

# Breaking Down Barriers in Multigenerational Nursing

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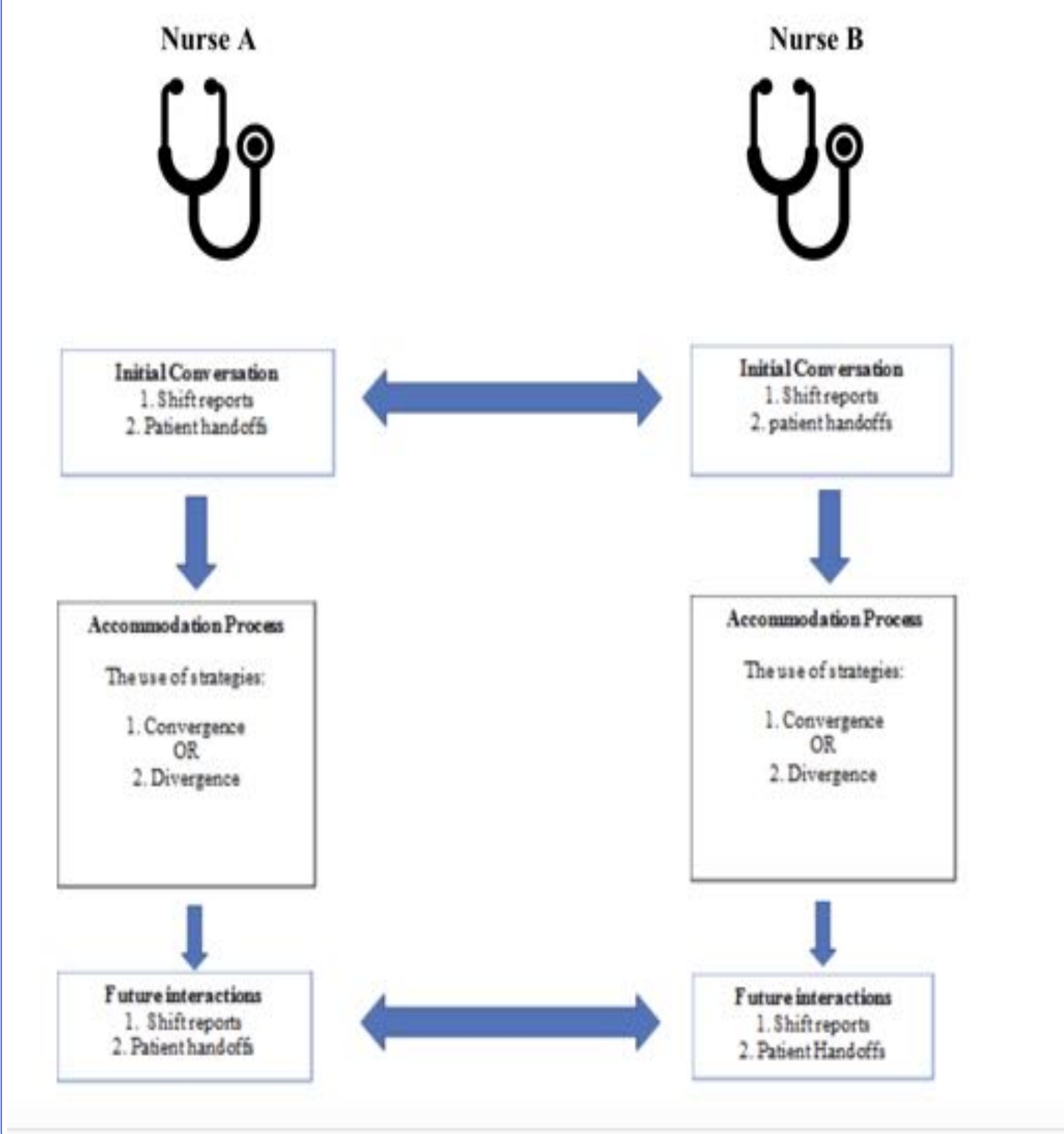
## Purpose of Project

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

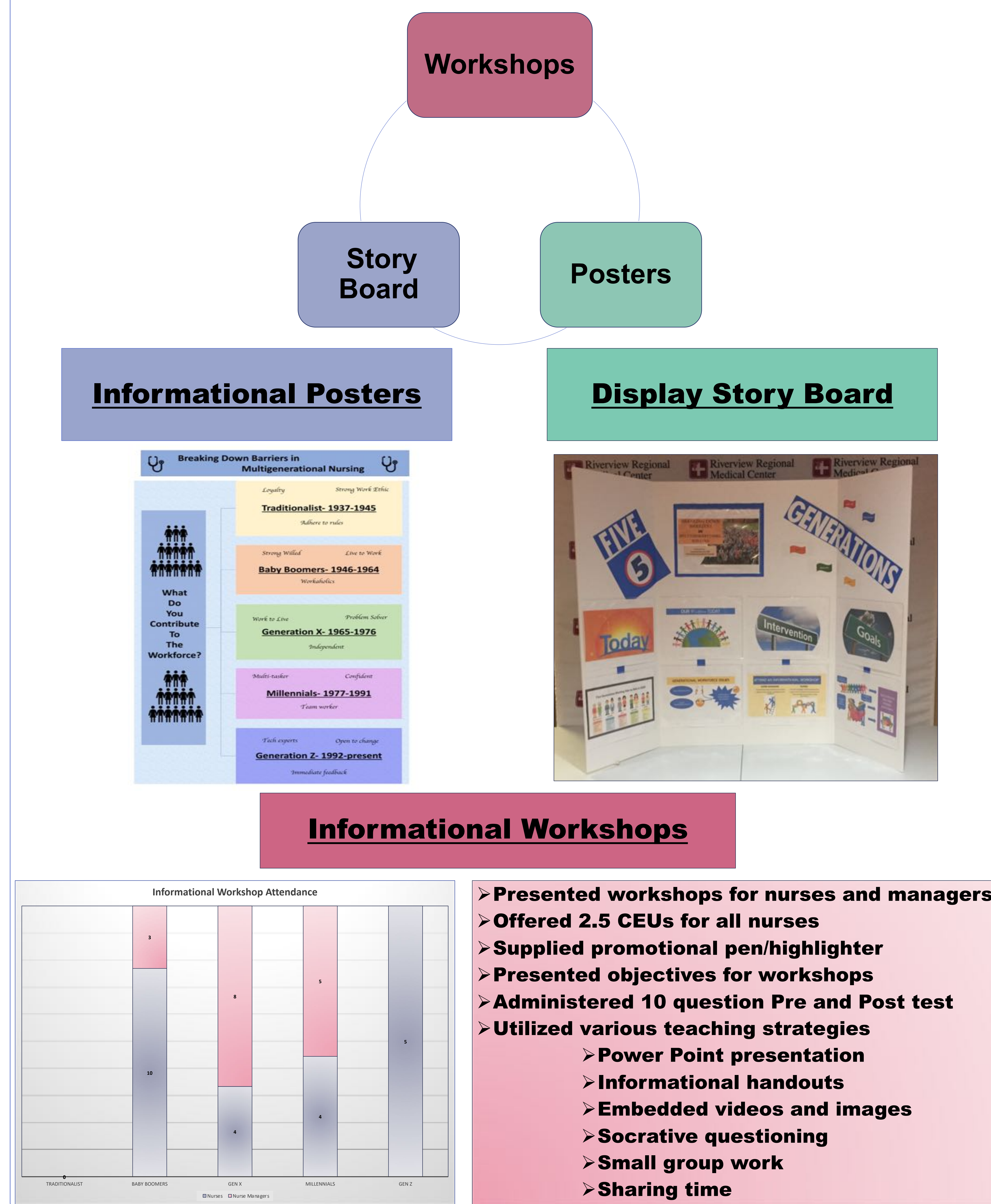
## The Problem

- 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 Accommodation Theory Model

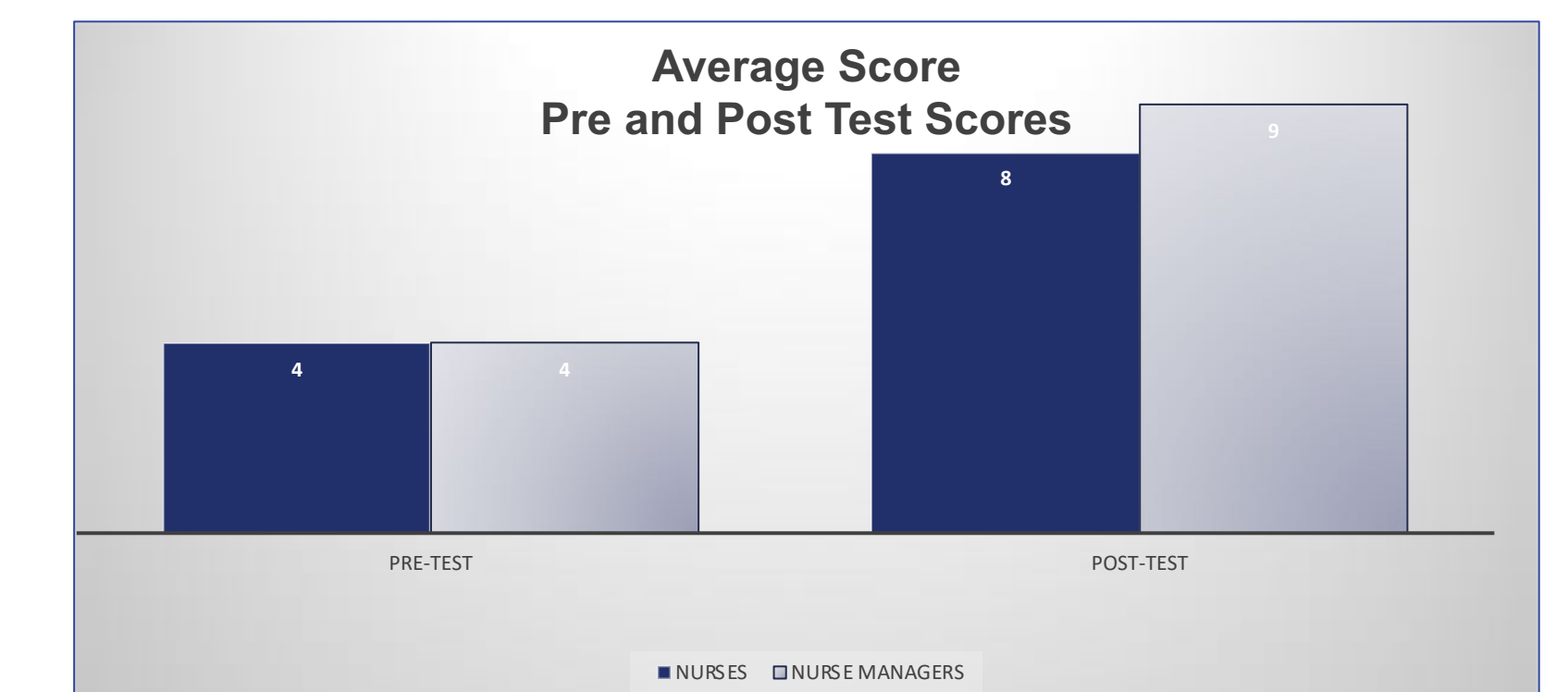


## Methods

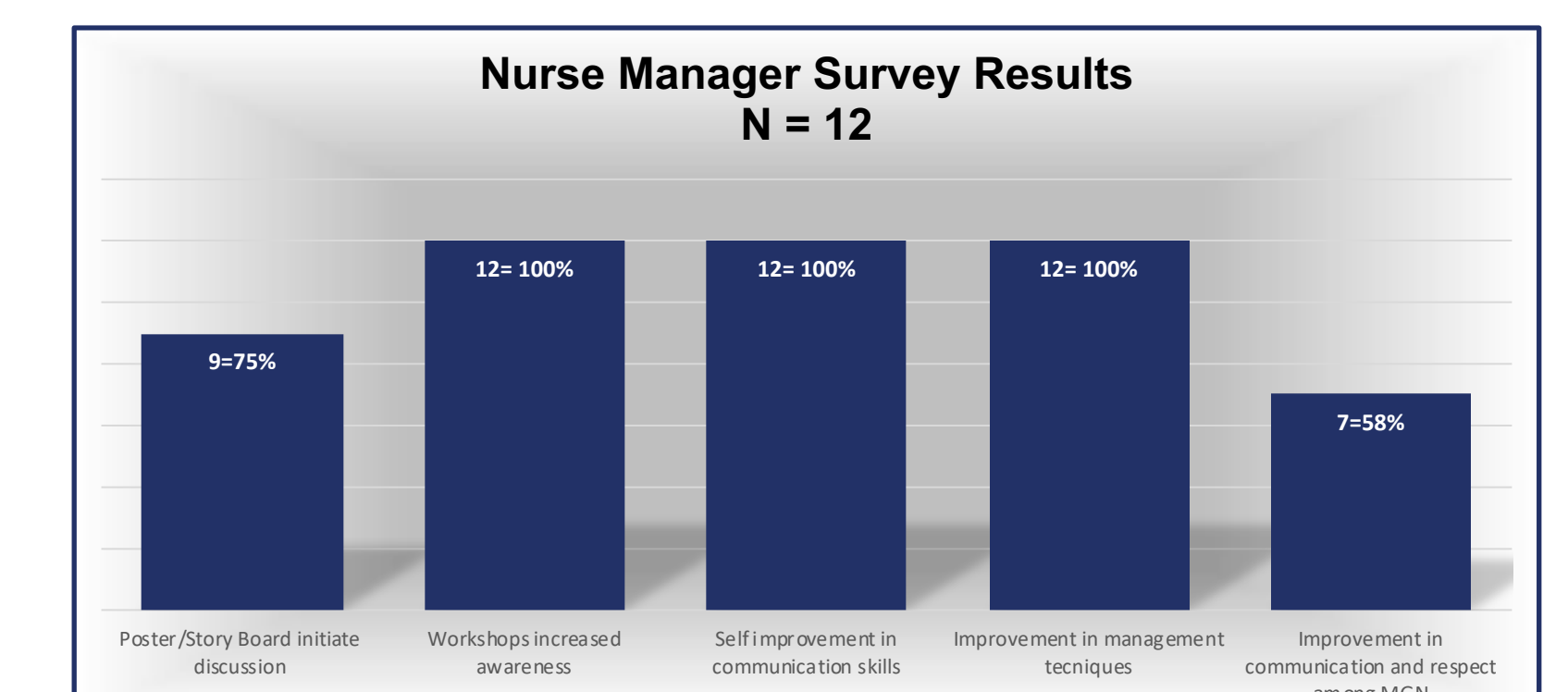
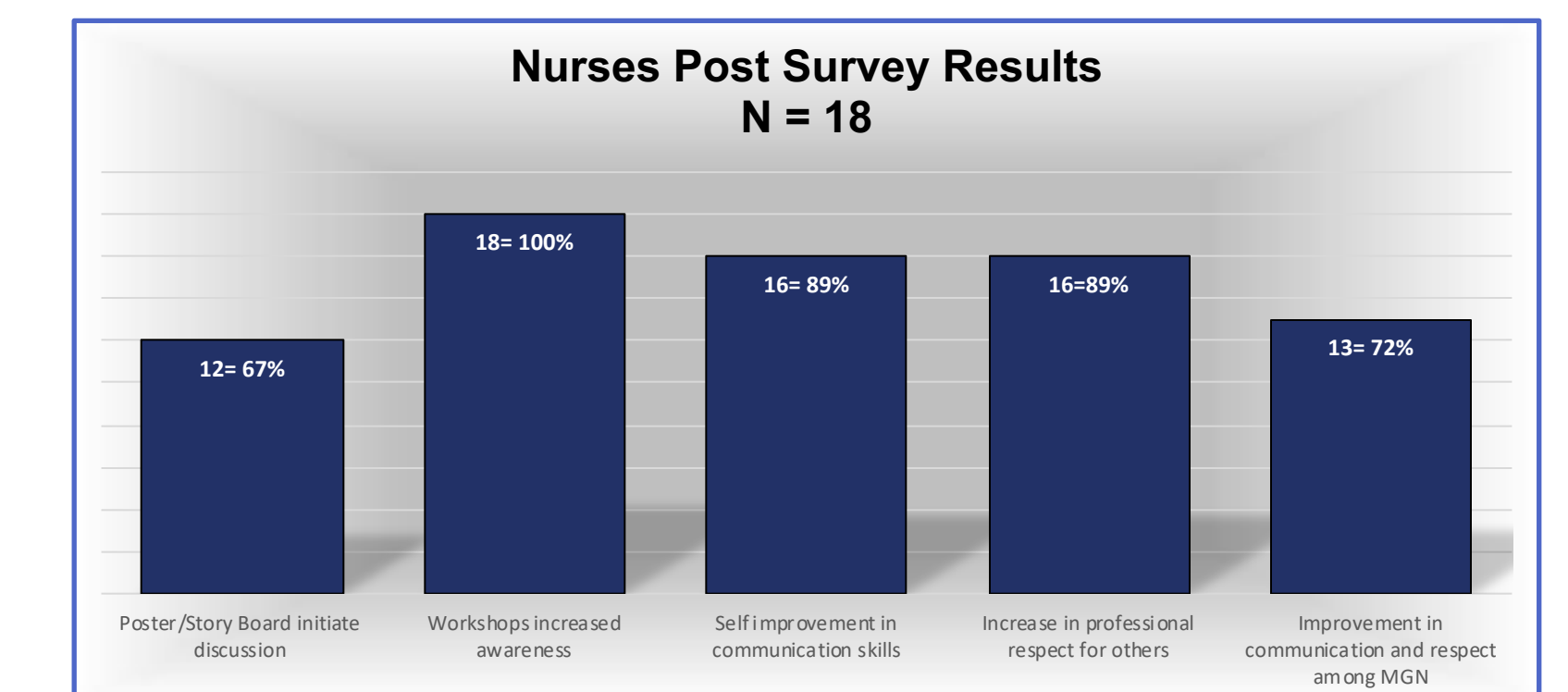


## Results

- 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.