

Title:

Empowering the Team: An Orthopedic Project Sparks a Change

Yvette Lorea, BSN

Department of Orthopedics, Methodist Hospital HCA, San Antonio, TX, USA

Rachael Borden, BSN

Department of Orthopedics, Methodist Hospital, San Antonio, TX, USA

Mary Hernandez, BSN

Department of Education, Methodist Hospital, HCA, San Antonio, TX, USA

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:

collaboration, engagement and team

References:

Brunges, M., & Foley-Brinza, C. (2014). Projects for Increasing Job Satisfaction and Creating a Healthy Work Environment. *AORN Journal*, 100(6), 670-681. doi:10.1016/j.aorn.2014.01.029

Huddleston, P. (2014). Healthy Work Environment Framework Within an Acute Care Setting. *Journal Of Theory Construction & Testing*, 18(2), 50-54

Abstract Summary:

Recognition and communication are utilized as two key components for creating a healthy workplace. A team approach is taken to maximize potential for staff development.

Learning Activity:

LEARNING OBJECTIVES	EXPANDED CONTENT OUTLINE
The learner will be able to identify two activities that promote a healthy work environment.	As evidenced by leader rounding and professional development for National Certification and clinical ladder advancement opportunities.
The learner will be able to recognize different motivators for individual contributors.	As evidenced by team member attributes, contributions, and goals.

Abstract Text:

Purpose: Creating a happy, healthy, comfortable workplace is essential to the success of an individual unit. Promoting a culture of collaboration and support can help boost productivity, increase morale, and yield an engaged team.

Method: Making purposeful, authentic efforts to create this culture demonstrates a brand of leadership that empowers the team. The efforts & accomplishments of staff should be publically recognized, while improvement opportunities can be discussed as lessons learned to increase awareness and communicate expectations. The challenges inherent in maintaining an engaged staff can be offset by a genuine leadership style that uses reciprocal communication rather than authoritative instructions. Unit leaders should not view themselves as the sole influencer; rather, a team is most successful when the members of that team encourage their peers to grow by setting an example to follow, particularly for those new to the floor or to the nursing role. Efforts should be made to grow and retain top contributors on the floor who are well-liked by their peers. Effective leaders recognize that their team consists of unique individuals, each with different motivators and strengths. Making efforts to build relationships with staff, including regular 1-on-1s and team outings, will allow leaders to personalize direction individually. Getting to know the person, and not just the employee, will naturally cause a selfless leader to have that person's best interest at heart, including a healthy work-life balance. Setting expectations for communication plays an important role; staff are directed to 'close the loop', or respond to requests for assistance by their peers, and follow through these commitments. Additionally, communication is expected to be positive or purposeful; pessimistic, detractive, or otherwise unnecessary negative communication is immediately corrected

Discussion: After initiating these practices, a series of events occur. Employee engagement scores increase by 15 percent, reduction in turnover, clinical ladder advancement occurs, and National Certification accomplishment expands for team members.

Evaluation: Application and execution of this project produces a workplace culture wherein staff feel supported by their peers, and they will in turn feel obliged to reciprocate. This ongoing project continues with newly hired staff. Collaboration will continue to be persistent with nursing leadership and review of outcomes obtained.