The Journey to High Reliability: Meaningful Recognition to Improve Nurse Engagement

Ivy Latoja Pacis, MSN, MHA, RN, NE-BC, CPHQ, CCRN-CMC, Cohen Scholar

Rita D'Aoust, PhD, RN, ANP-BC; Deborah Baker, DNP, MSN, RN, ACNP, NEA-BC; Sheila Bryson-Eckroade, RN, BSN, MEd, NEA-BC

Johns Hopkins School of Nursing and the United States Department of Veterans Affairs

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Background

➢ Nursing excellence exists and hardwired across organizations with marked improvements in their critical metrics that impact patient experience, patient, and employee safety outcomes.
➢ Nurses are key in driving patient care, overall patient experience, and enterprise-wide transformation to becoming a high-reliability organization.
➢ High Reliability Organizations (HROs) have collective mindfulness about their environment with strong coordination and engagement of its people.
➢ An engaged nursing workforce leads to improved satisfaction scores, improved nurse engagement, decreased mortality rates, and improved nurse sensitive indicators.
➢ Less engaged nurses burned out and dissatisfied threatens the organization with higher medical errors, dissatisfied patients, high turnover rates, and higher healthcare cost.

Objectives

The purpose of this quality improvement project is to improve nurse engagement in the telemetry unit at a Veterans Affairs facility by implementing a meaningful recognition program through the VISN 5 HRO Coin of Excellence Award

AIMS

➢ **1:** Determine the effect of meaningful recognition on nurse engagement by evaluating the pre-and post-intervention survey results during the 12-week implementation of the project.

➢ **2:** Evaluate the effect of meaningful recognition to the top three actionable workplace elements identified in the pre-intervention survey by evaluating the pre- and post-intervention scores during the project's 12-week implementation

Methods

➢ **Design:** Pre and post intervention study
➢ **Setting:** 58-bed telemetry unit
➢ **Sample:** 39 out of 70 full time direct patient care nurses

Intervention

Delivered six 30-minute PowerPoint presentation sessions equally divided for day and nigh shift.
Information presented:
➢ All-Employee Survey (AES) nurse engagement baseline data
➢ HRO's three Pillars, five Principles, and seven Values
➢ Mechanics of the VISN 5 Coin of Excellence Award

Measures

➢ A mean composite score was created for seven of twelve questions from the Gallup Q12 nurse engagement survey to assess nurses' attitudes and perceptions, focused on the nurse's current work climate.

➢ The top three workplace actionable elements were the lowest scoring questions: "I know what is expected of me at work."; "I have the opportunity to do what I do best every day." and "In the last seven days, I have received recognition or praise for doing good.".

Results

AIM 1
➢ Median pre-intervention score: 7
➢ Median post-intervention summary score: 35
➢ Overall, there was a median 28-point improvement, a statistically significant nurse engagement improvement (*p-value*= <.001)

Nurse Engagement Median Score
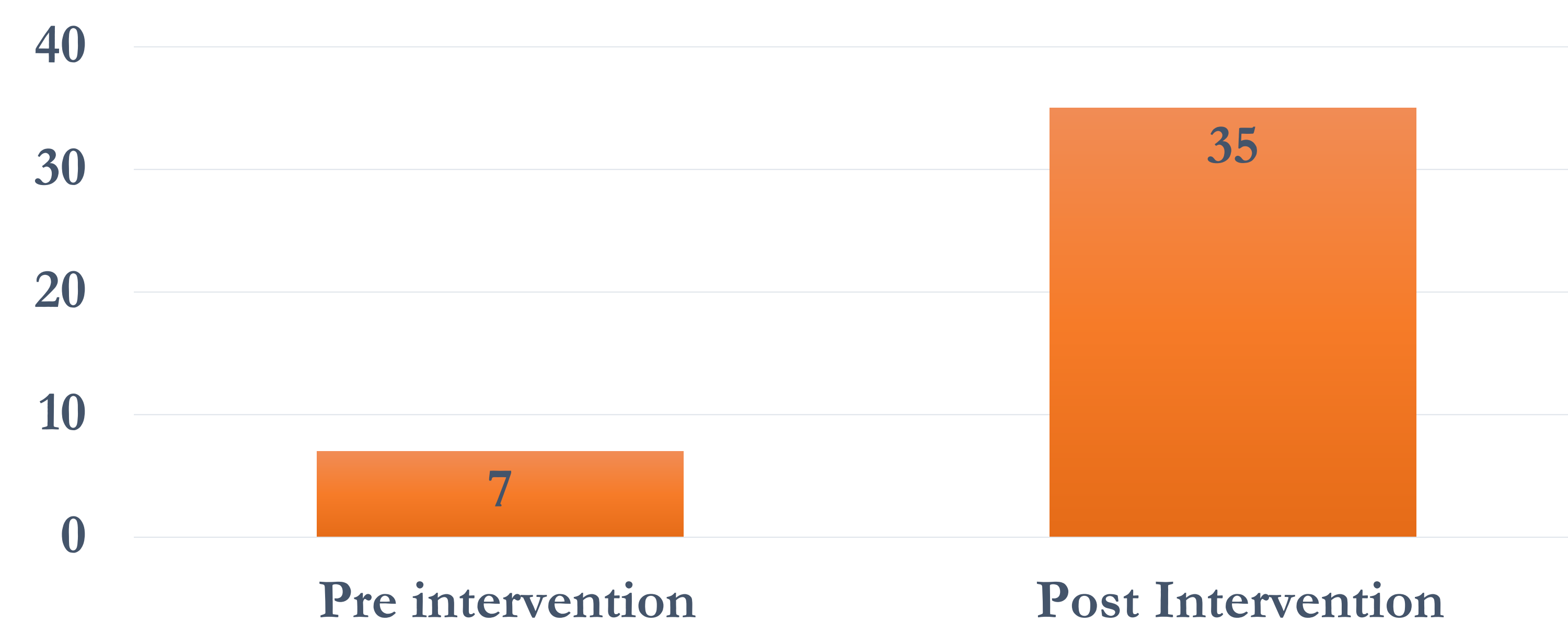
## Results

AIM 2
➢ Median pre-intervention summary score: 1
➢ Median post-intervention summary score: 5.
➢ The difference in pre and post intervention scores showed statistically significant improvement in nurses' perception (*p-value*= <.001) of the top three actionable workplace elements.

TOP THREE ACTIONABLE WORKPLACE ELEMENTS

	Recognition	Encouragement	Opportunity
Pre intervention	1	1	1
Post Intervention	5	5	5
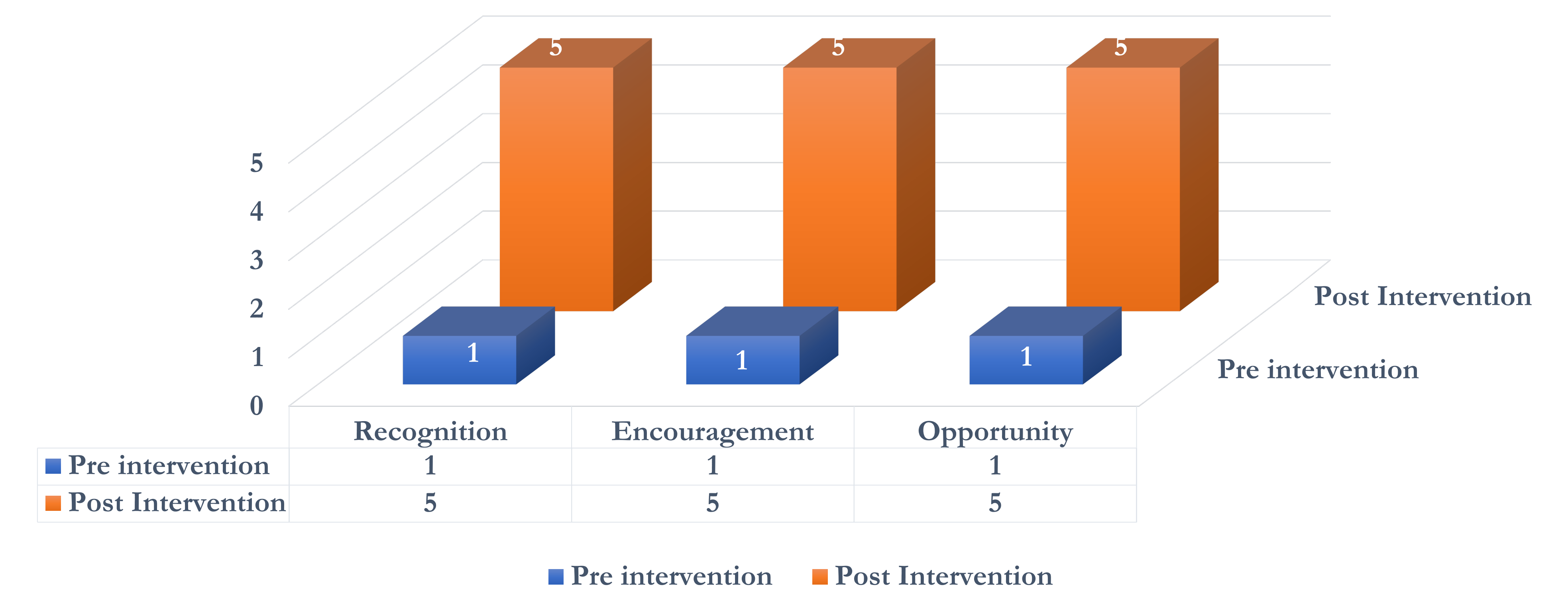
Conclusion

Meaningful recognition:
➢ can significantly improved nurse engagement
➢ can positively impact nurse's perception on the top three actionable workplace elements.
➢ can be used as one of the foundational approaches to succeed in pursuing the organization's journey to high –reliability
➢ must be actively employed to improve nurse engagement
➢ must be utilized to combat workplace priorities unique to an organization.

Findings:
➢ add to the growing evidence on meaningful recognition in mitigating poor nurse engagement and its associated effects
➢ remind organizations that meaningful recognition has implications on healthcare care challenges linked to the growing global nursing engagement issue.
➢ encourage organizations to develop a meaningful recognition program to reconnect nurses to their enthusiasm.