Optimizing Patient Outcomes By Motivating Staff Through an Initiative Called B+

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What

Early 2015, UF Health Jacksonville staff established an innovative initiative called the B+ committee. The committee’s name is a play on the blood type; their goal is to enhance collaboration and culture change in their work environment utilizing positivity as a driving force.

Why

The B+ committee aligns with UF Health Jacksonville nursing strategic plan to improve patient and employee satisfaction and to promote a safe, healthy work environment; engaged employees contribute to the organization’s mission and vision, ultimately influencing strategic goals like the aforementioned.

How

The B+ committee is directed by bedside RN’s, however all emergency department staff are welcome and encouraged to participate. This committee meets monthly to present and discuss various topics, generating ideas and potential action plans relative to departmental opportunities for improvement. The facilitation and implementation of such is accomplished through the assistance of the department’s nursing manager and director.

Another role of this committee is to recognize and celebrate staff members demonstrating patient- and family-centered care and/or hospitable behaviors amongst one another. Utilizing an established organizational tool, Applause, staff can receive recognition from their peers, patients, or family members. To promote consistency and fairness, staff earn one point for Applause nominations submitted by peers and two points for those submitted by patients and/or family members during the applicable month. The two staff members with the highest earned points for the month are recognized as Employee(s) of the Month. These staff members are awarded a with unit jacket and professional headshot in the main hallway.

So What?

The B+ committee’s impact on hospital goals and staff engagement and satisfaction is measurable. Each year, the hospital administers an employee engagement survey through a secure, anonymous tool facilitated by Press Ganey. Engagement results are represented through three tiers, with tier I signifying high engagement and tier III poor engagement. In 2015, this survey was administered and 70% of department responded as requested. Survey scores indicated that staff engagement improved from years prior, from tier III to tier II. Of note, this department’s engagement scores consistently came in as tier III for the three preceding survey years.

Now?

Since its creation in 2015, the B+ committee has expanded its role to now include coordinating scholarly and social events for staff. Quarterly social gatherings are organized to engage staff and strengthen departmental relationships; recent events have included, but are not limited to: dayshift versus nightshift kickball game, holiday potlucks, Valentine’s Day candy grams, and graduation beach parties. Bi-monthly meet-ups are also held off-campus for Article Club, where staff gather to review research articles for evidence-based practice translational opportunities within the department. Recently, the Article Club investigated hemolysis of laboratory specimens sent via a tube system. A core group was then established to identify means to mitigate the occurrence of this, as blood specimens with hemolysis may result in delayed care or incorrect lab results for patients.

Conclusion

As many healthcare professionals know, the only constant in this industry is change. The B+ committee prides itself on embracing change and innovation to improve staff engagement and patient outcomes, thus promoting a healthier work environment for all.