

"Show your Pacu Pride" Team T-Shirts' Impact on Recognition, Appreciation and PACU Nurse Retention

Team Leader: Heather Hebberecht BSN RN CPAN
University of Rochester Medical Center, Rochester, NY

Abstract Background Information: The lived experience of PACU nurses in 2021 demonstrated low morale and engagement. The 2022 PACU Press Ganey Engagement survey highlighted these concerns, noting that only 37% of respondents were "satisfied with the recognition I receive for doing a good job". In addition, surgical volume created capacity and staffing challenges across the hospital. An early recognition effort involved creation of a T-shirt and given to the staff who completed the "Staff Up" incentive program. Since then, customized T-shirts have been given out to staff as annual gifts of gratitude each year from 2021-2023.

Objectives of Project: Assess the perceived culture of recognition amongst current staff, and measure how much they value a culture of recognition and what type is the most valuable to them in the form of a survey. This project aims to evaluate the impact of custom team T-shirts on employee team pride and the value placed on meaningful recognition.

Process of Implementation: An anonymous 11 multiple choice survey with one free text field was created in Microsoft forms. This was distributed via email link and QR code flyers to PACU staff over a three week period.

Statement of Successful Practice: Survey responses (N=36) represent a 75% response rate based on hired FTEs. 72% of staff believe that recognition is extremely important for maintaining morale and job satisfaction. 67% of staff selected "extremely true" when asked "I feel valued/appreciated by my leadership team." This demonstrates a 30% improvement in staff perceptions of recognition from the 2022 Press Ganey Engagement Survey. Survey findings support the meaningful recognition efforts as positive indicators of morale, job satisfaction, retention, longevity, and a sense of pride in receiving a Team shirt. Understanding how nurses prefer to be recognized for their hard work and dedication is essential for fostering a positive work environment and improving job satisfaction.

Implications for Advancing the Practice of Perianesthesia Nursing: Meaningful recognition efforts strongly contribute to PACU nurses' feelings of value and appreciation by their leaders. A token of appreciation as simple as a T shirt has the power to improve staff perceptions of recognition and a sense of pride in their team, leading to improved rates of retention and longevity in the field of PACU nursing.