Title:
Finding Resolutions to Common Core Challenges in Nursing Engagement

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Session Title:
Poster Presentations
Slot ( superslotted):
PST: Saturday, 18 March 2017: 7:30 AM-8:00 AM
Slot ( superslotted):
PST: Saturday, 18 March 2017: 9:45 AM-10:15 AM
Slot ( superslotted):
PST: Saturday, 18 March 2017: 1:30 PM-2:00 PM
Slot ( superslotted):
PST: Saturday, 18 March 2017: 3:45 PM-4:15 PM

Keywords:
Authentic Leadership, Collaboration and Engagement

References:

Abstract Summary:
Patients cared for by engaged nurses have better outcomes in their care. As nursing leaders it is critical to understand the factors that foster the work atmosphere needed for nurses to achieve and maintain high levels of engagement in their workplace.

Learning Activity:

<p>| LEARNING OBJECTIVES | EXPANDED CONTENT OUTLINE |</p>
<table>
<thead>
<tr>
<th>The learner will be able to discuss how education/collaboration sessions with primary physicians and nurses will provide the opportunities to establish professional collaborative relationships.</th>
<th>The learner will design an education session that will serve as a means to maintain education, reinforce staff knowledge, thereby, increasing competence and confidence of nursing staff and boosting physician confidence in staff, fostering open lines of communication.</th>
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</thead>
<tbody>
<tr>
<td>The learner will identify skills used in Crucial Conversations</td>
<td>The learner will role-play with scenarios designed to assist in team-building and RN-RN Interactions which help support conflict resolution.</td>
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<tr>
<td>The learner will integrate the Maslow Hierarchy of Inborn needs with corresponding Maslow Triangle of employee needs.</td>
<td>The learner will conclude that fulfilling the needs on one level of the triangle simplifies access to higher levels of the triangle.</td>
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**Abstract Text:**

Abstract: In a profession where it is crucial to be engaged, nurses may be the least engaged of all healthcare providers. As reflected in the research reviewed for this project, patients cared for by engaged nurses have better outcomes in their care. As nursing leaders it is critical to understand what factors foster nursing engagement and how we can create the work atmosphere needed for nurses to achieve and maintain high levels of engagement in their workplace. To better understand the basic factors that help facilitate a healthy work environment for nurses, the Maslow Hierarchy of Inborn needs was paired with a corresponding Maslow Triangle of employee needs to investigate the effects of evidence-based workshops on levels of nursing engagement. This quality improvement project was conducted in a large academic medical center that has 850-beds and a Level I Trauma Center in its third Magnet® designation status. The two top rated engagement challenges in the unit were identified through the National Database of Nursing Quality Indicators (NDNOI) survey. Selected staff development workshops were conducted along with the utilization of the evidence based Press-Ganey® Action Planning Tips Guide (Toolkit) which targeted specific engagement challenges. 32 nurses participated in this project. The effectiveness of the project and its impact on nursing engagement was measured by comparing responses pre- and post-workshops using Utrecht Work Engagement Survey (UWES). In addition the Practice Environment Scale of the Nursing Work Index (PES-NWI) was given post implementation of the project. Increases in vigor, dedication and absorption were measured and observed across all of the engagement benchmarks evaluated. Limiting factors included length of time project was in place and study size. As part of Magnet status, nursing satisfaction/engagement is required to be measured and maintained at a high level and this project supports that it is a potentially modifiable construct.