

Create a Healthy Work Environment with Meaningful Recognition

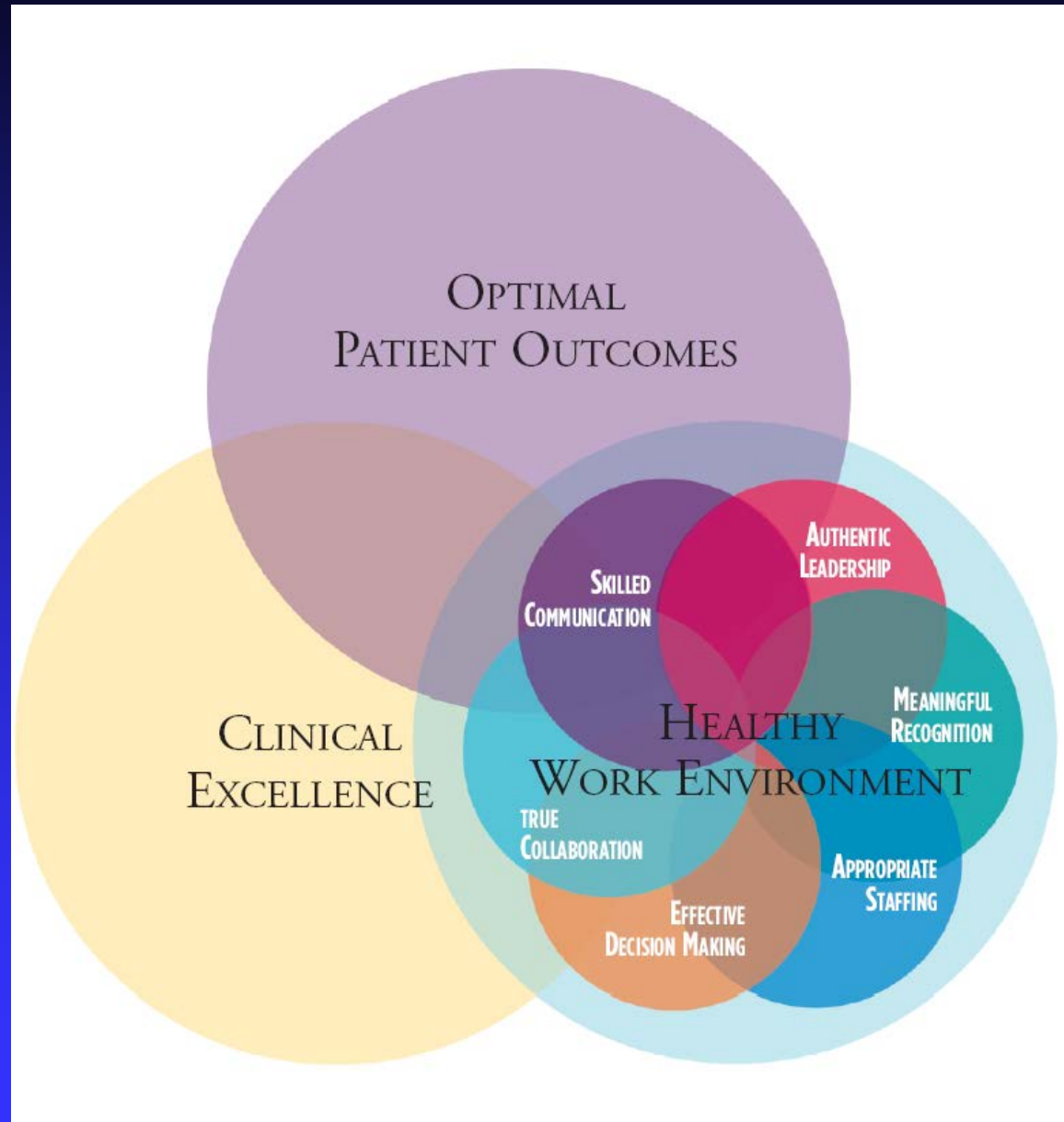
Kay Clevenger, RN, MSN

Objectives

- Describe the impact of meaningful recognition on motivation, morale and job satisfaction.
- Identify three ways to provide meaningful recognition to nurses, and how to encourage recognition of each other.

American
Association
of
Critical-
Care
Nurses
(AACN)

Healthy
Work
Environment
Standards



AACN's HWE Standards

- Nine contributing authors & fifty reviewers
- Press Conference - January, 2005
- AACN's Connie Barden & Kathy McCauley
- Joseph Greeny, Vital Smarts
- JCAHO President
- Clarian's Chief Nurse Executive

AACN's HWE Initiative

- Evidence Based
- Important Link to Patient Safety & Nurse Retention
- Work focuses on creating professionally and psychologically sound environments
- Major transformation that requires concentrated efforts/deliberate actions

Collaborative Partners

- Joint Commission Resources
- VitalSmarts
 - * Silence Kills Study
 - * *Crucial Conversations*
 - * *Crucial Confrontations*



Endorsed By

- ANA
- Center for American Nurses
- American Nephrology Nurses Association
- Emergency Nurses Association
- Oncology Nursing Society (ONS)

Endorsed By

- American College of Chest Physicians
- American Thoracic Society
- Society of Critical Care Medicine



AACN Standards For
Establishing and Sustaining
Healthy Work Environments:
A Journey to Excellence

www.aacn.org/hwe

Meaningful Recognition

Nurses must be recognized and must recognize others for the value each brings to the work of the organization.



"The health of the environments in which registered nurses (RNs) work is critical to nurse job satisfaction and retention and to patient outcomes."

Critical Care Nurse

August, 2014

Meaningful Recognition Provided By:

- #1 - Patients and Families
- #2 - Fellow RNs
- Nurse Managers

Critical Care Nurse
August, 2014

Be the Change You
Want to See - HWE

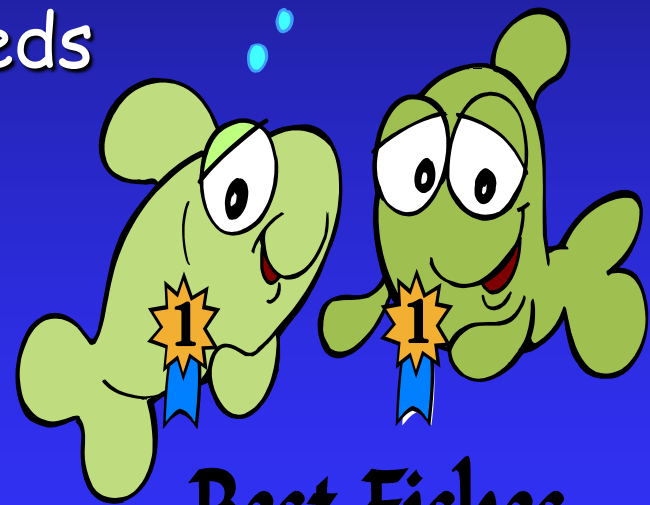


Job Satisfaction

- Varies from person to person & within any one person from time to time
- An evaluation of the job & the environment surrounding the job
- The feelings an employee has about the job in general

What Managers Do to Influence Nurses' Job Satisfaction

- Provide recognition & thanks
- Meet nurses' personal needs
- Help or guide the nurse
- Leadership skills
- Meet unit needs
- Support the team



Best Fishes

McNeese-Smith

Create a Culture of Reward & Recognition

- People like to be recognized for doing their best
- Increases the chances that people will actually achieve higher levels of performance
- Sustains employee commitment to organization and outcomes
- Link to standards of excellence
- Celebrate the achievement of others

Recognition for Job Performance

- Central to staff nurse morale
- Important in employee motivation
- Key contributor to nurses job satisfaction & retention
- Improves performance (or at least sustains it)
- Demonstrates appreciation of work done

Leaders who Get *Extraordinary* Things Done:

- Challenge the process
- Inspire a shared vision
- Enable others to act
- Model the way
- Encourage the heart



Kouzes & Posner

Encouraging the Heart

- Encouragement has its root in the Latin word cor, which literally means heart
- Courage means to have heart
- To encourage means to give others heart

High Performance

- Create a 'Culture of Recognition'
- Performance is higher when people are led by individuals who give more encouragement

Reward & Recognition

small
frequent
immediate
BEATS
large
infrequent
delayed

Melodie Chenevert



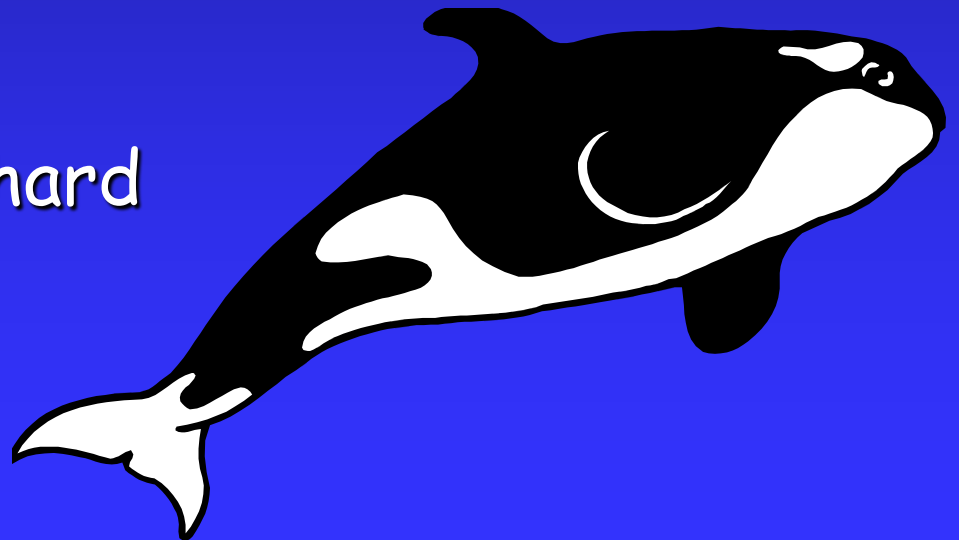
People do what they are rewarded
for doing.

Melodie Chenevert
Pro-Nurse Press

"Whale Done"

- Spend time building positive relationships & connecting
- Pay attention to what's going right
- Redirect negative behavior

Ken Blanchard



Strategies to Promote Engagement

Build meaningful recognition into leaders' workflow:

- Frontline recognition kit helps managers mail handwritten notes to staff
- Special staff rewards & recognition are triggered by specific performance criteria
- Weekly organization-wide email recognizes individual/team achievements

The Advisory Board

Bold Voices, September 2014

Recognition

- Thank you's
- Recognition Programs
- Conferences
- Nurses' Week
- Career Advancement Program



Recognition Activities

- Morale/Thank You Boards
- Wall of Fame/Certification Plaque
- Celebration Committee
- Birthday Celebrations
- Welcome New Staff
- Pass State Boards
- Breakfast/Dinner Club
- Comedy Club Outing/Bowling



DAISY Award Program



- DAISY = Diseases Attacking the Immune System
- Recognition for Compassionate Nursing Care in honor of Patrick Barnes
- In 2,300 health care facilities in 50 states & 14 countries
- www.daisyfoundation.org

UOR Preceptor
Academy Award Program

A2N -

Setting a New Track Record



A Year in Review



Recognition Board

- Thanks! I appreciate you because . . .



Ice Cream Socials
Are Always a Hit!



Team Manual

- To get to know colleagues even better!
- To utilize for recruitment efforts
- To rejuvenate when needed

