Purpose of Project

- Promote effective communication between generations of nurses
- Promote professional cross-generational respect among nurses

The Problem

- Occurrences of poor communication during patient handoffs, shift changes, and charting in the electronic health records (EHRs)
- The hospital’s “Culture of Patient Safety Survey” results revealed the nurses’ concern of lost information during handoffs and transition
- Nursing workforce challenges are poor retention of nurses, incivility, and a lack of professional respect
- Lack of professional respect from one generation to another related to nursing knowledge and clinical judgment reported by seasoned staff nurse

The Theory

Communication Accommodation Theory Model

Informational Workshops

- Presented workshops for nurses and managers
- Offered 2.5 CEUs for all nurses
- Supplied promotional pen/highlighter
- Presented objectives for workshops
- Administered 10 question Pre and Post test
- Utilized various teaching strategies
  - Power Point presentation
  - Informational handouts
  - Embedded videos and images
  - Socrative questioning
  - Small group work
  - Sharing time

Informational Poster Presentation

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The Problem

Informational Posters

- Average scores of a 10 question pre and posttest
- Post informational workshop surveys of nurses and nurse managers
- Exit interview with Quality Manager supported the findings of an increase in awareness and knowledge of generational characteristics among nursing workforce with the rebirth of professional respect.

Implications for Practice

- Multigenerational nurses need to be aware of generational differences in the workforce.
- The awareness must begin by educating nurses and nurse managers of generational differences.
- Education of generational differences can improve communication among multigenerational nurses.
- Professional respect among multigenerational nurses can be initiated through education.
- Ongoing opportunities to promote multigenerational awareness is needed for the development of professional respect among nurses.