## Show Your PACU Pride: Team T-Shirts Impact on Recognition, Appreciation, and PACU Nurse Retention Team Leader: Heather Hebberecht, BSN, RN, CPAN

## Background

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, the surgical volume created capacity and staffing challenges across the hospital. An early recognition effort involved the creation of a t-shirt given to the staff who completed the "Staff Up" incentive program. Since then, customized tshirts have been given out to staff as annual gifts of gratitude for 2021-2024.

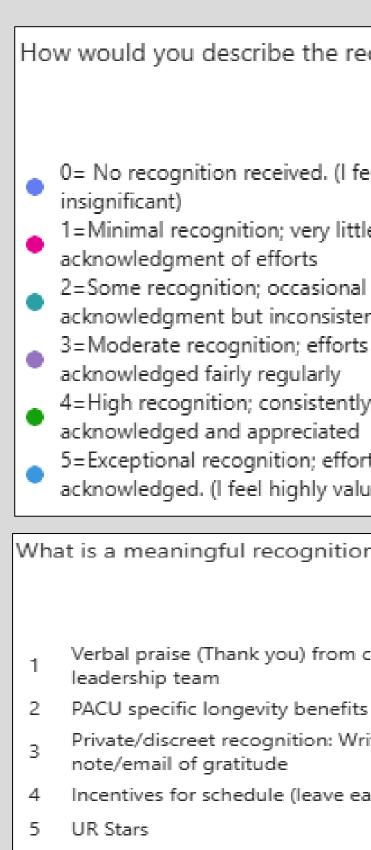
#### **Objectives of Project**

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.

> Sample Survey







- meetings. Team Email
- 7 Coffee Cards
- 8 Candy







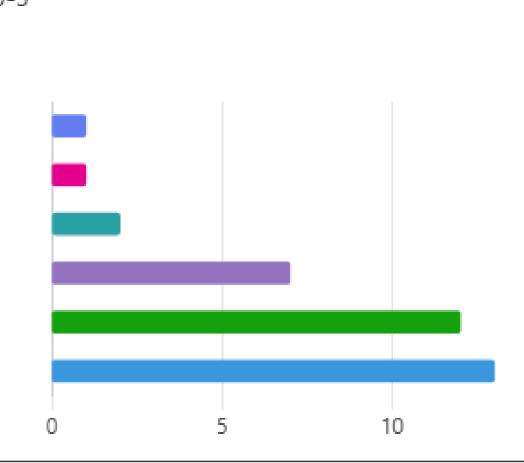
# **Process of Implementation**

An anonymous 11-question 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 nurses over a three-week period.

#### **Survey Says**

How would you describe the recognition culture of the PACU? 0-5

 0= No recognition received. (I feel 1=Minimal recognition; very little 2=Some recognition; occasional 2 acknowledgment but inconsistent 3=Moderate recognition; efforts 4=High recognition; consistently 12 acknowledged and appreciated 5=Exceptional recognition; efforts widely 13 acknowledged. (I feel highly valued.)



What is a meaningful recognition to you (select all that apply/rank)

Verbal praise (Thank you) from co-workers,

- Private/discreet recognition: Written personal
- 4 Incentives for schedule (leave early, day off)

Public overt recognition: Shout-Out @ Staff

Flyers/Screens on break room monitor highlighting milestones: welcome to pacu, workplace ...

#### How long have you worked on this UNIT?

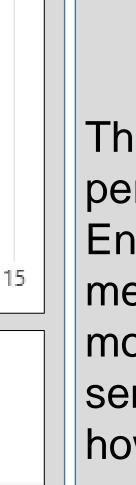
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Eddy J.R., Kovick L., Caboral-Stevens M.: Meaningful recognition: a synergy between the individual and the organization. Nurs Manage 2021; 52: pp. 14-21.





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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.

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 as the power to improve staff perceptions of ecognition and a sense of pride in their team, leading to nproved rates of retention and longevity in the field of ACU nursing.

## **Statement of Successful Practice**

Survey responses (N=36) represent a 75% response rate based on hired full-time employees (FTEs).

67% of staff selected "extremely true" when asked "I feel valued/appreciated by my leadership team.'

72% of staff believe that recognition is extremely important for maintaining morale and job satisfaction.

## **Implications for Advancing the Practice of Perianesthesia Nursing**

