

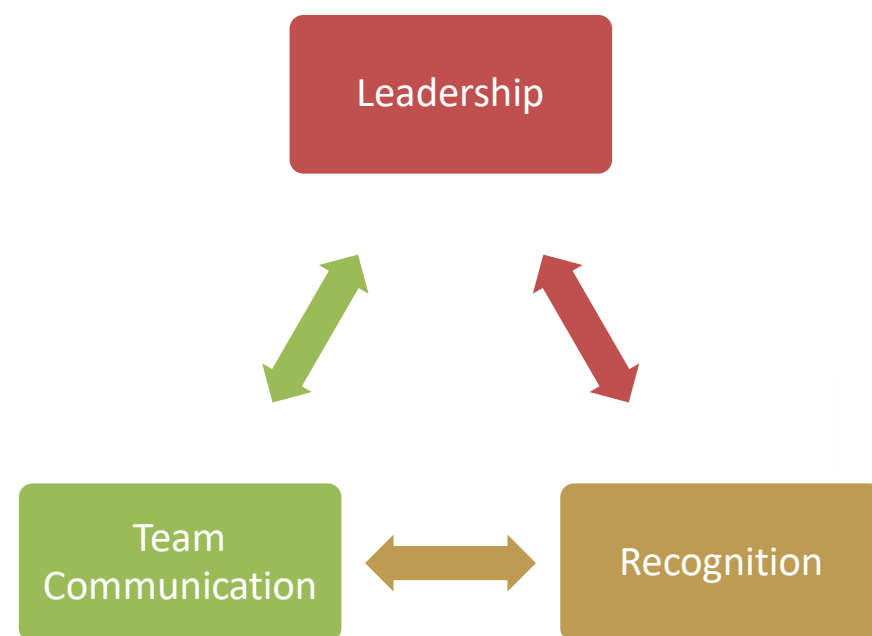
A GRASSROOTS INITIATIVE THAT SUCCESSFULLY STRENGTHENED PROFESSIONAL PRACTICE AND ENGAGEMENT IN A POST ANESTHESIA CARE UNIT

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Background

- In 2015 the post-anesthesia care unit (PACU) participated in an Employee Engagement Survey.
- Results indicated 29% of staff were engaged, 57% content, and 14% ambivalent.
- Zero of seven ANCC Magnet Recognition Program® approved categories for nurse satisfaction outperformed the national mean benchmark.

Staff Identified Improvement Priorities



Implementation Process: RN Advancement Project

RN Career Advancement Program (CAP)

- Recognition for improvement activities; RN IV Project Improvement Project:
- Develop, implement and evaluate an employee engagement improvement plan.
- Conduct focus groups to inform priorities for action planning.
- Guide intervention implementation
- Analyze follow up survey findings to determine improvement.

Indications for Advancing Practice

- Be intentional and be consistent as a leader; seek feedback, don't assume
- Engage staff as leaders to improve practice environment
- Focus on key areas impacting staff satisfaction: effectiveness of unit communication, intentional relational leadership, and peer to peer recognition.

Practice Improvements

Leadership

Partner with clinical nurse leaders; increase dialogue

Staff meetings

Dedicated time, attendance expectations (i60%), attendance recognition (gift cards), structured format and agenda

Friday Updates

Shared Governance Communication

Monthly council updates at staff meetings, on council display boards, and via communication tree

Recognition

Celebrate

- Birthdays, holidays hospital anniversary dates. (cards, small gift, letters to home)

Recognize Excellence

- "Tower Cards" and Thank You notes

Appreciate

- Shout Out Board

Have Fun!

- Flip into Spring, Keys to success, Helping Hand Award, Candy treats

Outcomes of Practice Changes in 2016 Survey

Tier 1 Engagement Level
(18% units are tier 1)

Unit Score 4.5 on 1-5 scale

