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.

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.

Practice Improvements
Leadership
Partner with clinical nurse leaders; increase dialogue
Staff meetings
Dedicated time, attendance expectations (60%), 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

Staff Identified Improvement Priorities
Leadership
Team Communication
Recognition

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.

Outcomes of Practice Changes in 2016 Survey
Tier 1 Engagement Level
(18% units are tier 1)
Unit Score 4.5 on 1-5 scale

Comparison of Unit to Organizational and National Average Scores for ANCC Categories
- National Average Score
- Organizational Score
- Unit Score