

Meaningful Recognition to Mitigate Emergency Department Nurse
Burnout and Turnover Intention
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On my honor I pledge that I have neither given nor received any unauthorized assistance on this paper.
3/16/21, Leiandie Hulet

Abstract

Purpose: This quality improvement (QI) project evaluated the effect of meaningful recognition through a multi-modal approach on burn-out and turnover intention scores in ED nurses. This multi-modal approach included unit-based awards, a kudos boards, and the Daisy Award (virtual ceremony).

Methods: A pretest-posttest design was performed to compare burn-out and turnover intention data at baseline and after the implementation of meaningful recognition during a 12-week period. The outcome variable statistical analysis included a dependent T-test (burn-out variable) and Wilcoxon Signed Rank test (turnover variable).

Results: A sample of 201 ED nurses participated in the QI project. After the implementation of meaningful recognitions, there was a statistically significant decrease in the emotional exhaustion component of burn-out (p-value 0.001, $p < 0.05$) and an unexpected statistically significant decrease in personal achievement (p-value 0.001, $p < 0.05$). There was no statistically significant difference between the pre- and post- turnover data ($W=5772.5$, p value=0.829, $p < 0.05$).

Implications: The results of this QI project revealed that a multi-modal approach to meaningful recognition decreased emotional exhaustion (component of burn-out). Post-intervention turnover intention did not increase or decrease but remained statistically unchanged. A multi-modal approach to meaningful recognition may be used to widely reach a targeted group. Future investigations should expand upon the findings of this QI project extended to other settings.