The leadership team and Unit Based shared governance Council (UBC) of the Post Anesthesia Care Unit partnered to address items from our annual Gallup© Employee Engagement survey. All employees ranked which of the twelve questions they most wanted to discuss. Email discussion groups were formed, accommodating conversation among nurses from a variety of shifts. The groups were asked to address what the selected question meant, as well as how the groups thought the unit should address these areas.

UBC members served as facilitators of these groups to promote openness. They encouraged participation and summarized the discussions confidentially for sharing with all staff. Each employee participated, becoming more knowledgeable of the questions and contributing to action plans. Results of the discussions were shared at staff meetings and through visual aids during the 2011 survey timeframe.

Projects that resulted from these discussions include organization of supplies and creation of a Suggestion Log. At the end of the program, employees verbalized increased understanding of each others’ perspectives and management reported appreciating the increased employee input to the Engagement planning process. Compared to the 2010 Gallup© results, eight of the twelve questions increased by a statistically significant amount (>0.1 increase), ranking in the 50th percentile of the National Healthcare database; while two questions ranked in the 75th percentile.

The Employee Engagement process should represent collaboration between staff and management. Increased employee participation in planning can lead to increased engagement and unit cohesion. Ultimately, higher employee engagement results in increased patient satisfaction.