Background & QI Project Purpose

- Nursing turnover rates are at an all-time high of 27.1%.
- Turnover can cost hospital systems up to $9.0 million per year.
- Turnover is directly related to nursing job satisfaction.
- RN job satisfaction is multifactorial including workplace environment and communication satisfaction.

To evaluate the effect of a twice-daily interdepartmental patient care huddle on nursing communication and job satisfaction in a rural labor and delivery unit.

Aims

1. To improve participant satisfaction with communication on the unit.
2. To determine whether nurse job satisfaction improves from baseline.
3. To assess implementation feasibility within medium-sized, rural community hospital labor & delivery units.
4. To evaluate the differences in attendance between day shift and night shift.

Evidence – Based Intervention

- Huddles are brief interprofessional meetings done prior to the initiation of patient care or after as a review of care.
- Studies have shown that Huddles improve communication, safety, and patient care.
- Limited research exists if huddles can improve nurse job satisfaction.

Methods

- Design: A dependent pre- and post-test quality improvement project.
- Procedure: Twice daily brief interprofessional Huddle, led by the charge nurses and nurse-midwives.
- Measures:
  - TeamSTEPPS – Teamwork Perceptions Questionnaire (T-TPQ)
  - Nursing Workforce Satisfaction Questionnaire (NWSQ)
  - Huddle Checklist – Descriptive Statistics

Results

- AIM 1: Clinically, but not statistically significant improvement in communication scores.
- AIM 2: Improvement in all other teamwork perceptions scores (T-TPQ) – lower scores equate to higher satisfaction.
- AIMs 3 & 4: Attendance, huddle occurrence & component completion more consistent on day shift vs nights.

Evidence – Based Intervention


Key References