

Improving Nurse Perception of Recognition On the Spot.

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Improving Nurse Perception of Recognition On the Spot

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Background & Purpose

- Registered nurse (RN) retention is an ongoing concern due to enduring nursing shortages and high turnover rates (Hayes, L., et al., 2006)
- While LVHN has ongoing hospital-wide nurse retention initiatives, the PICU and Pediatric Unit did not have organized nurse retention strategies

PICO

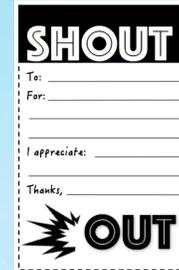
- For registered nurses (RNs) working in the Pediatric Intensive Care Unit (PICU) and Pediatric Unit, does implementation of individual praise and recognition cards, by comparison to pre-implementation, improve nurses' perception of the recognition of their individual efforts by nurse colleagues and management?

Evidence

- "At the nursing unit level, high turnover affects the morale of nurses and the productivity of those who remain to provide care." (Hayes, L., et al, 2006, p. 237)
- Recognition is important to promote nurse retention (Hinson, T., & Spatz, D., 2011)
- Meaningful recognition may increase compassion satisfaction, positively impact retention, and elevate job satisfaction (Kelly, L., et al, 2015)
- In a study of nurse retention at an academic Magnet® hospital, nurses reported receiving immediate praise and recognition from peers and management as a top intervention to improve praise and recognition (Buffington, A., et al, 2012)

Methods

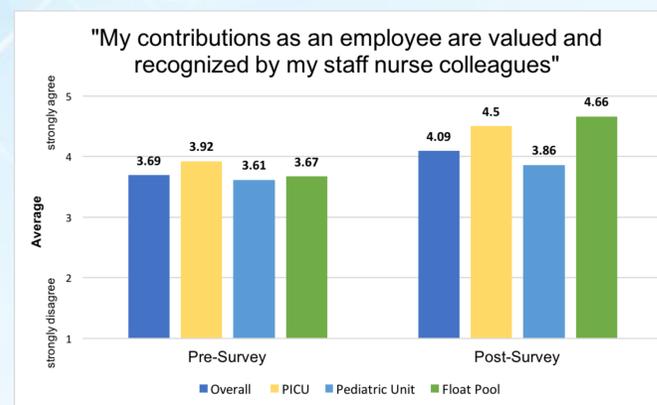
- Focus group formed to understand unit-specific RN retention
- Pre-Survey distributed to all PICU, Pediatric & Children's Specialty Float Pool RNs
 - Pre-Survey questions addressed the following: Demographics, job priorities, opinions on work environment, intention to stay in current position
- Implementation of individual "On-the-Spot" recognition
 - 50 recognition cards distributed to each units' break rooms with instructions and supplies
 - Further education on card use through emails and at monthly unit meetings
- Post-Survey distributed to all PICU, Pediatric & Children's Specialty Float Pool RNs regarding "On-the-Spot" recognition card program



Mitchell, M. (2017). Shout Out Card [Image].

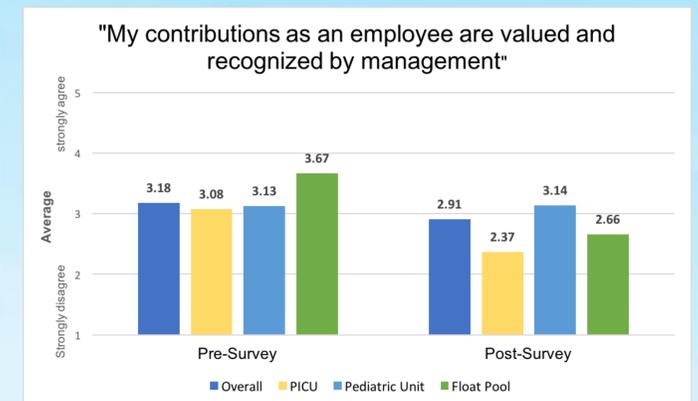
Results

- Pre-Survey: 57% response rate (49 returned of 86 distributed)
- Post-Survey: 38% response rate (33 returned of 87 distributed)
 - 33% (11 of 33) of respondents reported use of recognition cards
 - 8 RNs reported giving recognition cards to colleague(s)
 - 7 RNs reported receiving recognition card(s)
- PICU, Pediatric and Children's Specialty Float Pool RNs noted improved peer recognition for individual contributions



Barriers

- Number of cards utilized for recognition not tracked
- Low pre-survey and post-survey response rates
- Low RN colleague participation rates in "On-the-Spot" recognition card use and limited to no management use of recognition cards
- Impact of multi-month vacant management positions (coverage by other units' leadership) on RN perception of nursing leadership engagement in PICU & Children's Specialty Float Pool



Next Steps & Lessons Learned

- Use of pre-survey results by PICU's and Pediatric Unit's committees in current and future initiatives
- Sharing project results with network-wide retention committee
- Continuation of the "On-the-Spot" recognition program by the Units' reward and recognition committees
- Nurse retention requires a constant focus, with the engagement of both staff and leadership, using a multi-modal approach

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