

Healthcare Heroes: Perceptions of Colleague Recognition

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Healthcare Heroes: Perceptions of Colleague Recognition

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Background

Triggers: Studies show that implementation of unit-based reward and recognition increases positive perceptions of staff recognition, which can subsequently improve nursing job satisfaction and satisfaction with interdisciplinary relationships.¹

P – OHU/TOHU nurses and support staff

I – Unit-specific, interdisciplinary staff recognition

C – In contrast to no unit-specific, interdisciplinary staff recognition

O – Improved perceptions of interprofessional staff relationships and unit-specific staff recognition

PICO Question – For OHU/TOHU staff and associated cardiothoracic staff, does unit-specific staff recognition improve perceptions of interprofessional relationships and staff recognition as measured by pre- and post-intervention surveys?

Methods

Timeline: Collected initial data via email survey in December 2017; implemented Healthcare Hero poster on TOHU in March 2018, and on OHU in April 2018, monthly winner chosen and posted on respective unit board, winner recognized at monthly staff meetings; post-survey issued May 2018.



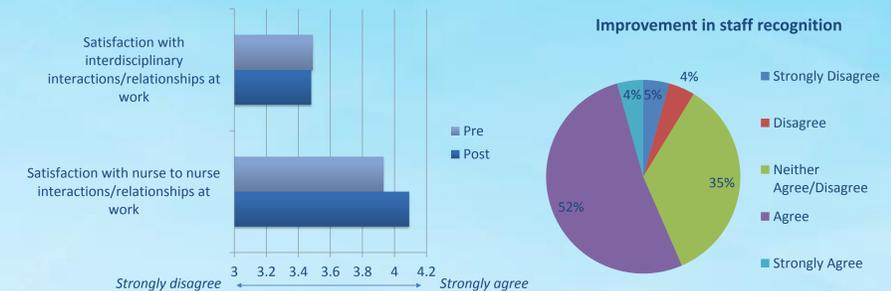
- Pre-survey assessing OHU/TOHU staff satisfaction
- Implement a bulletin board in public space on both units to allow staff recognition / nominations
- Begin staff recognition program March 2018 on a month to month basis
- Meet as a committee to review nominations each month and select a recipient for Healthcare Heroes recognition pin
- Send out post-survey regarding staff satisfaction and perceptions of staff recognition
- Continue reviewing nominations and selecting monthly staff to be recognized

Evidence

- **Nursing dissatisfaction has been linked to lack of recognition** of unique skill sets, as well as increased burnout, dissatisfaction, and health problems among staff.⁵
- **The absence of meaningful recognition** by management contributes to decreased perception of coherence among unit staff, which **negatively impacts autonomy and mental health.**⁴
- **Nurses value feedback from team members** about how they function within the care team, and are more satisfied when there are opportunities for recognition and interdisciplinary feedback.²
- **Positive reward** has been noted to **increase nursing commitment to the workplace and motivation** to perform at a higher level.⁵
- **Public recognition** of staff members for exceptional work **“reinforces those actions and behaviors that patients, families, and colleagues truly value.”**¹
- **Correlation has been identified between “compassion measures”** – such as staff recognition – and **hospital ratings** as measured by HCAHPS scores.³

Outcomes/Results

Outcomes of the “Healthcare Heroes” staff recognition program were measured using pre- and post-intervention surveys distributed to participating staff via email. The results indicate an overall improvement in staff satisfaction regarding recognition and relationships at work. However, post survey results were limited due to a decline in the number of participants.



Conclusion

The positive impact of establishing a unit-based platform for professional recognition on OHU/TOHU staff is evidenced by the recipients’ reactions. One TOHU Healthcare Hero expressed gratitude for the recognition on social media, saying “This appreciation came at the best time... So thankful for all the talented nurses I get to work with everyday, you guys rock!” Survey results indicated no significant change in coworker relations, but improved overall acknowledgement in the workplace. The recognition program will continue on a month to month basis on OHU and TOHU as of May 2018.

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