

Creating Healthy Work Environments VIRTUAL 2021

Engaging Transformation

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Purpose: To effectively lead positive change from within

Methods:

Transitioning into a new work environment is like walking into a darkened, unfamiliar room with a blindfold on! The obstacles, people, and directions are simply unpredictable because it is new. This presentation examines one nurse's journey in a new facility and how she made a choice to implement Lewin's Change Theory to create a culture that leads with love.

In 2014, an experienced labor and delivery nurse joined a unit that, unbeknownst to her, had suffered division and an instability in leadership. This work environment led to disconnection, disengagement, and hostility.

That nurse worked through the difficult work environment without ever understanding the why behind the division. She eventually left and then returned eight months later as the childbirth educator and staff RN. Prior to returning, she weighed the challenges she experienced last time with the benefits of returning to a role she loved. She made the firm decision to return with the purpose of leading with love and breaking the silos.

Lewin's Change theory was enacted by embarking to understand the "why" behind how the team felt. She then worked on building trust and breaking the belief that new team members were a threat to the existing team. The team began to develop trust, connections, and value. As a work family who all believe in our mission of leading with love, we invested our time and efforts to connect, encourage each other, and pursue personal and professional growth together.

Results: As a result of the implementation of Lewin's Change Theory and enacting the Platinum Rule of caring for others the way you would want to be cared for, HCAHPS scores soared to their highest levels. This team shines and our patients have truly benefited from the engagement and passion we all put forth.

Conclusion: Managing is different than leading. In this case, this team wanted to know that they were valued and cared for. Caregivers give to everyone all the time. Then they go home and give some more. When they are at work, giving to others selflessly, it is a leader's responsibility to provide that same care and compassion to the team to promote positive change and growth.

Title:

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Keywords:

Engagement, Leadership and Love

Abstract Summary:

Transitioning into a new work environment is like walking into an unfamiliar room. The obstacles, people, and directions are unpredictable. This presentation examines one nurse's journey in a new facility and how she made a choice to implement Lewin's Change Theory to create a culture of love.

References:

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Author Summary: I am currently the Director of Women's Services and prior military. It has been my honor to inspire our team to pursue joy in their profession. During my career, I have obtained my BSN, MSN, RNC-OB, C-EFM, and am an instructor for intermediate and advanced fetal monitoring.