

Increasing Nurse Job Satisfaction Through the Use of Patient Care Huddles

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Background & QI Project Purpose

- ❑ Nursing turnover rates are at an all-time high of 27.1%⁶
- ❑ Turnover can cost hospital systems up to \$9.0 million per year⁶
- ❑ 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

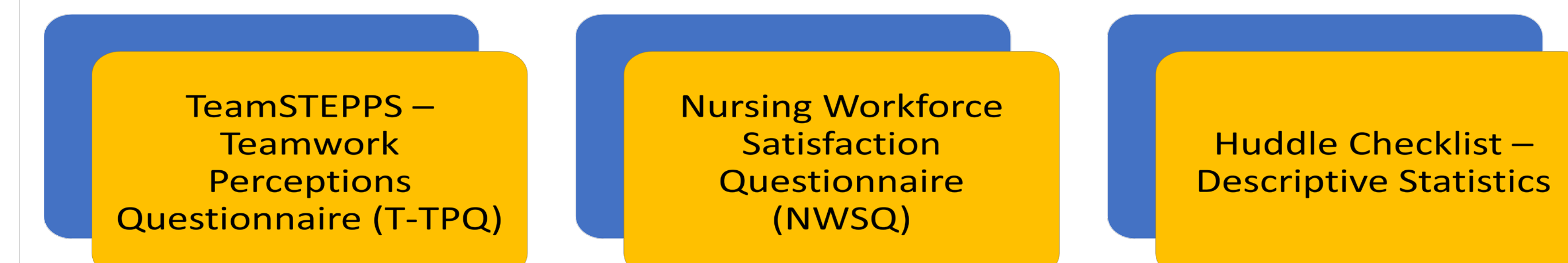
1. To improve participant satisfaction with communication on the unit
2. To determine whether nurse job satisfaction improves from baseline
3. To assess implementation feasibility within medium-sized, rural community hospital labor & delivery units
4. To evaluate the differences in attendance between 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.¹
- ❑ Studies have shown that Huddles improve communication, safety, and patient care^{2,3,4,5}
- ❑ Limited research exists if huddles can improve nurse job satisfaction

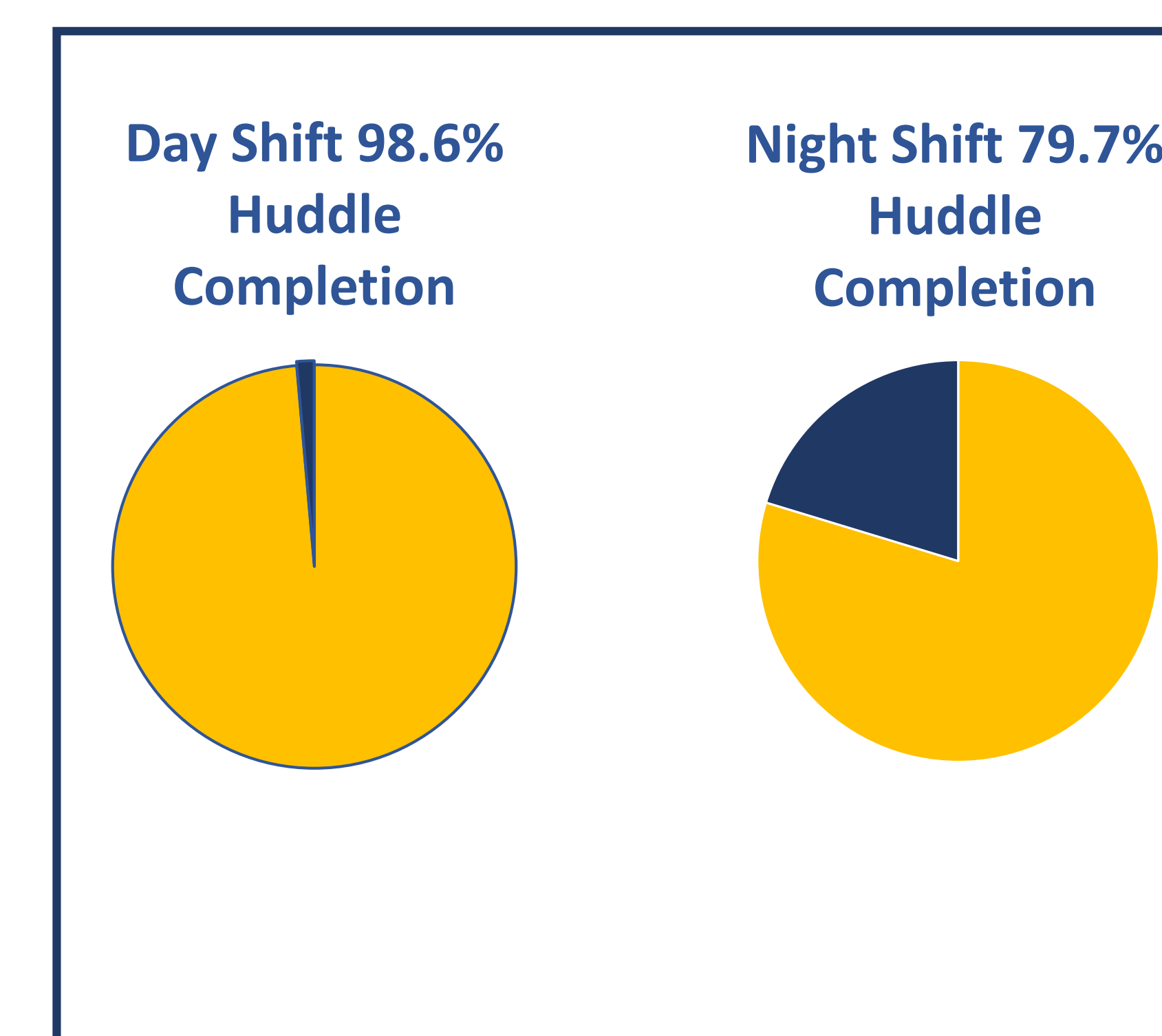
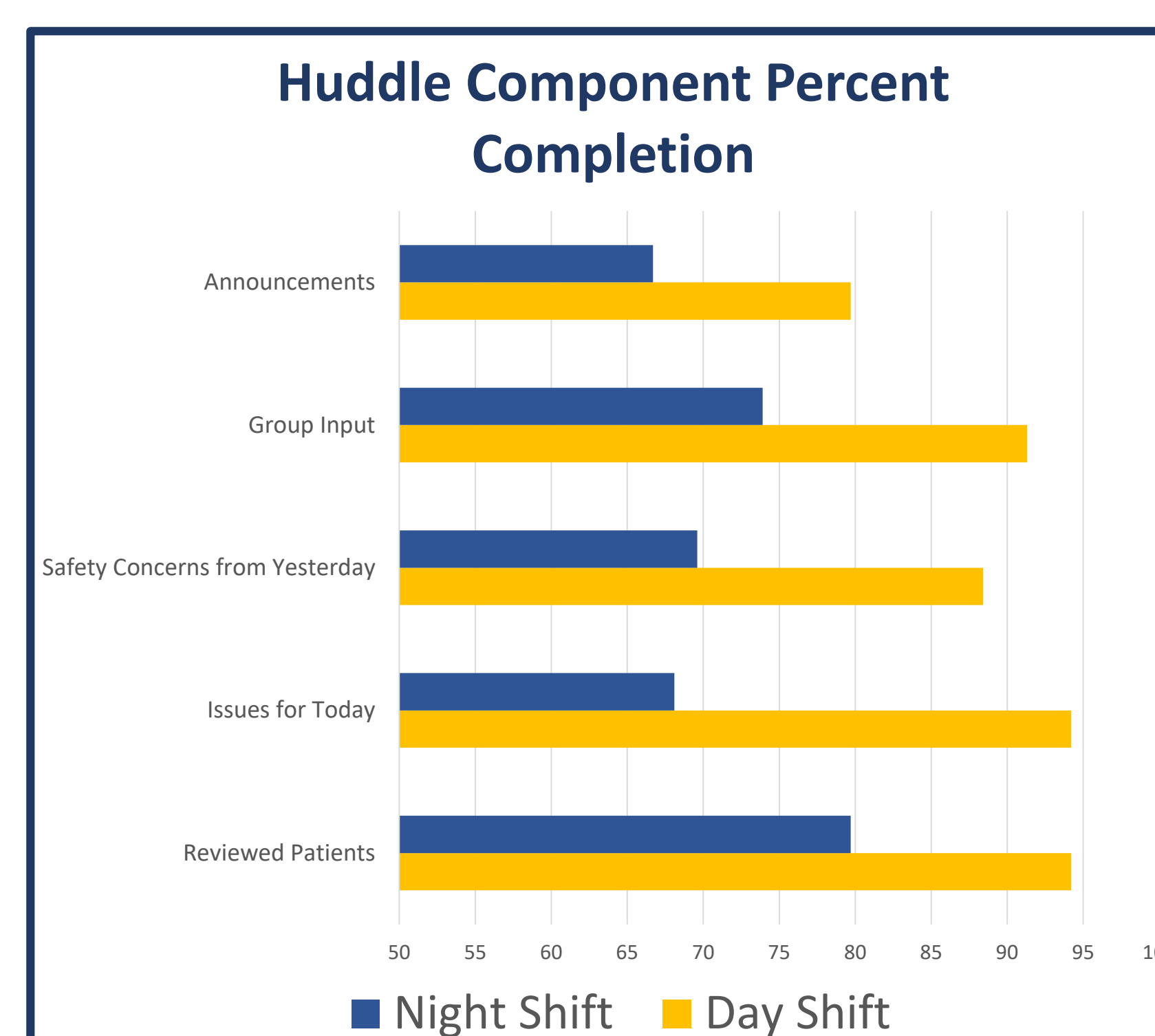
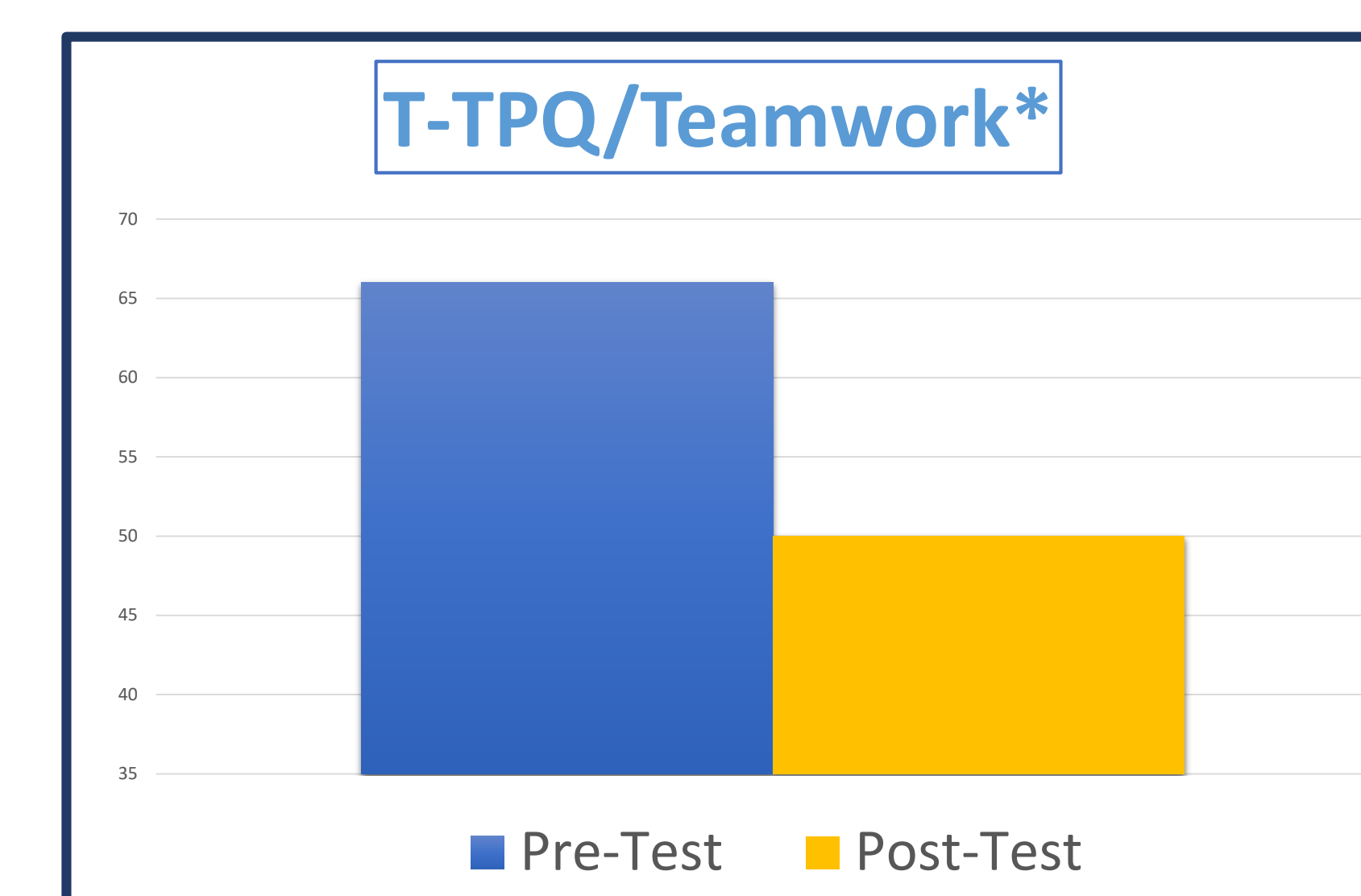
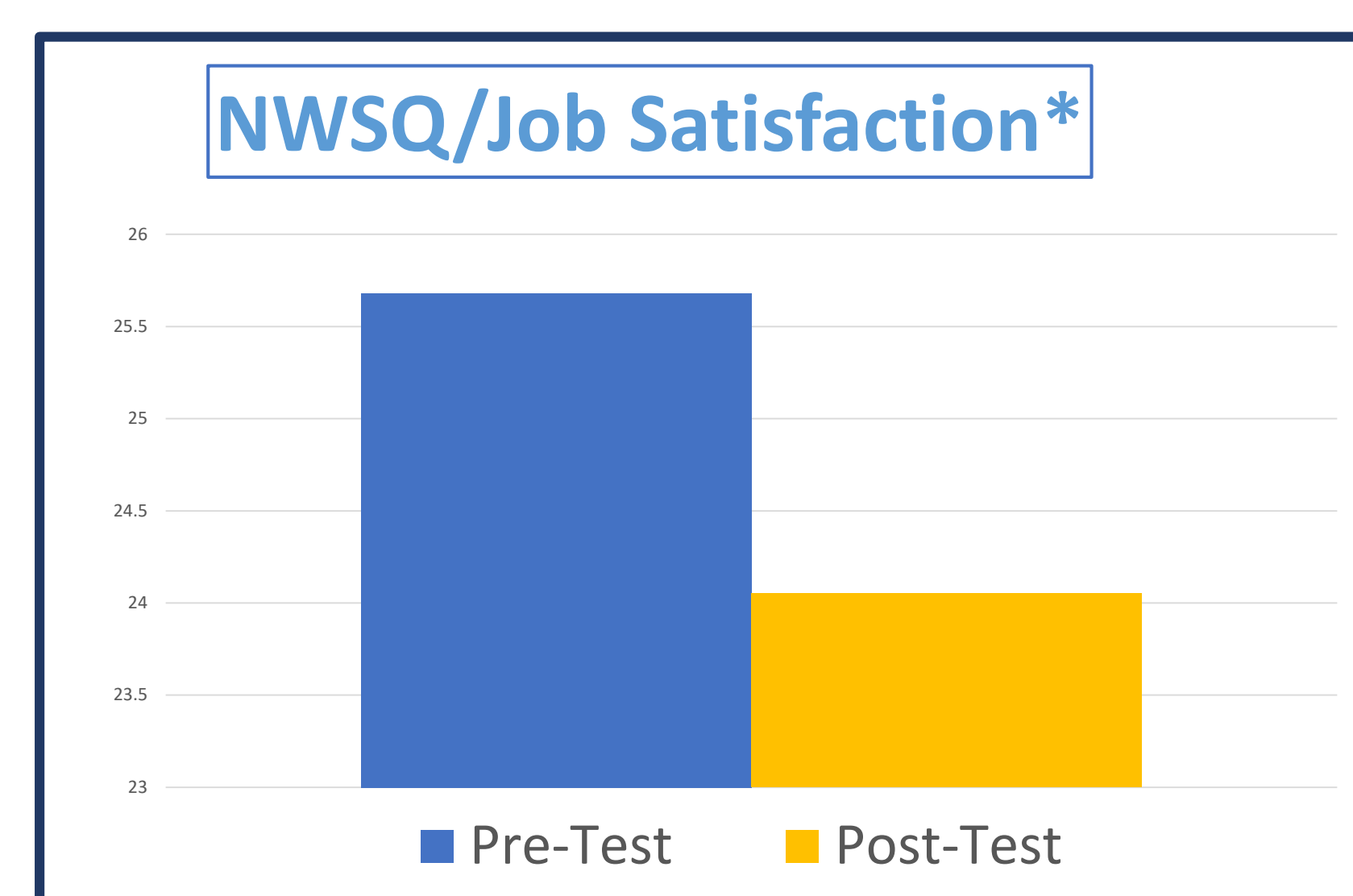
Methods

- ❑ **Design:** A dependent pre- and post-test quality improvement project
- ❑ **Setting:** 6-Bed LDRP Unit in a medium-sized, rural hospital in Virginia.
- ❑ **Sample:** All employed Birth Center nurses, certified nurse-midwives and other providers from Sept. 2021 to Dec. 2021.
- ❑ **Procedure:** Twice daily brief interprofessional Huddle, led by the charge nurses and nurse-midwives.
- ❑ **Measures:**



Results

*Decrease in scores indicates an improvement



Results

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

Limitations

- ❑ Loss of potential data due to unmatched pre- and post-tests
- ❑ NWSQ sub-components not individually evaluated
- ❑ Newly implemented midwifery service may have inflated results
- ❑ COVID-19 effects on staffing

Conclusions

- ❑ Nurse job satisfaction was complex prior to the Covid-19 pandemic
- ❑ There is an urgent need for understanding and implement changes to improve nurse job satisfaction
- ❑ This QI project added to the existing body of knowledge by demonstrating that Huddles can influence nurse job satisfaction, regardless of improvement in communication scores

Key References

- ¹Agency for Healthcare Research and Quality (AHRQ) (2017). Daily Huddles. Maryland. AHRQ Pub. No. 16(17)-0019-4-EF.
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- ³Franklin, B. J., Gandhi, T. K., Bates, D. W., Huancahuari, N., Morris, C. A., Pearson, M., . . . Goralnick, E. (2020). Impact of multidisciplinary team huddles on patient safety: A systematic review and proposed taxonomy. *BMJ Quality and Safety*, 29(10), 844-853.
- ⁴Goldenhar L., Brady P, Sutcliffe K., & Muething, S. (2013). Huddling for high reliability and situation awareness. *BMJ Quality & Safety*, 22, 899-906.
- ⁵Green, S., Markaki, A., Baird, J., Murray, P., & Edwards, R. (2020). Addressing healthcare professional burnout: A quality improvement intervention. *Worldviews on Evidence-Based Nursing*, 17(3), 213-220.
- ⁶NSI Nursing Solutions, & Inc. (2022). National Health Care Retention & RN Staffing Report. www.nsinursingsolutions.com.