Understanding the Current State

1. Quarterly team-building activities were provided for RNs and patient care techs (PCT) to build a positive culture. For example, lost at sea, scavenger hunt, escape room, ice cream social.
2. In June of 2022, a 6-item well-being survey was sent out to all nurses and PCTs. Fifty-two percent of nurses and PCTs self-reported symptoms of burnout.
3. Nurses reported that the average amount of time to perform pregnancy testing during the pre-op check-in process was 10.5 minutes.

Analysis & Interventions to Improve

The primary well-being interventions used were education and monthly self-assessments. All nurses and PCTs were provided with courses from Well-being Essentials for Learning Life-Balance. Monthly well-being assessments were done with the pre-op lean team. Quality improvement interventions utilized were small tests of change to workflow processes. Point prevalence data was collected to monitor implementation sustainability. Additionally, the lean team made micro-adjustments between meetings based on team feedback.

Results & Outcomes Achieved

Mott PACU nurses and PCTs self-reported a 17% decrease in burnout symptoms utilizing their own definition of burnout from June 2022 to July 2023. Empowerment by local leadership increased from 83% to 90%.

Eighty percent of nurses and PCTs who participated in the Preop Lean Team self-reported no symptoms of burnout utilizing their own definition of burnout. Empowerment by local leadership for this team was 92%.

The average time to complete a urine pregnancy test went down by 44%, from 10.5 minutes to 5.8 minutes.

Keys to Success

Having a strong local leadership presence and partnership is crucial for maintaining employee well-being. Two important factors in well-being are preventing burnout and feeling empowered by leadership. To achieve this, meetings were facilitated by local nurse leaders who established a shared purpose and focused on maintaining healthy relationships within the team. The implementation process was structured and supported, with follow-up by the same nurse leaders. To ensure sustainability, periodic data collection was conducted to monitor progress, and feedback on any barriers or process variations was addressed in real-time.