference in PWI between other pairs of work schedule. However, there was a significant difference in the PWI across workloads (F [3, 1571] = 5.025, p = 0.002); Games-Howell post hoc test showed that HCWs that worked 20 to 40 hours (M.D. = 4.05%, t = 3.82, 95% CI = 1.31, 6.78, p = 0.001), and 41 to 60 hours weekly reported significantly higher PWI than their counterparts that worked above 60 hours weekly (M.D. = 2.70%, t = 2.79, 95% CI = 0.21, 5.20, p = 0.028).

<b>Item</b> How satisfied are	No satisfaction at all						Completely satisfied				Mean (Medi	
you with:	0	1	2	3	4	5	6	7	8	9	10	an)
	<i>f</i> (%)	f(%)	f(%)	f(%)	f(%)	f(%)	f(%)	f(%)	f(%)	f(%)	f(%)	-
Your life as a whole	2	5	14	19	47	174	228	349	395	181	165	7.22
	(0.1)	(0.3)	(0.9)	(1.2)	(3.0)	(11.0)	(14.4)	(22.1)	(25.0)	(11.5)	(10.4)	(7)
Your health	3	7	7	19	48	90	171	272	424	295	243	7.68
	(0.2)	(0.4)	(0.4)	(1.2)	(3.0)	(5.7)	(10.8)	(17.2)	(26.8)	(18.7)	(15.4)	(8)
What you are achieving in life	3	3	12	21	59	162	265	358	358	207	131	7.14
	(0.2)	(0.2)	(0.8)	(1.3)	(3.7)	(10.3)	(16.8)	(22.7)	(22.7)	(13.1)	(8.3)	(7)
Your personal relationships	5	5	7	20	36	126	177	300	398	302	203	7.59
	(0.3)	(0.3)	(0.4)	(1.3)	(2.3)	(8)	(11.2)	(19)	(25.2)	(19.1)	(12.8)	(8)
How safe you feel	10	13	39	70	106	217	241	295	273	186	129	6.63
	(0.6)	(0.8)	(2.5)	(4.4)	(6.7)	(13.7)	(15.3)	(18.7)	(17.3)	(11.8)	(8.2)	(7)
Felling part of your community	5	10	16	55	83	281	273	295	324	149	88	6.62
	(0.3)	(0.6)	(1.0)	(3.5)	(5.3)	(17.8)	(17.3)	(18.7)	(20.5)	(9.4)	(5.6)	(7)
Your future security	26	28	47	69	123	224	205	262	266	190	139	6.48
	(1.6)	(1.8)	(3.0)	(4.4)	(7.8)	(14.2)	(13)	(16.6)	(16.8)	(12)	(8.8)	(7)
Your spirituality or religion	2	5	6	18	32	106	134	244	309	334	389	7.99
	(0.1)	(0.3)	(0.4)	(1.1)	(2.0)	(6.7)	(8.5)	(15.4)	(19.6)	(21.1)	(24.6)	(8)

**Table 6** Response distribution on Personal Wellbeing Index (PWI) scale (n = 1579)

These were responses to the instruction "Thinking about your own life and personal circumstances, how satisfied are you with your (1) life as a whole, (2) health, (3) life achievements, (4) personal relationships, (5) feeling of safety, (6) feeling part of your community, (7) future security, and (8) spirituality." On a scale from 0 = no satisfaction at all, to 10 completely satisfied. Total respondent's score was converted to percentages (expected range,  $0 - 80 \times 1.25 = 0 - 100\%$ ). The present respondents' scores ranged from 8.75 to 100%, mean = 71.63, median = 72.50, and SD = 14.65.
#### Work-Related Quality of Life (WRQoL)

Participants' responses to items on the WRQoL measure were shown in Table 7. On a scale of 1 (strongly disagree) to 5 (strongly agree), the majority of the participants (n = 1350, 85.4%) agreed or strongly agreed that they have a clear set of goals at work. However, many participants were neutral, disagreed, or strongly disagreed that their employers provided them with adequate facilities and flexibility to fit work around their family life (n = 1160, 73.4%), or what they needed for effective job delivery (n = 1193, 75.5%), and that their work environment was safe (n = 919, 58.2%). In terms of satisfaction with working conditions, and overall quality of working life, 1187 (75.1%) and 952 (60.2%) were neutral, disagreed, or strongly disagreed, respectively. The mean (SD) participants' WRQoL was 65.73% (10.52), the expected cumulative score was between 20 and 100%.

Table 4 shows the levels of WRQoL across the demographics using 70% as the cut off mark. Men reported poorer WRQoL (64.1%) than women (60.1%). Younger HCWs aged 20 to 29 years (70.0%) and those with less than two years in practice (69.3%), bachelor's degree holders (65.2%), occupational therapists (90.0%), casual workers (70.0%), staff on permanent morning and call duties (66.3%), and personnel that put in more than 60 work hours weekly (69.6%) reported poorer WRQoL than their counterparts. Table 5 showed significant difference in WRQoL across categories the following demographic. One-way ANOVA showed a statistically significant difference in the WRQoL across age groups, *F* (4, 1500) = 11.512, *p* < 0.001. The Tukey post-hoc analysis confirmed that participants aged 50 to 59 years reported higher WRQoL than their counterparts (*M.D.* = 2.98%, t = 3.37, 95% CI = 0.56 5.40, p = 0.007), 30 to 39 years (*M.D.* = 4.95%, t = 6.07, 95% CI = 2.72, 7.18, p < 0.001), and 20 to 29 years (*M.D.* = 4.82%, t = 5.24, 95% CI = 2.32, 7.33, p < 0.001). Similarly, participants aged 40 to 49 years

reported a significantly higher WRQoL than younger age groups 30 to 39 years (*M.D.* = 1.97%, t = 2.94, 95% CI = 0.12, 3.81, p = 0.03). There was a significant difference in the WRQoL across practice years (*F* [3, 1570] = 12.111, p < 0.001); Tukey post hoc test showed that those you had practiced for 11 years and above reported significantly higher WRQoL than those who had practice for 6 to 10 years (*M.D.* = 2.57%, t = 3.21, 95% CI = 0.51, 4.63, p = 0.007), 3 to 5 years (*M.D.* = 3.24%, t = 4.32, 95% CI = 1.31, 5.16, p < 0.001) and 0 to 2 years (*M.D.* = 3.79%, t = 5.74, 95% CI = 2.08, 5.50, p < 0.001). There was no significant difference between other pairs. Furthermore, there was a significant difference in the WRQoL across education levels (*F* [2, 1566] = 13.894, *p* < 0.001); Games-Howell post hoc test showed that staff with a postgraduate degree reported higher WRQoL than their counterparts with bachelor (entry-level) degree (*M.D.* = 3.35%, t = 5.49, 95% CI = 1.92, 4.78, p < 0.001).

There was a significant difference in the WRQoL across designations (F [6, 1562] = 4.993, p < 0.001); Games-Howell post hoc test showed that medical practitioners reported a significantly lower WRQoL than medical laboratory scientists (M.D. = 4.39%, t = 4.14, 95% CI = 1.22, 7.56, p = 0.001), physiotherapist (M.D. = 3.09%, t = 3.29, 95% CI = 0.28, 5.89, p = 0.021), and pharmacists (M.D. = 3.17%, t = 3.56 95% CI = 0.54, 5.81, p = 0.008). There was no significant difference in the WRQoL across appointment types (F [2, 1574] = 0.613, p = 0.542). However, there was a significant difference in WRQoL across the work schedules (F [3, 1572] = 5.457, p = 0.001); Tukey post hoc showed that HCWs on morning duty (regular hours) only reported significantly higher WRQoL than those on permanent morning and call duties (M.D. = 2.91%, t = 4.04, 95% CI = 1.06, 4.77, p < 0.001), and shift duties (M.D. = 2.24%, t = 2.87, 95% CI = 0.22, 4.26, p = 0.023). These observations may be indirectly related to the work volume in each of the schedules. There was a significant difference in the WRQoL across workloads (F [3, 1571] =

7.739, p < 0.001); Games-Howell post hoc test showed that WRQoL that worked less than 20 hours per week (*M.D.* = 5.32%, t = 3.55, 95% CI = 1.38, 9.52, p = 0.04), 20 to 40 hours (*M.D.* = 2.89%, t = 3.96, 95% CI = 1.00, 4.78, p = 0.001), and 41 to 60 hours weekly reported significantly higher WRQoL than their counterparts that worked above 60 hours weekly (*M.D.* = 2.37%, t = 3.89, 95% CI = 0.56, 4.18, p = 0.004).

Item	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean (Medi
	1	2	3	4	5	an)
	f(%)	f(%)	f(%)	<i>f</i> (%)	f(%)	
I have a clear set of goals and aims to	10	45	169	974	376	<b>4.1</b> (4)
enable me to do my job	(0.6)	(2.8)	(10.7)	(61.6)	(23.8)	
I feel able to voice opinions and influence changes in my area of work	67	206	382	731	188	3.5
	(4.2)	(13.0)	(24.2)	(46.3)	(11.9)	(4)
I have the opportunity to use my abilities at work	12	57	233	949	323	4
	(0.8)	(3.6)	(14.7)	(60.1)	(20.4)	(4)
I feel well at the moment	23	69	207	866	409	4
	(1.5)	(4.4)	(13.1)	(54.8)	(25.9)	(4)
My employer provides adequate facilities and flexibility for me to fit work in around my family life	196 (12.4)	472 (29.9)	492 (31.1)	370 (23.4)	44 (2.8)	2.7 (3)
My current working hours / patterns suit my personal circumstances	133	364	389	595	93	3.1
	(8.4)	(23.0)	(24.6)	(37.7)	(5.9)	(3)
*I often feel under pressure at work	115	490	419	455	95	3.1
	(7.3)	(31.0)	(26.5)	(28.8)	(6.0)	(3)
When I have done a good job, it is acknowledged by my line manager	78	251	473	657	115	3.3
	(4.9)	(15.9)	(29.9)	(41.6)	(7.3)	(3)
*Recently, I have been feeling unhappy	135	326	270	523	320	<b>3.4</b> (4)
and depressed	(8.5)	(20.6)	(17.1)	(33.1)	(20.3)	
I am satisfied with my life	39	127	372	775	261	3.7
	(2.5)	(8.0)	(23.5)	(49.1)	(16.5)	(4)
I am encouraged to develop new skills	36	182	284	769	303	3.7
	(2.3)	(11.5)	(18)	(48.7)	(19.2)	(4)
I am involved in decisions that affect me	114	321	457	569	113	3.2
in my own area of work	(7.2)	(20.3)	(28.9)	(36)	(7.2)	(3)
My employer provides me with what I need to do my job effectively	212	523	458	342	39	2.7
	(13.4)	(33.1)	(29.0)	(21.6)	(2.5)	(3)
My line manager actively promotes flexible working hours / patterns	139	384	455	540	56	3.0
	(8.8)	(24.3)	(28.8)	(34.2)	(3.5)	(3)
In most ways my life is close to ideal	65	269	492	690	58	3.3
	(4.1)	(17)	(31.1)	(43.7)	(3.7)	(3)

**Table 7** Response distribution on Work-Related Quality of Life (WRQoL) scale (n = 1574)

Quality of Life	, Wellbeing, a	nd Quality	Care Among	South-western	<b>Nigerian Health</b>	Professionals
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I work in a safe environment	117	336	466	588	67	3.1
	(7.4)	(21.3)	(29.5)	(37.2)	(4.2)	(3)
Generally, things work out well for me	19	115	367	889	184	3.7
	(1.2)	(7.3)	(23.2)	(56.3)	(11.6)	(4)
I am satisfied with the career opportunities available for me here	116	355	390	565	148	3.2
	(7.3)	(22.5)	(24.7)	(35.8)	(9.4)	(3)
*I often feel excessive levels of stress at work	153	541	375	419	86	3.2
	(9.7)	(34.2)	(23.7)	(26.5)	(5.4)	(3)
I am satisfied with the training I receive	78	286	352	677	181	3.4
in order to perform my present job	(4.9)	(18.1)	(22.3)	(42.8)	(11.5)	(4)
Recently, I have been feeling reasonably happy all things considered	40	220	546	674	94	3.4
	(2.5)	(13.9)	(34.6)	(42.7)	(5.9)	(3)
The working conditions are satisfactory	141	549	497	348	39	2.7
	(8.9)	(34.7)	(31.5)	(22.0)	(2.5)	(3)
I am involved in decisions that affect members of the public in my area of work	123 (7.8)	414 (26.2)	427 (27.0)	524 (33.2)	86 (5.4)	3.0 (3)
I am satisfied with the overall quality of my working life	96	383	473	545	77	3.1
	(6.1)	(24.2)	(29.9)	(34.5)	(4.9)	(3)

These were responses to the question "To what extent do you agree with the following items?" On a scale from 1 =strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree. Total respondent's score was converted to percentages (expected range,  $24 - 120 \times 0.833 \approx 20 - 100\%$ ). The present respondents' scores ranged from 26.67 to 94.17%, mean = 65.73, median = 66.67, and SD = 10.52.

# Quality of care (QoC)

Participants' reported quality of clinical care were shown in Table 8. On a scale of 0 (never) to 5 (always), the participants reported their levels of person-centred care (12 items) and discordant care (10 items). Many of the participants (n = 1288, 81.5%) reported that they always or frequently observed progress in their patients, 1267 (80.2%) provided high-quality clinical services, 1340 (84.8%) felt they were compassionate, 1289 (81.6%) involved patients in decisions about their care, but only 877 (55.5%) went beyond the normal call of duty to support patients. Responses to items on discordant care (Table 8) showed that "always or frequently", some participants (n = 257, 16.3%) had conflicts with patients, 307 (19.4%) delayed certain patients, 324 (20.5%) treated certain patients with bias, 577 (36.5%) exhibited governmentality, while 271 (17.2%) felt irritable interacting with patients. The mean (SD) participants' QoC was 70.14% (12.77), the expected cumulative score was between 0 and 100%.

Table 4 shows the levels of QoC across the demographics using 75% as the cut off mark for good quality of care. Men reported poorer QoC (68.2%) than women (55.2%). HCWs aged 30 to 39 years (66.0%) and those who had practiced for 3 to 5 years (66.2%), bachelor's degree holders (61.6%), radiographers (71.7%), part time workers (74.9%), staff on permanent morning and call duties (63.1%), and personnel that put in between 20 to 40 work hours weekly (63.5%) reported poorer QoC than their counterparts. Table 5 showed significant difference in QoC across categories of all demographic variables analysed in this study. Significant gender difference in QoC was observed via independent t-test (t = 5.250, p < 0.001). One-way ANOVA showed a statistically significant difference in the QoC across age groups, *F* (4, 1500) = 6.702, *p* < 0.001. The Tukey post-hoc analysis confirmed that participants aged 50 to 59 years reported a significantly higher QoC than younger age groups 30 to 39 years (*M.D.* = 4.21%, t = 4.17, 95% CI

= 1.45, 6.98, p < 0.001), and 20 to 29 years (*M.D.* = 3.53%, t = 3.12, 95% CI = 0.43, 6.64, p = 0.017). Similarly, participants aged 40 to 49 years reported a significantly higher QoC than their counterparts aged 30 to 39 years (*M.D.* = 3.03%, t = 3.61, 95% CI = 0.75, 5.32, p = 0.003). There was a significant difference in the QoC across practice years (*F* [3, 1570] = 13.094, *p* <0.001); Games-Howell post hoc test showed that those you had practiced for 11 years and above reported higher QoC than those who had practice 6 to 10 years (*M.D.* = 3.61%, t = 3.88, 95% CI = 1.22, 5.99, p = 0.001), 3 to 5 years (*M.D.* = 5.18%, t = 5.69, 95% CI = 2.83, 7.53, p < 0.001) and 0 to 2 years (*M.D.* = 3.84%, t = 4.92, 95% CI = 1.82, 5.85, p < 0.001). There was no significant difference between other pairs. Furthermore, there was a significant difference in the QoC across education levels (*F* [2, 1566] = 6.945, *p* = 0.001); Games-Howell post hoc test showed that staff with professional diploma (*M.D.* = 3.78%, t = 3.05, 95% CI = 0.85, 6.72, p = 0.007), or postgraduate degree (*M.D.* = 1.82%, t = 2.53, 95% CI = 0.13, 3.51, p = 0.032) reported higher QoC than their counterparts with bachelor (entry-level) degree.

There was a significant difference in the QoC across designations (*F* [6, 1562] = 7.621, p < 0.001); Games-Howell post hoc test showed that medical practitioners reported a significantly lower QoC than nurses (*M.D.* = -4.56%, t = -6.00, 95% CI = -6.80, -2.31, p < 0.001), physiotherapists (*M.D.* = -4.40%, t = -3.66, 95% CI = -7.72, -1.09, p = 0.002), medical laboratory scientist (*M.D.* = -6.23%, t = -5.93, 95% CI = -9.37, -3.09, p < 0.001) and occupational therapists (*M.D.* = -9.43%, t = -4.67, 95% CI = -16.70, -2.16, p = 0.01). Similarly, pharmacist reported lower QoC than nurses (*M.D.* = -5.27%, t = -4.62, 95% CI = -8.66, -1.88, p < 0.001), physiotherapists (*M.D.* = -5.12%, t = -3.66, 95% CI = -9.28, -0.96, p = 0.006), medical laboratory scientist (*M.D.* = -6.95%, t = -5.15, 95% CI = -10.97, -2.92, p < 0.001) and occupational therapists (*M.D.* = -10.15%, t = -4.61, 95% CI = -17.61, -2.69, p = 0.005). There was a significant difference in the QoC across appointment types (F [2, 1574] = 18.171, p < 0.001); such that those with full time appointment reported significantly higher QoC than their counterparts on part time (M.D. = 5.93%, t = 6.03, 95% CI = 3.62, 8.24, p < 0.001). There was a significant difference in QoC across the work schedules (F [3, 1572] = 3.000, p = 0.003); Tukey post hoc showed that HCWs on shift duty only reported significantly higher QoC than those who work permanent morning duties (M.D. = 2.78%, t = 2.65, 95% CI = 0.84, 5.48, p = 0.04). There was no significant difference in QoC between other pairs of work schedule. Similarly, there was a significant difference in the QoC across workloads (F [3, 1571] = 2.825, p = 0.038); Games-Howell post hoc test showed that HCWs who worked 41 to 60 hours weekly reported significantly higher QoC than their counterparts that worked 20 to 40 hours weekly (M.D. = 2.20%, t = 2.68, 95% CI = 0.10, 4.30, p = 0.036).

Item	Never	Very rarely	Rarely	Occasi onally	Very frequent	Always	Mean (Medi
Person-centred care	0	1	2	3	4	5	an)
	f(%)	f(%)	f(%)	f(%)	<i>f</i> (%)	<i>f</i> (%)	
I saw positive progress in my clients/patients.	5	6	30	237	962	326	4.0
	(0.3)	(0.4)	(1.9)	(15)	(60.9)	(20.6)	(4)
I feel I provided high quality services to clients/patients.	2	10	29	258	852	415	4.0
	(0.1)	(0.6)	(1.8)	(16.3)	(53.9)	(26.3)	(4)
I felt connected to the clients/	8	15	64	311	776	392	3.9
patients I am working with.	(0.5)	(0.9)	(4.1)	(19.7)	(49.1)	(24.8)	(4)
I felt like I was able to really show compassion to a patient.	2 (0.1)	9 (0.6)	26 (1.6)	189 (12)	859 (54.4)	481 (30.4)	<b>4.1</b> (4)
I had space in my schedule to address patient emergencies.	16	25	96	450	655	324	3.7
	(1)	(1.6)	(6.1)	(28.5)	(41.5)	(20.5)	(4)
I helped a client/patient develop a safety plan to address potentially harmful behaviour or situations.	12	33	110	456	664	291	3.7
	(0.8)	(2.1)	(7)	(28.9)	(42)	(18.4)	(4)
I was able to support a client's/patient's action step toward a personal goal.	21 (1.3)	32 (2.0)	117 (7.4)	486 (30.8)	645 (40.8)	265 (16.8)	3.6 (4)
I involved clients/patients in decisions about their care.	9	9	46	213	744	545	4.1
	(0.6)	(0.6)	(2.9)	(13.5)	(47.1)	(34.5)	(4)
I spent extra time with a client/patient who needed support.	6	18	50	397	695	401	3.9
	(0.4)	(1.1)	(3.2)	(25.1)	(44)	(25.4)	(4)
I was able to come up with a creative intervention to support a client/patient.	16	20	94	529	651	256	3.6
	(1.0)	(1.3)	(5.9)	(33.5)	(41.2)	(16.2)	(4)
I went "above and beyond the normal call of duty" to support a client/patient.	10 (0.6)	28 (1.8)	106 (6.7)	545 (34.5)	611 (38.7)	266 (16.8)	<b>3.6</b> (4)
I met my daily productivity expectations.	3	22	72	420	773	276	3.8
	(0.2)	(1.4)	(4.6)	(26.6)	(48.9)	(17.5)	(4)

**Table 8** Response distribution on Clinician Quality of Care (QoC) scale (n = 1566)

Discordant care							
I had conflicts with clients/patients.	338	501	279	191	180	77	1.8
	(21.4)	(31.7)	(17.7)	(12.1)	(11.4)	(4.9)	(1)*
I made minor mistakes in my work (not likely to affect clients/patients).	148 (9.4)	580 (36.7)	330 (20.9)	263 (16.6)	190 (12)	55 (3.5)	2.0 (2)*
I took a long time responding to certain client/patient requests.	219	376	306	358	224	83	2.2
	(13.9)	(23.8)	(19.4)	(22.7)	(14.2)	(5.3)	(2)*
I treated clients/patients differently because they are my favourites.	591 (37.4)	267 (16.9)	211 (13.4)	173 (10.9)	155 (9.8)	169 (10.7)	1.7 (1)*
I was usually directive with clients/patients (telling them what to do).	159	235	239	356	384	193	2.7
	(10.1)	(14.9)	(15.1)	(22.5)	(24.3)	(12.2)	(3)*
I was irritable interacting with clients/patients.	605	368	195	127	121	150	1.5
	(38.3)	(23.3)	(12.3)	(8.0)	(7.7)	(9.5)	(1)*
I missed appointments or meetings with clients/patients.	529 (33.5)	407 (25.8)	212 (13.4)	138 (8.7)	138 (8.7)	142 (9)	1.6 (1)*
I missed deadlines at work.	439	435	214	196	146	136	1.7
	(27.8)	(27.5)	(13.5)	(12.4)	(9.2)	(8.6)	(1)*
I had significant distractions in my work with clients/patients.	381	422	267	226	156	114	1.8
	(24.1)	(26.7)	(16.9)	(14.3)	(9.9)	(7.2)	(1)*
I was late for work.	248	465	296	316	176	65	1.9
	(15.7)	(29.4)	(18.7)	(20)	(11.1)	(4.1)	(2)*

These were responses to the instruction "Please, indicate how frequently each item had occurred in the past six months" Where 0 = never, 1 = very rarely, 2 = rarely, 3 = occasionally, 4 = very frequently, 5 = always.

\* Items were reverse coded during computation and inferential analyses.

Total respondent's score was converted to percentages (expected range,  $0 - 110 \ge 0.909 = 0 - 100\%$ ).

The present respondents' scores ranged from 10.91 to 100%, mean = 70.14, median = 70.91, and SD = 12.76.

#### **Correlation models**

Pearson's correlation coefficient (r) was completed among the constructs WHO-QoL, PWI, WRQoL, and QoC (Table 9). There was a significant (p < 0.001) but weak positive correlation among WHO-QoL, PWI, and WRQoL, except for the PWI vs. WRQoL which showed a strong correlation (r = 0.521, p < 0.001). Analysing with continuous variables, WRQoL and PWI had a positive correlation with QoC while WHO-QoL had a negative coefficient (r = -0.104, p < 0.001). A follow up independent t-test analysis using (poor <75% and good >75%) Qoc as grouping variables (Table 10) observed no significant difference in mean WHO-QoL between clinicians with poor or good QoC (t = 1.102, p = 0.271). However, clinicians classified under good QoC had significantly higher PWI (t = 6.396, p < 0.001) and WRQoL (t = 8.575, p < 0.001).

Indexes	Personal wellbeing index	Quality of work-life	Quality of care
	<i>r</i> -statistic (N) p-value	<i>r</i> -statistic (N) p-value	<i>r</i> -statistic (N) p-value
WHO-Quality of life	0.266 (1575) <0.001*	0.212 (1570) <0.001*	-0.104 (1562) <0.001*
Personal wellbeing index	-	0.521 (1572) <0.001*	0.153 (1565) <0.001*
Quality of work-life	-	-	0.201 (1561) <0.001*

**Table 9** Pearson's Correlation: among respondents' quality of life, wellbeing, work-related quality of life, quality of care.

\*Pearson's Correlation Coefficient (r) was significant at p<0.05 (2-tailed test)

Parameter	Clinician Qu	ality of Care	t-value	p-value
	Poor Mean (SD)	Good Mean (SD)		
Quality of Life	62.36(19.49)	61.11(23.77)	1.102	0.271
Personal Wellbeing Index	69.74 (14.30)	74.50(14.71)	-6.396	< 0.001*
Work-related Quality of Life	63.92 (9.80)	68.46(10.99)	-8.575	< 0.001*

Table 10 Respondents' quality of life, wellbeing, work-related quality of life by quality of care

\*Independent samples t-test was significant at p<0.05 (2-tailed test)

### **Regression models**

This study utilized multivariate binary logistic regression and multiple linear regression using forward stepwise, and forward Wald stepwise data entry approaches, respectively. Multiple linear regression was first completed to determine the best predictors of WHO-QoL, PWI, WRQoL, and the QoC using the demographic variables and the measure of life quality and wellbeing. Afterwards, each of the four constructs was dichotomised into poor and good outcomes using the formula: (mean + 0.5 X SD). This gave a cuff point for WHO-QoL = 70%, PWI = 75%, WRQoL = 70%, and QoC = 75%. Then binary logistic regression was completed for each construct to determine the predicting variables that could best classify HCWs as having poor or good QoL, PWI, WRQoL, and QoC. Observations were made on the model strength and factors that were included and excluded from the model via the multiple linear and binary logistic regression approaches.

Before the commencement of each regression analysis, the data were cleaned, diagnosed, and standardized. Where applicable, the issues of missing values, univariate and multivariate outliers, normality, linearity, and multicollinearity were sorted and fixed. Mahalanobis and Cooks distances were examined for multiple linear regression and binary logistic regression, respectively. Tolerance factors were reported along with the multiple linear regression.

Table 11 shows a multiple linear regression completed to determine the best set of demographics and wellbeing indexes that could predict the QoL of the participants. HCWs personal wellbeing ( $\beta$ = 0.246, p < 0.001) and work-related quality of life ( $\beta$  = 0.119, p < 0.001) had significant positive association with their health related QoL. However, clinicians with higher QoC tends to have lower WHO-QoL ( $\beta$  = -0.166, p < 0.001). This result corroborated the findings in Tables 9 and 10. It appears that some HCWs put a lot of effort into patients' care to the detriment of their own health and QoL. The overall model fit was modest, F(5, 1473) = 40.714, however, the coefficient of determination R<sup>2</sup> could explain only 11.8% of the variance. The alternate model, forward Wald binary logistic regression (Table 12) showed that relative to other demographic categories, being a medical practitioner (B = -0.763, p < 0.001) and have worked over 11 years (B = -0.645, p = 0.009) have negative implication for HCWs QoL. Model summary:  $\chi^2(17, N = 1567) = 256.12$ , p < 0.001. Nagelkerke R<sup>2</sup> = 21.3%. Overall prediction success was also modest at 69.8%, with 60.0% of people with good QoL correctly classified and 77.3% of poor QoL classified.

Predictor	Regression Coefficients (B)	Standardized Regression Coefficients (β)	Partial Correlation	p-value	Tolerance	Step
Personal wellbeing index	0.355	0.246	0.218	< 0.001*	0.724	1
Clinician quality of care	-0.275	-0.166	-0.170	< 0.001*	0.957	2
Work related quality of life	0.243	0.119	0.106	< 0.001*	0.704	3
†Designation	0.652	0.046	0.049	0.062	0.987	4
Volume of work	-1.189	-0.045	-0.048	0.067	0.979	5
(Constant)	41.819	-	-	< 0.001*	-	-

 Table 11 Multiple Regression: the best set of predictors of (WHO) quality of life among

 respondents

\* = p-value < 0.05 is significant. †See Tables 2 and 3 for details.

Model Summary: F(5, 1473) = 40.714, p < 0.001; R = 0.348; adjusted  $R^2 = 0.118$ .

Prodictors	Regression	Odds ratio	Wald	D voluo
	Coefficients (B)	(β)	vv alu	<i>P</i> -value
Age (years)				
20 – 29 (reference)			9.507	0.050*
30 - 39	0.362	1.436	3.658	0.056
40 - 49	0.673	1.961	7.263	0.007*
50-59	0.877	2.403	8.706	0.003*
60 - 69	1.249	3.486	1.436	0.231
<b>Gender</b> (reference = female)				
Male	0.279	1.322	3.740	0.053
Years of practice				
0–2 (reference)			12.788	0.005*
3–5	0.181	1.199	1.009	0.315
6–10	-0.268	0.765	1.586	0.208
≥11	-0.645	0.525	6.827	0.009*
Designation				
Nurse (reference)			32.411	< 0.001*
Medical practitioner	-0.763	0.466	20.401	< 0.001*
Pharmacist	-0.298	0.743	1.826	0.177
Physiotherapist	0.159	1.172	0.452	0.501
Radiographer	-0.226	0.798	0.053	0.819
Medical lab. scientist	0.070	1.072	0.080	0.777
Occupational therapist	-0.560	0.571	0.597	0.440
Others	0.557	1.745	0.542	0.461
Personal Wellbeing	1.199	3.318	99.098	< 0.001*
Work Related Quality of Life	0.671	1.957	29.812	< 0.001*
Constant	-1.136	0.321	41.371	<0.001*

**Table 12** Logistic Regression: Factors that best differentiate poor from good quality of life (WHO-QoL)

Approach: Forward Wald binary logistic regression. \* = statistic is significant at p<0.05. Model summary:  $\chi^2(17, N = 1567) = 256.12$ , p < 0.001. Nagelkerke R<sup>2</sup> = 21.3%. Overall prediction success was also modest at 69.8%, with 60.0% of people with good QoL correctly classified and 77.3% of poor QoL classified.

Multiple linear regression (Table 13) shows the best set of demographics, and OoL indexes that could predict the PWI of the participants. Work-related OoL ( $\beta = 0.451$ , p < 0.001), WHO-OoL  $(\beta = 0.189, p < 0.001)$ , age  $(\beta = 0.093, p < 0.001)$ , gender,  $(\beta = -0.065, p < 0.003)$ , QoC  $(\beta = 0.058, p < 0.003)$ p < 0.01), and designation ( $\beta = -0.047$ , p < 0.035) were predictive of HCWs' personal wellbeing. However, clinicians with higher QoC tends to have lower WHO-QoL ( $\beta = -0.166$ , p < 0.001). This result agreed with the findings in Tables 9 and 10, being a man and a professional other than a nurse diminishes the odds of a HCW having a good personal wellbeing. The overall model fit was moderate, F(6, 1472) = 116.692, p < 0.001. The model ( $\mathbb{R}^2$ ) could explain only 32% of the variance. The alternate model, forward Wald binary logistic regression (Table 14) showed that relative to other demographic categories, being between 50 to 59 years old (B = 0.433, p = 0.037), and having higher WRQoL (B = 1.101, p < 0.001), QoC (B = 0.427, p < 0.001) and WHO-QoL (B = 1.218, p = 1.= 0.007) were positive indicators of good personal wellbeing, while being a man (B = -0.446, p < 0.001) have negative implication for HCWs personal wellbeing. Model summary:  $\chi^2(8, N = 1580)$ = 326.725, p < 0.001. Nagelkerke  $R^2$  = 26.5%. Overall prediction success was good at 69.6%, with 62.5% of people with good personal wellbeing correctly classified and 75.5% of people classified under poor personal wellbeing.

Predictor	Regression Coefficients (B)	Standardized Regression Coefficients (β)	Partial Correlation	p-value	Tolerance	Step
Work related quality of life	0.635	0.451	0.458	< 0.001*	0.882	1
Health related quality of life	0.131	0.189	0.215	< 0.001*	0.923	2
Age (years)	0.146	0.093	0.108	< 0.001*	0.932	3
Gender (being a man)	-1.972	-0.065	-0.076	0.003*	0.933	4
Clinician quality of care	0.067	0.058	0.067	0.010*	0.913	5
†Designation	-0.464	-0.047	-0.055	0.035*	0.922	6
(Constant)	15.150	-	-	< 0.001*	-	-

 Table 13 Multiple Regression: the best set of predictors of personal wellbeing among respondents.

\* = p-value < 0.05 is significant. †See Tables 2 and 3 for details.

Model Summary: F(6, 1472) = 116.692, p < 0.001; R = 0.568; adjusted  $R^2 = 0.320$ .

Predictors	<b>Regression</b> <b>Coefficients (B)</b>	Odds ratio (β)	Wald	<i>P</i> -value
Age (years)				
20 – 29 (reference)			13.869	0.008*
30 - 39	-0.242	0.785	2.277	0.131
40-49	0.028	1.028	0.025	0.876
50 - 59	0.433	1.542	4.367	0.037*
60 - 69	0.221	1.247	0.048	0.826
<b>Gender</b> (reference = female)				
Male	-0.446	0.640	12.768	< 0.001*
Work Related Quality of Life	1.101	3.007	79.627	< 0.001*
Clinician Quality of Care	0.427	1.533	12.302	< 0.001*
WHO-Quality of Life	1.218	3.380	104.708	0.007*
Constant	-1.146	0.318	56.099	<0.001*

**Table 14** Logistic Regression: Factors that best classify health practitioners with good and poor personal wellbeing

Approach: Forward Wald binary logistic regression. \* = statistic is significant at p<0.05. Model summary:  $\chi^2(8, N = 1580) = 326.725$ , p < 0.001. Nagelkerke R<sup>2</sup> = 26.5%. Overall prediction success was also modest at 69.6%, with 62.5% of people with good personal wellbeing correctly classified and 75.5% of people classified under poor personal wellbeing.

Multiple linear regression (Table 15) shows the best set of demographics, and OoL indexes that could predict the WROoL of the participants. Personal wellbeing ( $\beta = 0.457$ , p < 0.001), OoC ( $\beta$ = 0.166, p < 0.001), education level ( $\beta = 0.112$ , p < 0.001), WHO-QoL, ( $\beta = 0.114$ , p < 0.001), designation ( $\beta = 0.088$ , p = 0.001), work schedule ( $\beta = 0.078$ , p < 0.003), and nature of appointment  $(\beta = 0.081, p < 0.002)$ , and years in practice ( $\beta = 0.056, p < 0.032$ ) were predictive of participants' WRQoL. However, clinicians with higher work volume tends to have lower WRQoL ( $\beta = -0.077$ , p < 0.003). This result agreed with the findings in Tables 9 and 10, working more than 40 hours per week increases the tendency of having a poor WRQoL. The overall model fit was moderate, F (9, 1469) = 78.188, p <0.001. The model (adjusted R<sup>2</sup>) could explain only 32% of the observed variance. The alternate model, forward Wald binary logistic regression (Table 16) showed that relative to other demographic categories, being between 50 to 59 years old (B = 0.763, p < 0.001), having a postgraduate degree (B = 0.813, p = 0.002) and having higher QoC (B = 0.743, p < 0.001), WHO-QoL (B = 0.706, p < 0.001) and PWI (B = 1.115, p < 0.001) were positive indicators of good WRQoL, while those who worked higher than 20 hours per week are relatively at higher risk of poor WRQoL than those who put in below 20 hours (p < 0.01). Model summary:  $\gamma^2$  (19, N = 1580) = 306.054, p < 0.001. Nagelkerke  $R^2 = 25.4\%$ . Overall prediction success was good at 72.5%, with 55.5% of people with good WRQoL correctly classified and 83.0% of people classified under poor personal wellbeing.

Predictor	Regression Coefficients	Standardized Regression	Partial Correlation	p-value	Tolerance	Step
	<b>(B)</b>	Coefficients (p)				
Personal wellbeing	0.323	0.457	0.457	< 0.001*	0.862	1
Clinician quality of care	0.117	0.166	0.166	< 0.001*	0.926	2
Level of education	1.904	0.112	0.112	< 0.001*	0.884	3
Health related quality of life	0.049	0.114	0.114	< 0.001*	0.886	4
Work volume	-0.855	-0.077	-0.077	0.003*	0.916	5
Designation	0.531	0.088	0.088	0.001*	0.915	6
Work schedule	0.626	0.078	0.078	0.003*	0.919	7
Nature of appointment	2.027	0.081	0.081	0.002*	0.903	8
Years in practice	0.436	0.056	0.056	0.032*	0.799	9
(Constant)	25.678	-	-	< 0.001*	-	-

 Table 15 Multiple Regression: the best set of predictors of work-related quality of life among respondents.

\* = p-value < 0.05 is significant.

Model Summary: F(9, 1469) = 78.188, p < 0.001; R = 0.569; adjusted  $R^2 = 0.320$ .

Duadiatana	Regression	Odds ratio	Wald	Drughua
Predictors	<b>Coefficients (B)</b>	(β)	vv ald	<i>P</i> -value
Age (years)				
20-29 (reference)			14.892	0.005*
30 - 39	0.234	1.264	1.844	0.175
40-49	0.141	1.151	0.515	0.473
50 - 59	0.763	2.144	11.164	< 0.001*
60 - 69	1.826	6.211	2.251	0.134
Education level				
National Diploma (reference)			12.087	0.002*
Bachelor	0.360	1.433	2.373	0.123
Masters or Ph.D.	0.813	2.255	9.491	0.002*
Designation				
Nurse (reference)			13.474	0.061*
Medical practitioner	-0.108	0.898	0.426	0.514
Pharmacist	0.379	1.461	2.815	0.093
Physiotherapist	-0.350	0.705	1.947	0.163
Radiographer	0.877	2.404	0.688	0.407
Medical lab. scientist	0.210	1.233	0.706	0.401
Occupational therapist	-1.968	0.140	3.189	0.074
Others	0.839	2.315	1.385	0.239
Work volume				
< 20 (reference)			11.067	0.011*
20-40	-0.771	0.463	6.232	0.013*
41-60	-0.734	0.480	5.971	0.015*
> 60	-1.049	0.350	10.647	0.001*
Clinician Quality of Care	0.743	2.103	35.805	< 0.001*
WHO-Quality of Life	0.706	2.025	31.946	< 0.001*
Personal Wellbeing	1.115	3.048	79.071	< 0.001*
Constant	-1.572	0.208	16.678	<0.001*

**Table 16.** Logistic Regression: Factors that best classify health practitioners with good and poor work-related quality of life.

Approach: Forward Wald binary logistic regression. \* = statistic is significant at p<0.05. Model summary:  $\chi^2$  (19, N = 1580) = 306.054, p < 0.001. Nagelkerke R<sup>2</sup> = 25.4%. Overall prediction success was also modest at 72.5%, with 55.5% of people with good personal wellbeing correctly classified and 83.0% of people classified under poor personal wellbeing. Table 17 shows the best set of demographics and wellbeing indexes that could predict the participants' QoC via a multiple linear regression. Participants' quality of work life ( $\beta = 0.193$ , p < 0.001) work volume ( $\beta = 0.079$ , p = 0.003), age ( $\beta = 0.089$ , p = 0.001), personal wellbeing ( $\beta = 0.070$ , p = 0.019) and designation ( $\beta = 0.056$ , p = 0.031) had significant positive association with their self reported quality of care. The overall model fit was modest, *F* (10, 1468) = 18.799, however, the coefficient of determination R<sup>2</sup> could explain only 10.7% of the variance. The forward Wald binary logistic regression (Table 18) showed that relative to other demographic subcategories, being a man (B = -0.333, p < 0.018), medical practitioner (B = -0.486, p < 0.004) or pharmacist (B = -0.751, p < 0.001), and part time employee (B = -0.466, p = 0.019) increases the tendency of providing lower quality of care. Model summary:  $\chi^2$  (19, N = 1561) = 149.198, p < 0.001. Nagelkerke R<sup>2</sup> = 13.0%. Overall prediction success was also modest at 65.4%, with 39.0% of people with good QoC correctly classified and 82.5% of poor QoL classified.

Predictor	Regression Standardized		Partial	p-value	Tolerance	Step
	Coefficients (B)	Regression Coefficients (β)	Correlation			
Work related quality of life	0.237	0.193	0.169	<0.001*	0.696	1
Health related quality of life	-0.104	-0.173	-0.172	< 0.001*	0.901	2
Nature of appointment	-3.621	-0.103	-0.104	< 0.001*	0.911	3
Gender	-3.198	-0.122	-0.119	< 0.001*	0.863	4
Work volume	1.245	0.079	0.078	0.003*	0.881	5
Age (years)	0.122	0.089	0.085	0.001*	0.811	6
Work schedule	-0.692	-0.061	-0.061	0.018*	0.914	7
Personal wellbeing	0.061	0.070	0.061	0.019*	0.678	8
Designation	0.482	0.056	0.056	0.031*	0.885	9
Education level	-1.291	-0.054	-0.054	0.040*	0.862	10
(Constant)	59.826	-	-	< 0.001*	-	-

 Table 17 Multiple Regression: the best set of predictors of quality of care among respondents.

\* = p-value < 0.05 is significant

Model Summary: F(10, 1468) = 18.799, p < 0.001; R = 0.337; adjusted  $R^2 = 0.107$ .

Table 18 Logistic	regression:	Factors	that best	classify	health	practitioners	with	good a	and poo	r
quality of care.										

Duadiatana	Regression Odds rat		Wald		
Predictors	<b>Coefficients (B)</b>	(β)	vv ald	<i>P</i> -value	
Age (years)					
20-29 (reference)			8.240	0.083	
30 - 39	-0.209	0.811	1.668	0.196	
40-49	0.142	1.153	0.643	0.423	
50 - 59	-0.183	0.833	0.773	0.379	
60 - 69	1.033	2.809	1.210	0.271	
<b>Gender</b> (reference = female)					
Male	-0.333	0.717	5.571	0.018*	
Designation					
Nurse (reference)			24.921	0.001*	
Medical practitioner	-0.486	0.615	8.520	0.004*	
Pharmacist	-0.751	0.472	11.030	0.001*	
Physiotherapist	0.080	1.083	0.124	0.725	
Radiographer	-0.868	0.420	0.582	0.446	
Medical lab. scientist	0.039	1.039	0.027	0.870	
Occupational therapist	1.237	3.446	2.940	0.086	
Others	-0.687	0.503	0.912	0.340	
Nature of appointment					
Full time (reference)			7.232	.027*	
Part time	-0.466	0.628	5.527	.019*	
Casual	0.818	2.266	1.367	0.242	
Work volume					
< 20 (reference)			12.918	0.005*	
20-40	0.103	1.109	0.122	0.727	
41-60	0.498	1.646	2.994	0.084	
> 60	0.637	1.891	4.242	0.039*	
Personal Wellbeing	0.355	1.427	8.833	0.003*	
Work-related Quality of Life	0.726	2.066	34.932	< 0.001*	
Constant	-0.820	0.441	6.844	0.009*	

Approach: Forward Wald binary logistic regression. \* = statistic is significant at p<0.05. Model summary:  $\chi^2(19, N = 1580) = 149.198$ , p < 0.001. Nagelkerke R<sup>2</sup> = 13.0%. Overall prediction success was modest at 65.4%, with 39.0% of people providing good quality of care correctly classified and 82.5% of people classified as providing poor quality of care.

## Psychometric Analysis of the Instrument

We obtained new psychometric properties of the combined instrument using Intra-Class Correlation Coefficient and Cronbach alpha. Table 19 shows that the domain items were highly consistent and moderately reliable. The interclass correlation coefficient (Cronbach alpha) for the domains were: WHO-QoL = 0.678 (0.913), PWI = 0.534 (0.902), WRQoL = 0.248 (0.888), and CQoC = 0.235 (0871).

We also completed an exploratory factor analysis (Maximum Likelihood with Varimax-orthogonal rotation) to confirm the domains in which individual items of the instrument load. Issues of communality and multicollinearity were assessed. Maximum likelihood estimation procedures were used to estimate the coefficients. The extracted variances assessed on a rotated factor matrix (Appendix C) showed that the questionnaire items belong to five distinct domains: WHO-QoL loaded 5/5 items (at factor 5), PWI loaded 9/8 items (at factor 3), WRQoL loaded 15/24 items (at factors 2), person-centred QoC = 12/12 items (at factors 4), and discordant QoC loaded 10/10 (at factor 1). The cumulative variances explained was 44.23%: discordant QoC = 10.74%, WRQoL = 10.73%, PWI = 9.03%, person-centred QoC = 8.01%, and WHO-QoL = 5.72%. Chi-square goodness of fit for CFA was  $\chi^2(1426) = 6175.22$ , p < 0.001 Kaiser-Meyer-Olkin Measure of Sampling Adequacy was greater than 0.9. The resultant Bartlett's Test of Sphericity (Approx. Chi-Square) were significant, p < 0.001.

Instrument domain	Number of items	Cronbach's alpha	p-value	Interclass Correlation Coefficient	p-value
WHO-Quality of life	5	0.913	< 0.001*	0.679	<0.001*
Personal wellbeing index	8	0.902	<0.001*	0.534	<0.001*
Work-related quality of life	24	0.888	< 0.001*	0.248	<0.001*
Clinician quality of care	22	0.871	<0.001*	0.235	< 0.001*

 Table 19 Instrument's psychometric properties.

\* = p-value < 0.05 is significant

Figure 1 shows the structural equation diagram for path analysis of associations between personcentred and discordant care with QoL, PWI, and WRQoL scores. There was a significant association between person-centred care and WRQoL ( $\beta = 0.25$ , p < 0.001), and PWI ( $\beta = 1.5$ , p <0.001), and discordant care and PWI ( $\beta = -0.08$ , p = 0.01). All the covariances paths had significant association (p<0.001). Although the sample size was large making Chi-square goodness of fit to be significant ( $\chi^2$ [1, N = 1558] = 5.38, p = 0.02), the model modestly fitted the data, CFI = 0.995, RMSEA = 0.053.

Structural equation model of each domain was also completed the diagrams were supplied in Appendix D. The model fit for the QoL domain was very good,  $\chi^2$ [2, N = 1558] = 1.45, p = 0.484, CFI = 1.0, RMSEA = 0.0. Error estimates for item 5 significantly correlated with items 4 ( $\beta$  = 0.22, p < 0.001), and 3 ( $\beta$  = 0.09, p = 0.002). The error estimate for items 4 and 2 correlated significantly ( $\beta$  = 0.25, p < 0.001). Similarly, the model fit for the PWI domain was very good,  $\chi^2$ [2, N = 1558] = 1.45, p = 0.484, CFI = 1.0, and RMSEA = 0.0. Notably, the tenth item of WRQoL correlated significantly with the PWI domain ( $\beta$  = 0.34, p < 0.001). However, the Chi-square goodness of fit for the WRQoL domain was poor,  $\chi^2$ [49, N = 1558] = 91.04, p < 0.001, CFI = 0.995, and RMSEA = 0.023. Similarly, the Chi-square goodness of fit for the CoC domain was poor,  $\chi^2$ [157, N = 1558] = 286.73, p < 0.001, CFI = 0.993, and RMSEA = 0.023.





# **Qualitative Analysis**

Following the qualitative analysis, we reached a consensus on the emergence of two main themes: (i) HCWs' perception about their wellbeing (QoL, PWI, and WRQoL), and (ii) HCWs' perception about the QoC they rendered. Appendix E is the thematic tree derived from the focus group discussions, while Appendix F is the word frequency tables.

#### 1. Health care workers' wellbeing (QoL, PWI, and WRQoL)

## Personal wellbeing and quality of life

When asked for their perspectives on HCWs' wellbeing and quality of life, discussants' responses were situated into two categories: physical and psycho-emotional wellbeing.

Some of the excerpts that described physical wellbeing are:

"There are other dimensions to it [wellbeing], even psychologically, emotionally and when we are now talking about, personal wellbeing in relation to what we are discussing, even the ergonomic implication of your workplace, your workstation, and how it eventually impacts on your physical wellbeing ... a good number of times, you end up with certain symptoms that you have to manage." (Professor of Surgery, UCH)

"And even if the environment is also not conducive in terms of when we look at the chair, sitting, you know, you talk about ergonomics, sitting arrangement, back pain for the academics and things like that, this affects it too, the workspace will affect our physical health." (Consultant Psychiatrist, OAUTHC)

Psychological wellbeing: HCWs' can have psychological and emotional disturbances when working in frustrating environments (Figure 4). Some examples of satiations such as unstable water supply, scarcity of hospital consumables, and most importantly interruption of power during medical procedures can frustrate a health professional.

"Then talking about psychologically, you leave home, I'm going to work, I have this target, I want to do this today, I want to do that today. Sometimes, the most annoying part, maybe as you're coming in along the corridor, you see the light [electricity], and as you're just entering the door of your office like this, the light goes off which means certain plans are already distracted, you can't do what you have planned. And already psychologically, it makes you down, even emotionally, you get frustrated and things. So all these have impacted on me in the past." (Professor of Surgery, UCH)

"At times the health care workers start contributing to be able to save life, this is very common in my unit. We need to save lives [of indigent patients] we need to provide for them. Like today now we've been contributing [money]. It's psychological torture for the care worker, you know what to do? You want to render the service but you are incapacitated." (Assistant Director Nursing, FMC)



Figure 4. Word cloud showing dimensions of quality of life and personal

wellbeing

# Participants' Quality of work-life

The participants from all centers discussed extensively their quality of work-life, the following were determinative of their quality of work-life perceptions: physical infrastructure and environment, salaries and rewards, promotion, and professional training or development. Physical structures and environments.

Physical infrastructure and hospital environment: often the HCWs raised issues about lack of office space and furniture, the inadequacy of the night call rooms and staff lounge, and insects and rodent-infested environment. The most remarkable quotes were:

"Like everybody has said, we are all in the same boat, as an assistant director in the laboratory, I do not have any office too. So aside from offices, like my colleagues said, basically, you come to work, there are things expected of you, we want to attend to our patients." (Medical Lab Scientist, UCH)

"Apart from that, mosquitoes are always coming in because it's close to the gutter, so mosquitoes we just come and your legs would bite you, you know you're treating patient, you're always beating your legs, so I was always having malaria maybe every month or every two months. The people who do night too, we have to sleep to put whatever maybe mat or whatever and sleep." (Deputy Director Physiotherapy, FMC)

Poor salary and incentives: discussants believed that the reward system in Nigeria health care is inadequate, monthly hazard allowance was as low as 35000 (\$ 15). Omenka, et al (2020) suggested that poor remuneration was one of the major reasons Nigerian health care workers were migrating to the UK and USA at such an alarming rate.

"So, and then to me as a person, that I'm able to feel fulfilled, happy and then have a financial reward for my activities that the financial reward is commensurate to my input." (Consultant Anesthesiologist, UCH)

"Okay, let's look at inadequate salary. Salary. So, if you have you have to get this or say most of these things are not even provided in the hospitals like my nurse talked about you want to get antimalaria, you have to come to get it on your own, and the money is not just there. It's not enough, you can imagine №5000 for hazard allowance in hospital sector with." (Director Nursing, OAUTHC)

Delayed promotions: Promotion of HCWs in Nigeria is statutory, tenured, and regimented. However, sometimes authorities stagnate health professionals by delaying promotion interviews, this brings a lot of discontent with work life. Opeke et al (2019) opined that Nigeria HCWs emigrate from the country due to poor motivation.

"I want to talk about my own personal experience now, my last promotion in OOUTH was in 2012. This is 2021, under normal circumstances in nursing we have a dichotomy, go to university, go to the school of nursing [SON], we have that problem. So like they expect that if you are the SON type you should go to the university which I have done, my BSc, my master's everything you just keep reading and they're keeping the certificate for you, nothing is being done. And those educated courses you understand, degree, the courses like that, you bring it they'll tell you are welcome. So when you come back they welcome you and keep the certificate kit for you. Like the salary, I was earning in 2012. That's what I'm still learning and we are expected to give quality care, well I don't know how I'm going to do that. Because I'm not happy. No promotion, nothing." (Chief Nursing Officer 1, OOUTH)

Training and development: Participants believed that the world is evolving and there is a need to go for training and professional development. A participant narrated how he was turned down anytime the chance for professional development comes up. Another participant said he was at one point threatened to lose his job if he continues his PhD program. Onyeso et al (2020) reported that in-service and continuing professional education was mandatory for the annual renewal of the practicing license of some Nigerian HCWs.

"But why I personally was embarking on a Ph. D program, we have to be called to the management level. And we had to be given a threat to either stop the program or lose our job. And because I was just at that time bringing up a young family, I had to stop the program, the Ph. D program, to actually stay on the job. ... So, if there are opportunities that are given to staff to actually embark on postgraduate degrees, it has a lot of impact on their health-related quality of life, and what they can actually give back to the system and the patient." (Deputy Director Physiotherapy, OAUTHC)
#### 2. Discussants' perception about the QoC they rendered

#### Health care workers' understanding of the term QoC

The discussions evolved an important dimension to the concept of QoC. Discussant posited that not only a desired patient experience and patient outcome is required, but HCWs' themselves also desire to be satisfied with the milieu and extent of care they were able to provide. Four discussants two each from FMCA and OAUTHC described QoC as a kind of care focused on the satisfaction of both the patient and the healthcare provider. This issue points back to caregivers' wellbeing and job satisfaction.

"In my own opinion, I can describe quality of care to mean a kind of care I give such that I as a physiotherapist is satisfied, and my client also feels I have done the best I can in my capacity. So, the quality of care is perhaps related to both the career as well as the caregiver. So, in my opinion, it stems from both ends, but as it relates to me as a health care provider, I can also say that quality of care could mean my own competence to be able to do what I'm supposed to do in that particular situation - how quality and how qualitative it is and how good it is – and also the satisfaction of the client." (Deputy Director Physiotherapy, FMCA)

"Well, for quality of care as we have said, there is a standard, there's a minimum requirement that should be given to patients. So what comes to our mind is, has it been achieved? Has the environment and the equipment, and the personnel, are we equipped to offer that quality of care. And is everything actually okay with the caregiver, to provide that quality of care? To me, that is very important." (Consultant Dentist, OAUTHC).

Other discussants defined QoC as the overall working conditions of the healthcare system centered on the patient outcome.

"When you are talking about quality, like in my own perspective, like we do in nursing practice, we want to talk about the patient-centered care. A care that the patient would appreciate." (Chief Nursing Officer, OOUTH)

Measure of QoC: Discussants alluded to some of the WHO (2018) parameters for QoC, codes such as timely, efficient, excellent, and equitable treatment emerged. In the following excerpts, two discussants from FMCA and OAUTHC stated that QoC has to be timely, efficient, excellent and equitable.

"I'd like to add that it also has to do with efficiency, making sure that the quality of life of individuals improved because that is what quality care is. The goal is to improve their quality of life." (Deputy Director Physiotherapy, FMCA).

"When you are talking about quality of care, I want to say care that is quality, valuable, worth the price, the care that is safe, that is timely, that you give at an appropriate time." (Chief Nursing Officer, OOUTH)

Dimensions of QoC: Some of the attributes of QoC are standard, right, timely, and equitable delivery of care (Figure 5), some discussants emphasized the importance of early diagnosis and prompt treatment of patients.

"When we talk about the quality of care, we are talking about a group, I will rather say a combination of factors that makes the patient have a high level of satisfaction. Number one, early diagnosis to be able to make your diagnosis, prompt treatment. One, have short waiting time, be attended to on time, make the diagnosis early, get treatment on time, short hospital stays and then have a high level of satisfaction both physically and psychologically." (Professor of Medicine, OAUTHC).

Other discussants highlighted the importance of equity and fairness in healthcare delivery.

"I think it should also be equitable, there should be equality that's what I want to add." (Senior Medical Lab Scientist, OOUTH).



Figure 5. Word cloud showing dimensions of quality of care

### The status of QoC across the study locations

When queried on actions that entailed QoC from the provider's perspective, the majority of the discussants across the four hospitals expressed they had not been given enough resources to provide quality care. The Nigerian healthcare sector is faced with a perennial crisis occasioned by infrastructural decay, inadequate funding, and poor well-being of the health care workers (Adeloye et al., 2017). Although all the participants are knowledgeable about quality care, in practice, the majority confirmed they had not been able to provide it to their patients. The excerpts were:

"Actually, like we said earlier on, we know the definition of quality of care, we are talking about the care that is timely, safe, efficient, equitable and is patient centered. Like in our own case now ... you understand, like if I want to conclude in OOUTH well, we are not yet giving quality care." (Chief Nursing Officer, OOUTH)

"There was a time, we have to be looking for gloves, and we're looking for face masks, it affects our efficiency too. A procedure you are supposed to spend maybe 30 minutes or one hour, you first use the first 20 minutes for material sourcing like face masks. So you have to start fast thinking of what to improvise in that aspect. So the material consumables are limiting us. The facility is not available." (Consultant Pediatric Dentist, FMCA)

"... Now there was a time that I had a patient, personal patient on the ward, the workload on nurses is too much, not only I as a doctor. Two nurses taking care of 24, 30 patients cannot be acceptable." (Medical Consultant, OOUTH)

#### Limitations to delivery of quality care

Discussants identified some factors that limit their ability to deliver good QoC including poor working environment, understaffing, inadequate supply of hospital consumables, and ineffective health insurance scheme. A safe and conducive environment is paramount to desirable patient and clinician experiences, good patient outcomes and a better quality of care (Adeloye et al., 2017). The discussants said:

"Let me first start with the fact that to get quality of care by any patient, the patient actually will need a conducive environment to ensure that the quality is given. It is not only for the patient but for the caregiver. So, in one way or the other when the infrastructure is deficient [like in our case] both the caregiver and the patient suffers. The patient in the sense that they may not be able to get the best." (Deputy Director MLS, FMC)

Another participant echoed a similar view:

"Like participant two rightly said I think the safety, being time-bound, being efficient about it, having a good environment to work and also available facilities." (Senior Physiotherapist, OOUTH)

Understaffing: From all the centers, discussants lamented the challenges of understaffing of various hospitals as a major bottleneck to delivering quality care to patients, this finding agreed with Opeke et al (2019) who stated that poor motivation and shortage of staff is taking a toll on Nigerian health care system.

"We don't have personnel; we are just two. I am just coming from the eye clinic. We are just two... I have been disturbing her [the Director] for the past three weeks to give us somebody at least our clinic days to give us someone just two of us in the clinic, so I don't know what could be done." (Chief Nursing Officer, OOUTH)

"Okay, for instance now, as a critical care physician, and Anesthesiologist, it shouldn't be me that should be the first to see a patient because when I see a patient first, I am targeting what I'm going to do, but when the junior one comes first, we try to comb everywhere. And in combing everywhere I will look at all that he has combed, things that ordinarily I wouldn't have paid attention to. I will pick it up from what the junior one has combed, so it's very possible at my level to miss out on things because of not having adequate manpower, it is very, very possible to miss out on something. So in that area, I don't think we are getting there at all." (Consultant Anesthesiologist, UCH) "So many things went down the line. As a resident doctor I was seeing 80 to 120 patients per day in a clinic, fine at the end of the day, they said the much hard work hand me a permanent stay so to say but that is not quality, it is over time and it does not improve patient care." (Medical Consultant, OOUTH)

Inadequate provision of materials and consumables is another factor that hampers the delivery of quality care (Figure 6). Aside from the obvious infrastructural decadence and poor staffing, Nigerian hospitals suffer from inadequate hospital supplies. Lack of consumables frustrated both clinicians and patients leading to poor QoC.

"We don't have enough resources to take care of patients. The human resources are part of it, equipment, instruments. Human resources, the staff to care for the patient. I mean the staff to patient ratio. We should have five nurses on the ward but we are having like 3 or 2, instead of six. So in that case, we want to give quality care, yet we are being hindered to give maximum care and the best to our patient." (Medical Consultant, FMC)

"For example, in my unit, we work with petri-dishes. And as basic as that is, we don't have petridish. We don't have anti-biotic disks, to see our isolate, what are they sensitive to? What are they resistant to? And that's what we do basically in medical microbiology. And when there is known several attempts have been made, information has been passed, yet there is nothing so when you are not engaged, satisfaction is low... And the first thing is, okay, give us what we need to use for this patient..." (Medical Lab Scientist, UCH)

"Same applies to the rest as I work in the eye clinic. It is a specialized area but we have limited instruments to use in the care of our patients, when we have emergencies sometimes we have to improvise. We have a plant that we use as a pinhole we had to get the carpentry section to make it for us as pinhole, the hospital could not supply so we have to use our own personal money to make a pinhole or we use paper sheet put a hole through it for the patient to see, we usually have a big problem with doing it." (Chief Nursing Officer, OOUTH) Finally, poor funding and inefficient health insurance scheme jeopardize access to health and delivery of quality health care in Nigerian tertiary hospitals. A participant from OAUTHC cited an example of a procedure (mini surgery) that would have been easy if the funds were available.

"This morning I was just coming for a procedure and there are two options, book the patients to the minor theatre, wait for some time, go round pay and then the bill will end up at \$15,000. There is another way, you will just get \$25,000, materials will be there and electronic cauterization and let's say the patient can afford it. So what would have cost one week would just be solved at that point of contact... If she didn't have that money I will give her another appointment to go to the minor theatre to go and book and come back next Thursday and when it's my turn maybe she has to wait for 4 or 5 hours before the procedure and I would have to use a knife, scissors. It affects the quality of care too because NHIS [National Health Insurance Scheme] is not well funded, if it's well-funded, it will improve the quality of care." (Professor of Medicine, OAUTHC)



Figure 6. Word cloud showing limitations to quality of care

## Limitations

We used a non-probability method for the recruitment of respondents; however, this limitation could be minimized by the systematic selection of the surveyed hospitals. Furthermore, we attempted maximum variation sampling for the recruitment of focus group discussants within the hospitals. Like all other cross-sectional studies, there is a likelihood that the respondents exaggerated their wellbeing, QoWL and quality of care.

# Conclusion

Many of the health care professionals reported poor quality of work-life and wellbeing resulting in poor quality of care for patients. We observed demographic variations in participant wellbeing, work- and health-related quality of life. Similarly, quality of care was poor and differed across the demographics such that men, participants between ages of 30 and 39 years, staff under two years in practice, entry-level degree holders, pharmacists and medical practitioners, part-time workers, participants on permanent morning duty, and those who worked longer periods delivered poorer quality of care with respect to their counterparts. Participants identified factors that impede quality care delivery as poor remuneration, lack of incentives, unsafe workplace, infrastructural deficit, a chronic shortage of medical supplies, equipment and consumables, frustration with power water and power supply, inadequate funding, poor health financing and insurance scheme for patients. Others are stalled promotion and paucity of in-service training opportunities.

# Recommendations

## Authorities should

- Review the patient-staff ratio with intention of employing more workers in departments that are in dire need of staff.
- Enter a new wage bargain with health care workers given the current economic realities, provide result targeted incentives.
- Interview and promote workers that are due for promotion.
- Improve budgetary allocation to the health sector and implement various recommendations on universal health insurance coverage in Nigeria.
- Partner with international and local donor agencies to enhance the supply or basic hospital consumables, long term plan should focus on local manufacturing of primary hospital supplies.
- The government may set up an endowment fund for periodic renovation of hospital facilities, and purchase of vital equipment.
- Hospital management should be open to discussions on in-service training, workload, flexible work schedule and job security.

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# Appendices

# Appendix A: The full questionnaire and scoring rubrics

# HEALTH PROFESSIONAL WELLBEING, QUALITY OF WORK LIFE AND QUALITY OF CARE MATTER

This survey is about health professional in tertiary health facilities. You will be asked about:

- PART ONE Personal Well-being and Quality of Life
- PART TWO Quality of Work Life
- PART THREE Quality of Care
- PART FOUR Information about Participants











#### PARTICIPANT CONSENT INFORMATION

**Title of Study:** Investigating how the Wellbeing & Quality of Work Life of Health Professionals relate to the Quality of Care at Selected Tertiary Health Institutions in Southwest Nigeria

Principal Investigator: Dr. Oluwagbohunmi Awosoga, Associate Professor, University of Lethbridge Email: <u>olu.awosoga@uleth.ca</u> Phone: 1 – 4033324058

**Co-Principal Investigator:** Dr. Adesola Odole, Associate Professor, Physiotherapy, University of Ibadan Email: <u>adesola\_odole@yahoo.com</u> or <u>acodole@comui.edu.ng</u> Phone: 08034051960

**Co-Investigators:** Dr. Nse Odunaiya, Senior Lecturer, Physiotherapy, University of Ibadan Dr. Olufemi Oyewole, Deputy Director, Physiotherapy Services, Olabisi Onabanjo University Teaching Hospital, Sagamu

Dr. Michael Ogunlana, Assistant Director, Physiotherapy Services, Federal Medical Centre, Abeokuta Dr. Chidozie Mbada, Senior Lecturer, Medical Rehabilitation, Obafemi Awolowo University, Ile-Ife Dear Participant,

Please read the following letter of information carefully before beginning the survey:

#### Why am I being asked to take part in this research study?

You are being asked to take part in this survey to assess the levels and correlations of wellbeing, Quality of Work Life (QoWL) and quality of care of health professionals at selected tertiary health institutions in Southwest Nigeria.

#### What is the reason for doing the study?

Poor state of health makes it difficult for health professionals to do their work diligently, and often makes them feel like quitting their job. For these reasons, quality of care is an important issue for workers, their employers, and their patients. We are trying to better understand how well-being and quality of work life correlate with quality of care, to better assist health professionals in providing the support needed.

#### What will I be asked to do?

We are asking you to fill out a voluntary survey. It should take about 10-20 minutes of your time. Please do not put your name on the survey. This is so that no one will know that you have filled one out. When you are done, please drop the survey off in the drop-box provided at the lounge area (Cafeteria).

#### What are the risks and discomforts?

It is not possible to know all of the risks that may happen in a study, but the researchers have taken all reasonable safeguards to minimize any known risks to a study participant. In case you experience emotional distress while completing this survey, please contact any of the following counselling units for emotional support:

Email to: medicalsocialservices@oouth.com

Tel: +2347031672846

OR

Quality of Life, Wellbeing, and Quality Care Among South-western Nigerian Health Professionals

Email to: info@fmcabeokuta.org, fmcabk@yahoo.com

Tel: +234-8056301464

#### OR

Email to: <u>ttbella-awusah@com.ui.edu.ng</u>, <u>bellatolu@gmail.com</u> <u>Tel:</u> +2348025905241

#### OR

Email to: <u>servicom@oauthc.com, oauthcservicom@yahoo.com</u> Tel: +234-08152092768, +234-07036725667, +234-07036725018

#### What are the benefits to me?

You will be helping to increase knowledge about well-being and quality of work-life of health professionals in south west Nigeria. What we learn will help to guide work towards improving health for all, reducing absenteeism and high rates of turnover, and increasing productivity, which together, will lead to better services for people in tertiary health facilities.

#### Do I have to take part in the study?

Being in this study is your choice. If you decide not to participate in the survey, it will in no way affect the employment that you are entitled to. You do not have to answer any questions that you are not comfortable with. Please do not return your survey if you become uncomfortable overall with the questions. You can withdraw from the study simply by not putting your survey into the drop-box. After you have put your survey in the drop-box, we cannot remove your responses from the study because the surveys are anonymous.

#### Will I be paid to be in the research?

Because we don't know who is filling out surveys, we cannot pay you for your time. Please keep the pen and pocket diary attached to the survey as a small "thank you". These items are affixed to each blank survey. Feel free to keep these items even if you decided not to return the completed survey.

#### Will my information be kept private?

During the study we will be collecting data about you. We will do everything we can to make sure that this data is kept private. The information you provide is not connected to your name in any way. You will not be asked to provide any information that may reveal who you are. We will not ask for your name, employee number. You will be asked to provide contact information on a different form affixed to the survey only if you are interested in participating in a focus group, but your contact information will not be linked to your survey responses. We will ask you for basic information like age group, gender, and role (RN, Physician, Physio., etc.). Also, there will be a code on each survey that tells us which facility it came from. But when we report this information, facilities will only be identified by the type of facility, and a number (for example UCH#5). It is highly unlikely that anyone could identify you with this information. Only the research team will see the completed surveys. The information on the surveys will be entered into a computer by a member of the research team. The computer is protected with a password and kept in a locked room. All members of our team also have signed oaths to keep all the information confidential.

Original surveys will be kept in a locked filing cabinet in a locked office. All surveys and transcribed information will be destroyed in five years. We will write up the overall findings from the study so that people cannot be identified. Overall findings will be shared with staff, management and other researchers. Only anonymous aggregated summary data will be shared with participants, staff, Health Professionals and government officials in presentations, a report, articles, etc. with no possible reference to any individual.

For a copy of the research report, feel free to contact Dr. Adesola Odole at <u>acodole@comui.edu.ng</u>

Participants will be able to request a summary of the research findings by contacting the Principal Investigator or Co-PI and any of the Co-investigators after the study has been completed and the report submitted.

Please be aware that your responses are completely anonymous and will not be tied to you in any way.

#### What if I have questions?

If you have any questions about the research now or later, please contact Dr. Olu Awosoga at <u>olu.awosoga@uleth.ca</u>

Questions regarding your rights as a participant in this research may be addressed to the Office of Research Ethics, University of Lethbridge (Phone: 403-329-2747 or email at <u>research.services@uleth.ca</u>). This study has been reviewed for ethical acceptability and approved by the University of Lethbridge Human Participant Research Committee.

OR contact Dr. Adesola Odole at <u>adesola\_odole@yahoo.com</u>, <u>acodole@comui.edu.ng</u>.

If you have any questions regarding your rights as a research participant, you may contact the Ethics Committee of the University of Ibadan and Chairman of this Committee can be contacted at Biode Building, Room 210, 2<sup>nd</sup> Floor, Institute for Advanced Medical Research and Training, College of Medicine, University of Ibadan, E-mail: <u>uiuchirc@yahoo.com</u> and <u>uiuchec@gmail.com</u>.

Submission of the survey implies your consent to participate. Please keep a copy of this consent form for your records. Thank you for your consideration.

Thank you for agreeing to participate in this survey. We would like to understand your health. Please complete this form as best you can. Please use the following rating scale to indicate the extent to which you agree with the following statements. Completing the survey will take approximately 10-20 minutes.

#### ONE

#### WHO-5 Well-being Index

Please respond to each item by marking one A box per row, regarding how you felt in the last t two weeks.		All of the Most of the N time time P		More than half the time		Less than half the time		Sor the	Some of the time		At no time	
WHO 1	I have felt cheerful in good spirits.		5	4		3		2		1		0
WHO 2	I have felt calm and relaxed.		5	4		3		2		1		0
WHO 3	I have felt active and vigorous.		5	4		3		2		1		0
WHO 4	I woke up feeling fresh and rested.		5	4		3		2		1		0
WHO 5	My daily life has been filled with things that interest me.		5	4		3		2		1		0

WHO\_QoL\_Total = (Part\_One\_WHO1 + Part\_One\_WHO2 + Part\_One\_WHO3 + Part\_One\_WHO4 + Part\_One\_WHO5)

WHO\_QoL\_Percent = WHO\_QoL\_Total X 4

#### Satisfaction with Life as a Whole and the PWI Scale

The following questions ask how <u>satisfied</u> you feel, on a scale from zero to 10. **Zero** means you feel no satisfaction at all and **10** means you feel completely satisfied.

#### <u>Part 1</u>

1. "Thinking about your own life and personal circumstances, how satisfied are you with your life as a whole?"



Part 2

#### 2. "How satisfied are you with your health?"



#### 3. "How satisfied are you with what you are achieving in life?"



#### 4. "How satisfied are you with your personal relationships?"



#### 5. "How satisfied are you with how safe you feel?"



#### 6. "How satisfied are you with feeling part of your community?"



#### 7. "How satisfied are you with your future security?"



### 8. "How satisfied are you with your spirituality or religion?"



PWI\_Total = (Part\_One\_Life\_Whole\_PWI1 + Part\_One\_Life\_Whole\_PWI2 + Part\_One\_Life\_Whole\_PWI3
+ Part\_One\_Life\_Whole\_PWI4 + Part\_One\_Life\_Whole\_PWI5 + Part\_One\_Life\_Whole\_PWI6 +
Part\_One\_Life\_Whole\_PWI7 + Part\_One\_Life\_Whole\_PWI8)
PWI\_Percent = PWI\_Total X 1.25

## тwo

# Work-Related Quality of Life Scale

To w <i>Plea</i>	hat extent do you agree with the following? se fill in the appropriate circle.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.	I have a clear set of goals and aims to enable me to do my iob					
2.	I feel able to voice opinions and influence changes in my area of work					
3.	I have the opportunity to use my abilities at work					
4.	I feel well at the moment					
5.	My employer provides adequate facilities and flexibility for me to fit work in around my family life					
6.	My current working hours / patterns suit my personal circumstances					
7.	l often feel under pressure at work					
8.	When I have done a good job it is acknowledged by my line manager					
9.	Recently, I have been feeling unhappy and depressed					
10.	I am satisfied with my life					
11.	I am encouraged to develop new skills					
12.	I am involved in decisions that affect <u>me</u> in my own area of work					
13.	My employer provides me with what I need to do my job effectively					
14.	My line manager actively promotes flexible working hours / patterns					
15.	In most ways my life is close to ideal					
16.	I work in a safe environment					
17.	Generally things work out well for me					
18.	I am satisfied with the career opportunities available for me here					
19.	l often feel excessive levels of stress at work					
20.	I am satisfied with the training I receive in order to perform my present job					
21.	Recently, I have been feeling reasonably happy all things considered					
22.	The working conditions are satisfactory					
23.	I am involved in decisions that affect members of the public in my own area of work					
24.	I am satisfied with the overall quality of my working life					

# 

#### THREE

#### **Clinician Quality of Care Questionnaire**

Please, indicate how frequently each item had occurred in the past six months

Item	Never	Very	Rarely	Occasionally	Very	Always
Person-centred care		Tarety			nequentiy	
I saw positive progress in my clients/patients.						
I feel I provided high quality services to clients/patients.						
I felt connected to the clients/patients I am working with.						
I felt like I was able to really show compassion to a client/patient.						
I had space in my schedule to address client/patient						
emergencies.						
I helped a client/patient develop a safety plan to address potentially harmful behaviour or situations.						
I was able to support a client's/patient's action step toward a personal goal.						
I involved clients/patients in decisions about their care.						
I spent extra time with a client/patient who needed support.						
I was able to come up with a creative intervention to support a client/patient.						
I went "above and beyond the normal call of duty" to support a client/patient.						
I met my daily productivity expectations.						
Discordant care						
I had conflicts with clients/patients.						
I made minor mistakes in my work (not likely to affect clients/patients).						

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I took a long time responding to certain client/patient			
requests.			
I treated clients/patients differently because they are my			
favourites.			
I was usually directive with clients/patients (telling them			
what to do).			
I was irritable interacting with clients/patients.			
I missed appointments or meetings with clients/patients.			
I missed deadlines at work.			
I had significant distractions in my work with			
clients/patients.			
I was late for work.			

CQoC\_Total = (Part\_Three\_QOC\_Person\_Centred1 + Part\_Three\_QOC\_Person\_Centred2 +

Part\_Three\_QOC\_Person\_Centred3 + Part\_Three\_QOC\_Person\_Centred4 +

Part\_Three\_QOC\_Person\_Centred5 + Part\_Three\_QOC\_Person\_Centred6 +

Part\_Three\_QOC\_Person\_Centred7 + Part\_Three\_QOC\_Person\_Centred8 +

Part\_Three\_QOC\_Person\_Centred9 + Part\_Three\_QOC\_Person\_Centred10 +

Part\_Three\_QOC\_Person\_Centred11 + Part\_Three\_QOC\_Person\_Centred12 + R\_DC\_1 + R\_DC\_2 +

R\_DC\_3 + R\_DC\_4 + R\_DC\_5 + R\_DC\_6 + R\_DC\_7 + R\_DC\_8 + R\_DC\_9 + R\_DC\_10)

**CQoC\_percent** = CQoC\_Total X 0.9090909090909091

## FOUR

Information About the Participant

Tick whichever apply to you:

Please remember that this information will not be reported in a way that identifies you. Only anonymous aggregated summary data will be reported with no reference to any individual. You can skip any questions that you wish not to answer.

1. What is your designation?

- Nurse Practitioner
- Medical Practitioner
- o Physiotherapist
- o Pharmacist
- Other (Please specify) ------
- 2. Nature of appointment
  - o Full time job
  - o Part time job
  - Casual
- 3. What is the nature of your work schedule? (Tick all that apply)
  - o Permanent Morning
  - o Shift Duty
  - Call duty
- 4. What is your gender?
  - o Female
  - o Male
  - Choose not to say
- 5. How many hours (on the average) do you work per week?
  - o Less than 20 hours
  - o 20-40 hours
  - o 41-60 hours
  - More than 60 hours
- 6. What is your age in years? .....
- 7. How long have you been working in this hospital?
  - o 0-2 years
  - o 2-5 years

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- o 6-10 years
- o 11+years

8. What is your highest level of education?

- Higher National Diploma
- Bachelor/Graduate Degree
- Master/PhD
- Others, please specify:

# Thank you for taking the time to complete this survey

# \*\*\* Please put the completed survey back into the envelope, seal it, and put it in the drop box \*\*\*

Any question or concerns about this survey should be directed to

Dr. Oluwagbohunmi Awosoga (<u>olu.awosoga@uleth.ca</u>) Faculty of Health Sciences, University of Lethbridge, Alberta, Canada Phone: 1-403-3324058

OR

Dr. Adesola Odole (<u>adesola\_odole@yahoo.com</u>, <u>acodole@comui.edu.ng</u>) Faculty of Clinical Sciences, College of Medicine, University of Ibadan, Nigeria Phone: 08034051960

# Appendix B: Focus group interview guide

### Focus group guide for study Investigating how the Wellbeing & Quality of Work Life of Health Professionals relate to the Quality of Care at Selected Tertiary Health Institutions in Southwest Nigeria

### Section 1: Quality of care

The questions for healthcare professionals are:

- i. Could you please describe what quality of care means to you?
- ii. When you think about quality of care, what comes to your mind?
- iii. Could you please list what you think constitute quality of care?
- iv. What made you feel that you were providing quality of care?
- v. What actions made you feel that you provided quality care?
- vi. What are the main difficulties you find that prevent you from giving your patients the quality of care you would like to give?
- vii. What changes could be made in this hospital to improve the quality of care?
- viii. What are some of the ways in which the unsatisfying aspects of your work could be improved?

### Section 2: Wellbeing

- i. Please describe what you understand by personal wellbeing.
- ii. Could you please list the components of wellbeing?
- iii. How can we improve health professional's wellbeing in Nigeria?
- iv. Does standard of living affect personal wellbeing?

### Section 3: Quality of work life

- i. What do you understand by quality of work life?
- ii. What are the constituents of work-related quality of life?
- iii. Are you satisfied with your quality of work life?

Probing questions will used to help participants think more deeply, which included, "Can you please give me an example?" "What did that action make you feel?" and "How did that interaction help you?"

Questionnaire items	Factor				
	1	2	3	4	5
Quality of life (QOL)_1					.879
QOL_2					.855
QOL_3					.808
QOL_4					.713
QOL_5					.743
Personal Wellbeing Index (PWI)_1			.808		
PWI_2			.681		
PWI_3			.803		
PWI_4			.740		
PWI_5			.677		
PWI_6			.675		
PWI_7			.581		
PWI_8			.613		
Quality of work life (WRQOL)_1		t			
WRQOL_2		.456			
WRQOL_3		t			
WRQOL_4		ŧ			
WRQOL_5		.658			
WRQOL_6		.544			
WRQOL_7		ŧ			
WRQOL_8		.463			
WRQOL_9	.541	←			
WRQOL_10		$\rightarrow$	.508		
WRQOL_11		t			
WRQOL_12		.556			
WRQOL_13		.704			
WRQOL_14		.596			
WRQOL_15		.468			
WRQOL_16		.640			

# Appendix C: Rotated factor loading matrix

#### Quality of Life, Wellbeing, and Quality Care Among South-western Nigerian Health Professionals

WDOOL 17				
WRQOL_1/		†		
WRQOL_18		.580		
WRQOL_19		t		
WRQOL_20		.488		
WRQOL_21		.487		
WRQOL_22		.707		
WRQOL_23		.501		
WRQOL_24		.648		
Patient-centered care (QOC_A)_1			.514	
QOC_A_2			.518	
QOC_A_3			.549	
QOC_A_4			.562	
QOC_A_5			.566	
QOC_A_6			.690	
QOC_A_7			.684	
QOC_A_8			.650	
QOC_A_9			.701	
QOC_A_10			.712	
QOC_A_11			.536	
QOC_A_12			.462	
Discordant care (QOC_B)_1	.810			
QOC_B_2	.805			
QOC_B_3	.635			
QOC_B_4	.689			
QOC_B_5	ť			
QOC_B_6	.881			
QOC_B_7	.917			
QOC_B_8	.879			
QOC_B_9	.861			
QOC_B_10	.773			

Extraction Method: Maximum Likelihood. Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 6 iterations. † variance < .45 were suppressed.



# Appendix D: The structural equation diagrams

Structural equation model of the items in quality-of-life domain showing the standardized

regression weights



Structural equation model of the items in personal wellbeing domain showing the standardized

## regression weights

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Structural equation model of the items in work-relate quality of life domain showing the



standardized regression weights

Structural equation model of the items in quality-of-care domain showing the standardized

regression weights



Appendix E: The qualitative analysis thematic tree

#### Quality of Life, Wellbeing, and Quality Care Among South-western Nigerian Health Professionals





# Appendix F: The qualitative analysis word frequency and cloud

Word	Length	Count	Weighted Percentage (%)
standard	8	3	3.00
right	5	2	2.00
time	4	2	2.00
working	7	2	2.00
ability	7	1	1.00
access	6	1	1.00
activities	10	1	1.00
add	3	1	1.00
appreciate	10	1	1.00
best	4	1	1.00

Theme 1: Definition of quality of care


Word	Length	Count	Weighted
	_		Percentage (%)
environment	11	14	0.83
offices	7	12	0.71
resources	9	10	0.59
laboratory	10	8	0.48
materials	9	8	0.48
office	6	8	0.48
system	6	8	0.48
attend	6	7	0.42
break	5	7	0.42
doctor	6	7	0.42

Theme 2:	Dimensions o	f quality of	f work life
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Word	Length	Count	Weighted
	_		Percentage (%)
pain	4	5	1.75
chair	5	3	1.05
frustrated	10	3	1.05
microscope	10	3	1.05
office	6	3	1.05
psychologically	15	3	1.05
stress	6	3	1.05
talked	6	3	1.05
academics	9	2	0.70
aches	5	2	0.70
ask	3	2	0.70
booked	6	2	0.70
calls	5	2	0.70
chairs	6	2	0.70
consumables	11	2	0.70

Theme 3: Dimensions of quality of life and personal wellbeing



Word	Length	Count	Weighted
			Percentage (%)
restrooms	9	8	2.39
help	4	6	1.79
system	6	5	1.49
consumables	11	4	1.19
decentralization	16	4	1.19
overstretched	13	4	1.19
basic	5	3	0.90
borrowed	8	3	0.90
department	10	3	0.90
needs	5	3	0.90

Theme 4: Solutions to	improving	quality of work	life and	wellbeing
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# Appendix G: Sample distribution for qualitative analysis

NUMBER	PROFESSION	CADRE	YEAR(S) IN	GENDER
			PRACTICE	
1	Laboratory	Senior Medical Laboratory Scientist	10 Years	Female
	Scientist			
2	Physiotherapist	Assistant Director of Physiotherapy	18 Years	Female
3	Medical	Senior Medical Laboratory Scientist	21 Years	Female
	Laboratory			
	Scientist			
4	Nursing	Chief Nursing Officer	25 Years	Female
5	Pharmacist	Principal Pharmacist	11 Years	Male
6	Pharmacist	Senior Pharmacist	7 Years	Female
7	Medical	Consultant	23 Years	Female
	practitioner			
8	Physiotherapist	Senior Physiotherapist	5 Years	Female
9	Nursing	Chief Nursing Officer	22 Years	Female
10	Medical Doctor	Senior Medical Officer	10 Years	Male

# Table 1: Attendance OOUTH

NUMBER	PROFESSION	CADRE	YEAR(S) IN	GENDER
			PRACTICE	
1	Nursing	Deputy Director	37 Years	Female
2	Dental Surgeon	Consultant Pediatric	17 Years	Female
		Dentist		
3	Physiotherapist	Assistant Director	23 Years	Male
4	Medical practitioner	Consultant	17 Years	Male
5	Physiotherapist	Deputy Director	21 Years	Female
6	Pharmacist	Deputy Director	21 Years	Female
7	Nursing	Assistant Director of	30 Years	Female
		Nursing		
8	Medical Laboratory	Deputy Director	24 Years	Male
	Scientist			

# Table 2: Attendance FMC

NUMBER	PROFESSION	CADRE	YEAR(S) IN	GENDER
			PRACTICE	
1	Physiotherapy	Assistant Director of	26 Years	Male
		Physiotherapy		
2	Physiotherapy	Director of Physiotherapy	30 Years	Male
3	Nursing	Assistant Director of	34 Years	Female
		Nursing		
4	Nursing	Director of Nursing	30 Years	Female
5	Oral and Maxillofacial	Consultant	18 Years	Male
	Surgery			
6	Physiotherapy	Deputy Director of	21 Years	Male
		Physiotherapy		
7	Dental Practitioner	Consultant	15 Years	Male
8	Medicine (Gynecology)	Professor	37 Years	Male
9	Pharmacy	Assistant Director	12 Years	Female
10	Psychiatry	Consultant	16 Years	Male

# **Table 3: Attendance OAUTHC**

NUMBER	PROFESSION	CADRE	YEAR(S) IN	GENDER
			PRACTICE	
1	Physiotherapy	Prof/Consultant	34 Years	Male
2	Critical Care and	Consultant	19 Years	Male
	Anesthesiologist			
3	Dentist	Senior Registrar	11 Years	Male
4	Medical Practitioner	Consultant	25 Years	Male
5	Medical Practitioner	Consultant	14 Years	Male
6	Medical Laboratory	Medical Laboratory		Male
	Scientist	Scientist		
7	Medical Laboratory	Assistant Director	16 Years	Female
	Scientist			
8	Nursing	Assistant Director	29 Years	Female
9	Nursing	Assistant Director	33 Years	Female
10	Physiotherapy	Senior Lecturer	37 Years	Male
11	Surgical Consultant	Professor	30 Years	Male
12	Pharmacy	Deputy Director	20 Years	Female

# Table 4: Attendance UCH

### Appendix H: Ethical approval letters

Lethbridge	Office of Research Ethics 4401 University Drive Lethbridge, Alberta, Canada T1K 3M4 Phone: (403) 329-2747 Email: research.services@uleth.ca FWA 00018802 IORG 0006429
Tuesday, 25 May 2021	
Principal Investigator:	Olu Awosoga, University of Lethbridge
Co-Investigator:	Adesola Odole, Department of Physiotherapy, College of Medicine, University of Ibadan
Study Title:	Investigating How the Wellbeing & Quality of Work Life of Health Professionals Relate to the Quality of Care at Selected Tertiary Health Institutions in Southwest Nigeria
Action:	Approved
HPRC Protocol Number:	2021-053
Approval Date:	May 25, 2021
Annual Renewal Report Due:	May 24, 2022
B 01	

Dear Olu,

Your human research ethics application with co-investigator Adesola Odole titled "Investigating How the Wellbeing & Quality of Work Life of Health Professionals Relate to the Quality of Care at Selected Tertiary Health Institutions in Southwest Nigeria" has been reviewed and approved on behalf of the University of Lethbridge Human Participant Research Committee (HPRC) for the approval period May 25, 2021 to May 24, 2022 and assigned Protocol #2021-053. The HPRC conducts its reviews in accord with University policy and the Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans (2018).

Please be advised that any changes to the protocol or the informed consent must be submitted for review and approval by the HPRC before they are implemented. An annual renewal report for continuing ethics certification will be required and is due to the Office of Research Ethics on or before May 24, 2022. If the protocol needs to be reviewed in other jurisdictions, please be advised that this approval may be only the first step in the ethics approval process for this study.

We wish you and your colleague the best with this research.

Sincerely,

Server Entry

Susan Entz, M.Sc., Ethics Officer Office of Research Ethics University of Lethbridge 4401 University Drive Lethbridge, Alberta, Canada T1K 3M4

#### Quality of Life, Wellbeing, and Quality Care Among South-western Nigerian Health Professionals

# OLABISI ONABANJO UNIVERSITY TEACHING HOSPITAL (OOUTH) P.M.B. 2001, SAGAMU, NIGERIA

# Health Research Ethics Committee (HREC)

e-mail: oouth.hrec@yahoo.com

Registration Number: NHREC/28/11/2017

OOUTH/HREC/415/2021

23rd April, 2021

Adesola Odole C, Department of Physiotherapy, University of Ibadan

Re: Investigating How The Wellbeing And Quality Of Work Life Of Health Professionals Relate To The Quality Of Care At Selected Tertiary Health Institutions In Southwest Nigeria

I wish to inform you that Olabisi Onabanjo University Teaching Hospital Health Research Ethics Committee (OOUTH-HREC) has considered your proposal on the above stated title.

 However, in the course of the consideration of this proposal, the following observations were made and directed that you should rectify them:

#### General:

- a. The entire protocol (including one-page summary) should be double- spaced.
- b. The title of the study (item 6) should be in normal fonts (not italicised) and should not be boldened.

#### Aim and Objectives:

- c. The third objective seems spurious.
- d. The prediction of the quality care predicated on patient quality assessment score may be
  - too limiting and not a reliable metrics as the authors noted that several factors are
  - inclusive in assessment of the quality of care of a health worker and the tendency to witch hunt health workers based on this singular metric. This may be modified or clarified.
- e. Weakness of the instruments; the researcher should clarify if the instruments for the study i.e.
  - . Wellbeing of health professional.
  - ii. Persona; wellbeing of quality of work life.
  - ii. Quality of care have been validated in Nigeria.

Sampling Technique:

- f. The random sampling must be done to remove sampling bias, hawthrone effect etc.
- You are to submit one (1) copy of the amended proposal for further consideration by the 3.
- The corrected copy should be accompanied by a covering letter stating the corrections made and pages/sections where they were made. Where suggested corrections are not 4.
- Please be informed that response to this amendment has to be submitted within eight (8) 5. weeks after which it will be considered as a new protocol.

Thank you.

m

Mrs. J. O. Awosile Desk Officer, For: Chairman, OOUTH-HREC

### Quality of Life, Wellbeing, and Quality Care Among South-western Nigerian Health Professionals

Medical Director	Head of Clinical Services	Director of Administration & Secretary to the Board of Managem
PROF. A.A. MUSA-OLOMU MBDS, FWACS, FICS, MSc., PhD	DR. F. E. OJEBLENU	MR. A.O. VAUGHAN
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Cu Re	the ful fax	14th May, 2021.
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SAME OF PRINCIPAL IN	VESTIGATOR: DR. ADESOLA ODOLE	
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This approval is for a peri	od of one year from Labb May 2021	subjects.
in starting this research, accordingly. Note that no a changes are permitted in th	please inform the HREC so that da activity related to this research may be	a 13th May, 2022. If there is delay thes of approval can be adjusted conducted outside these dates. No
All forms and questionnal	res used in this state	IREC.
duration of HREC Approv.	il.	HREC assigned number and th
You are to note further that	t the National Code of Health Parton	wh Ething
effect from your study is no	ines, rules and regulation of the code	es. Please ensure that any adver-
You are expected to a	reported to the HREC Federal	Medical Centre, Abeokuta.
date of this approval. The I	a progress report to this Committee	every three (3) months from a
sites without previous notilis	cation	ompliance visits on your resear
Thank you	- Carlos	
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# Appendix I: Data repository

### Olu Nig HCW study

# Available on request