Background

- Globally, 26% of surveyed emergency department nurses suffer from burn-out.1
- 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

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 1.16%.
- 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