

## Creating Healthy Work Environments VIRTUAL 2021

### Cultivating Engagement Using Our Nursing Professional Practice Model

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#### **Purpose:**

Our robust nursing professional practice model (NPPM) depicts patient-centered, synergistic, and collaborative nursing care. Within the NPPM, there are three domains: knowledge structure, professional environment and care delivery system. Shared governance and differentiated practice reside within the professional environment domain that is based on principles of partnership, equity, accountability, ownership, clinician leadership, and expertise that form a culturally sensitive and empowering framework, enabling sustainable decisions to support excellence in inter-professional patient care. A strength of our shared governance structure is an annual system nurse clinician congress (SNCC) where a community of differentiated practice-level clinician leaders convene to strengthen their practice environment. In 2019, the SNCC goal was to enhance knowledge related to creating a healthy work environment (HWE) that is safe, empowering, and satisfying that enables nurses to provide the highest standards of compassionate patient care while being fulfilled at work. Information sharing during the SNCC created a grassroots effort related to strengthening the work environment of nurses.

#### **Methods:**

Nurse clinicians that had successfully advanced via the differentiated practice model as nurse clinician III's (NC III) both facilitated and collaborated in a grassroots initiative that specifically targeted work place violence (WPV). NC III's flourish and proactively work with multi-disciplinary teams to create a HWE. This collaborative effort focused on engaging NC III's in the creation of a HWE by improving nurse satisfaction, perception, retention, and knowledge through the creation of best practice guidelines targeting prevention, management, resources, and support for WPV events (ANA, 2019).

Facilitated by the differentiated practice committee chair, the NC III's joined forces with system-wide differentiated practice committee members to form work groups that contained three subgroups: pre-event, intra-event and post-event. Departments from within the system such as human resources, risk management, nursing quality and research supported the subgroups by providing data and resources.

The sub-groups independently completed literature reviews to acquire the most relevant information related WPV and met monthly to review findings and determine next steps. Electronic communication was reinforced by the creation of a community folder where all data was retrievable by task force members. Upon conclusion of the literature review, all groups continued their clinical inquiry by developing PDCA templates that required

definition of the problem supported by data, developing a smart goal and planning for a solution including implementation activities supported by the evidence.

**Results:**

A grassroots project that was developed from the SNCC actively utilized all domains of the NPPM to successfully develop actionable mechanisms to create a HWE by decreasing WPV within our organization while increasing engagement of nurse clinicians in a HWE initiative. The plan includes strong recommendations such as use of a WPV screening tool, streamlining WPV and de-escalation technique education, creating WPV first responders, creating a WPV toolkit and specific check-backs with employees that suffer WPV.

**Conclusion:**

This project demonstrates how shared governance, differentiated practice and clinical-inquiry are applied when system-wide stakeholders work together on a timely and meaningful project to develop a plan that is based on current evidence.

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**Title:**

Cultivating Engagement Using Our Nursing Professional Practice Model

**Keywords:**

Differentiated Practice, Nursing Professional Practice Model and Shared Governance

**Abstract Summary:**

A grassroots effort of nurse clinicians seeking to create a healthy work environment utilized all domains of the nursing professional practice model to create actionable items related to workplace violence.

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