

Meaningful Recognition to Mitigate Emergency Department Nurse Burnout and Turnover Intention

Leiandie Hulet, DNPc, MSN, AGACNP-BC, RN, Deborah Baker, DNP, RN, CRNP, Rita D'Aoust PhD, RN, ANP-BC

Background

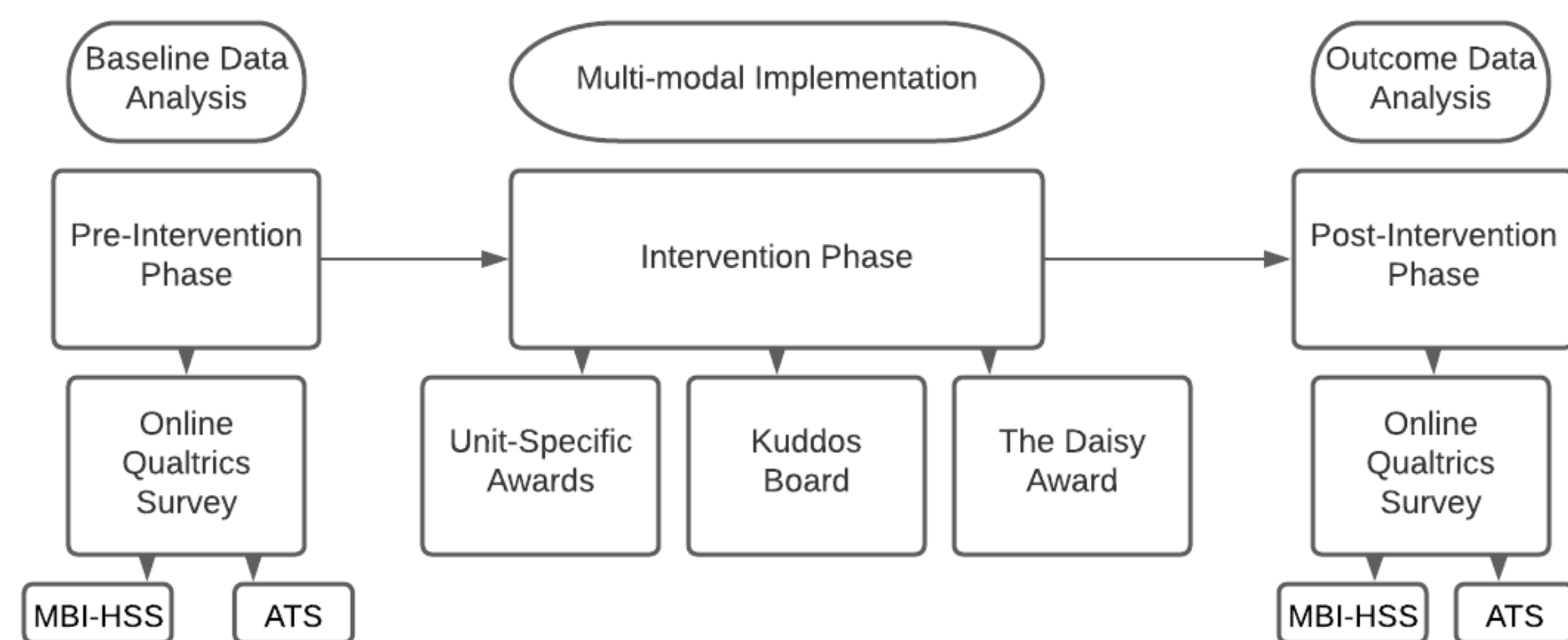
- Globally, 26% of surveyed emergency department nurses suffer from burn-out¹
- The significance is that burn-out is associated with increased turnover, organizational expenses, and decreased patient safety.^{1,2,3,4,5}
- The literature has revealed that meaningful recognition is effective in mitigating burn-out and turnover intention.^{1,2,3,4,5}
- However, there is a gap in the literature on the use of meaningful recognition in a multi-modal approach that includes virtual interventions.

Purpose and Aims

The 12-week project will evaluate the effect of multimodal meaningful recognition on the following outcome variables:

- Aim 1:** Burn-out scores using a validated pre- and post-assessment tool Maslach Burn-out Inventory Human Services Survey (MBI-HSS)
- Aim 2:** Turnover intention using a validated pre- and post-assessment tool Anticipated Turnover Survey (ATS)

Methods



Design: Pre- and Post- Interventional Design

Setting: Large Urban Hospital: Emergency Department. Named “#1 Busiest ER” in 2019 per Becker Hospital Review

Sample: N=201 full-time and part-time ER nurses. Ages ranging from 18 to 50 years old (83% female, 17% male).

Intervention: Multi-modal Meaningful Recognition (Unit-based awards, Kudos board, and Daisy Award)

Measures: Maslach Burn-out Inventory Human Services Survey (MBI-HSS) and Anticipated Turnover Survey (ATS)

Results

Statistical Analysis

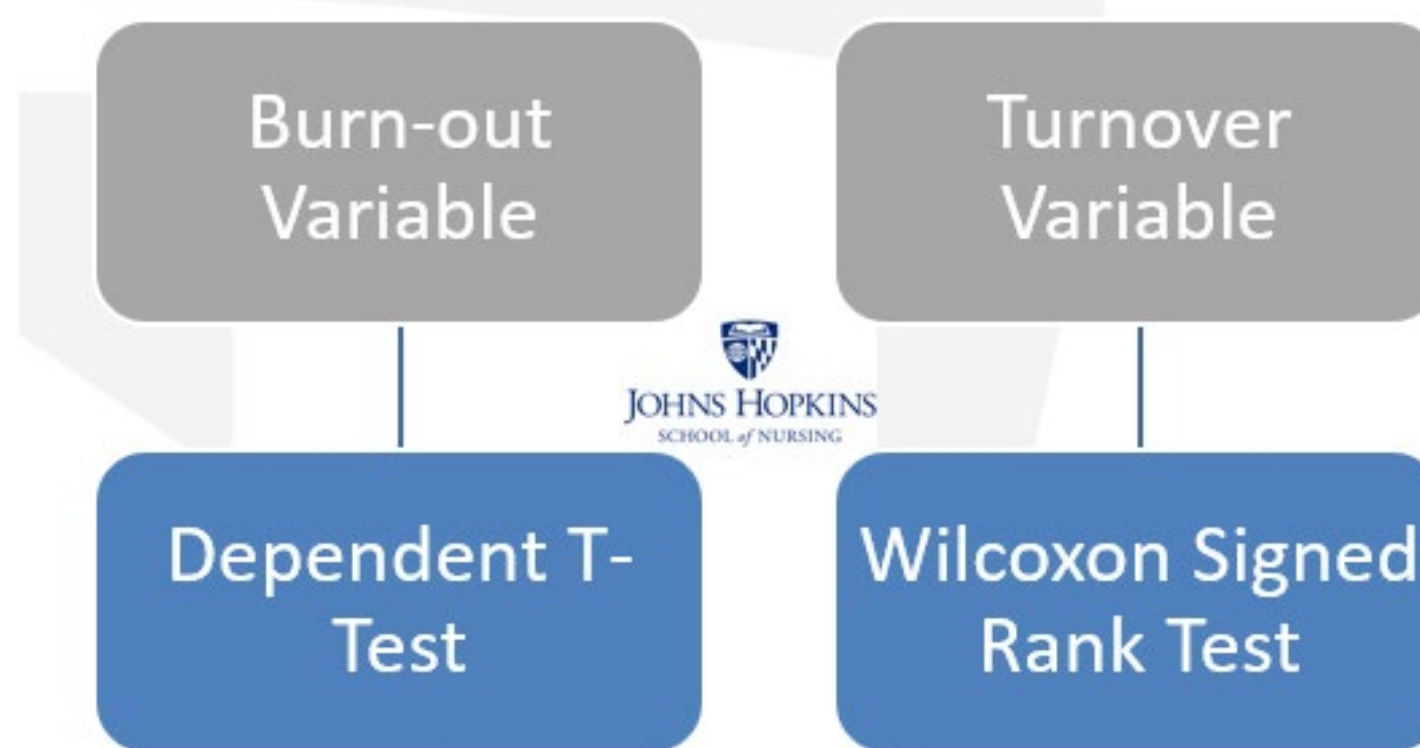


Figure 2.

Distribution of the burn-out level difference between pre- and post-intervention (Depersonalization)

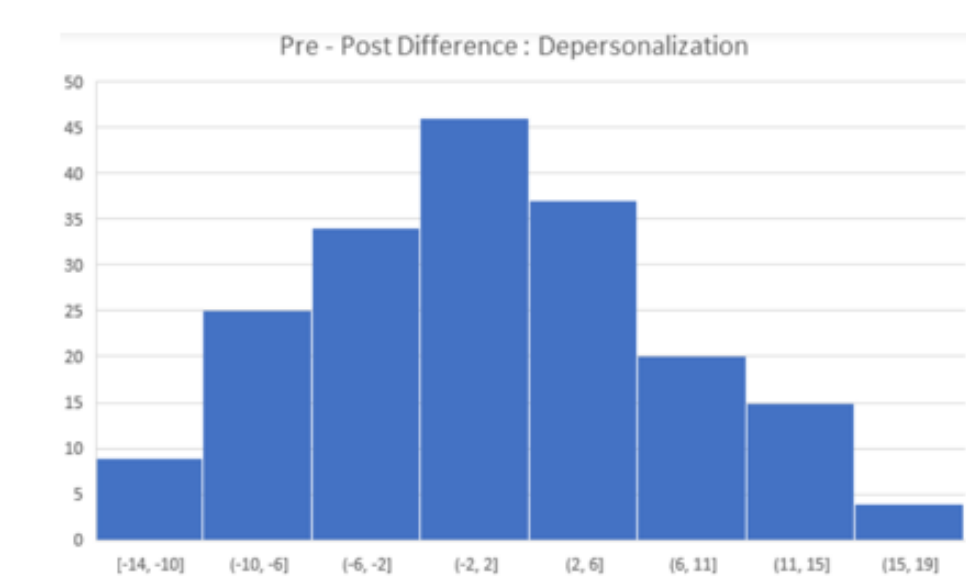


Figure 1.

Distribution of the burn-out level difference between pre- and post-intervention (Emotional exhaustion)

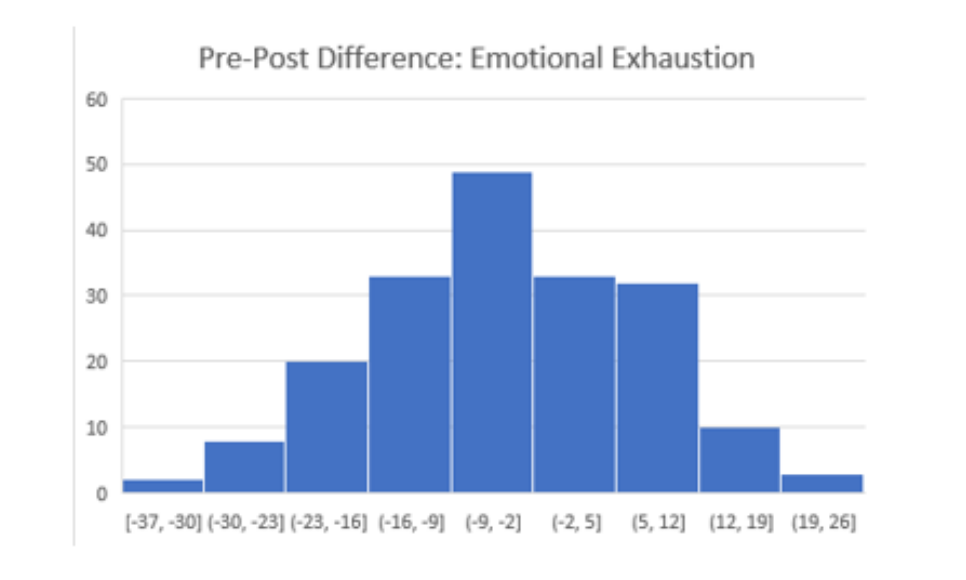


Table 1.

Baseline Characteristics of Participants

Demographic characteristics	(N=163)
Age, mean (SD)	28.19 (6.7)
Sex, n (%)	
Male	27(17)
Female	136(83)
Gender identity, n (%)	
Male	27(17)
Female	136(83)
Non-binary/3rd gender	0 (0)
Employment Status (%)	
Full-time	119 (73)
Part-time	44 (27)

SD=standard deviation

Figure 3.

Distribution of the burn-out level difference between pre- and post-intervention (Personal Achievement)

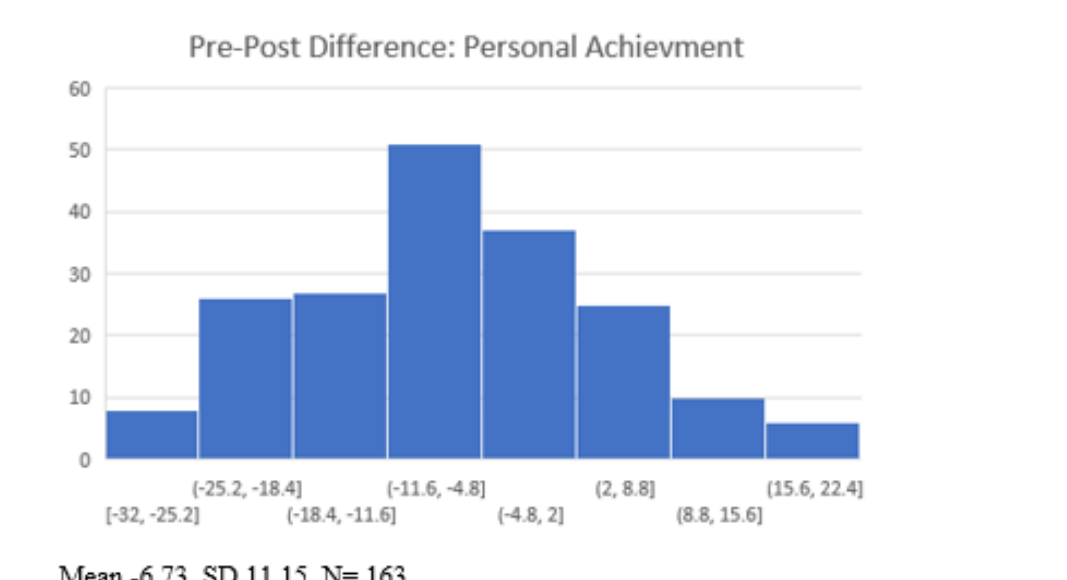
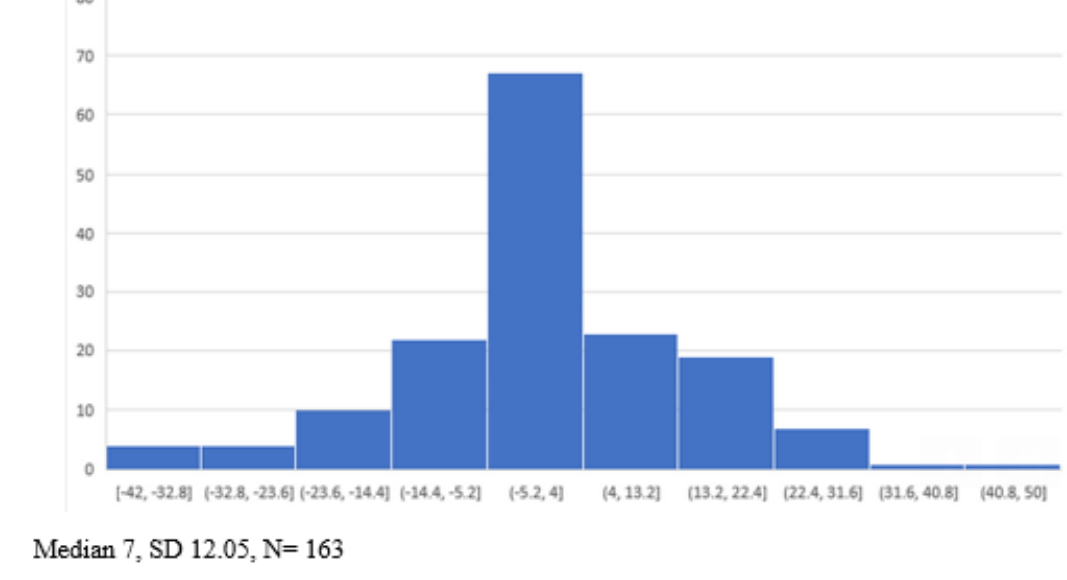


Figure 1.

Distribution of the Turnover Intention difference between pre- and post-intervention



Results

Aim 1:

Outcome Variable: Burn-out

- Statistically significant decrease in emotional exhaustion component (p-value 0.001, p <0.05)
- Unexpected statistically significant decrease in personal achievement (p-value 0.001, p <0.05)
- No statistically significant difference in high burn-out scores (p-value=0.379, p<0.05).

Aim 2:

Outcome Variable: Turnover Intention

- The percentage of turnover intention compared to baseline increased by 3.16 %.
- However, median Turnover score did not change from baseline (score of 7).
- No statistically significant difference between the pre- and post- turnover data (W=5772.5, p value=0.829, p<0.05).

Discussion

- Meaningful recognition was associated with decreased emotional exhaustion (component of burn-out).
- No statistically significant difference in Turnover Intention scores.

Limitations

- Global pandemic affecting normal operations
- Competing priorities resulted in decreased participation
- Non-traditional virtual execution

Strength

- Large sample size

Recommendations

- Investigate the role of virtual meaningful recognition
- Abbreviated evaluation tools

Conclusion

- Meaningful recognition decreased emotional exhaustion component of burn-out.
- There was no statistically significant difference in turnover intention.
- Literature supports decrease in all 3 components of burn-out and turnover.
- It is recommended to use a multi-modal approach.

References

- Adriaenssens, J., De Gucht, V., & Maes, S. (2015). Determinants and prevalence of burnout in emergency nurses: A systematic review of 25 years of research. *International Journal of Nursing Studies*, 52(2), 649-661. doi:10.1016/j.ijnurstu.2014.11.004
- Emergency Nurses Association. (2016, December). Executive Synopsis: Emergency Nurse Retention. Retrieved June 26, 2019, from https://www.ena.org/docs/default-source/resource-library/practice-resources/other/emergency-nurse-retention-executive-synopsis.pdf?sfvrsn=b8b1a708_4
- Hamdan, M., & Hamra, A. A. (2017). Burnout among workers in emergency departments in palestinian hospitals: Prevalence and associated factors. *BMC Health Services Research*, 17(1), 407-407. doi:10.1186/s12913-017-2356-3
- Jeong, L., & Kim, J. (2018). The relationship between intention to leave the hospital and coping methods of emergency nurses after workplace violence. *Journal of Clinical Nursing*, 27(7-8), 1692-1701. doi:10.1111/jocn.14228
- Jiang, H., Ma, L., Gao, C., Li, T., Huang, L., & Huang, W. (2017). Satisfaction, burnout and intention to stay of emergency nurses in shanghai. *Emergency Medicine Journal: EMJ*, 34(7), 448.