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BACKGROUND

Boahma and Laschinger (2016) point out that the ability for a nurse to stay positive is influenced by a supportive management structure and the culture of the unit they work on. According to Nowruzi et al. (2015) nurses inadequately manage burnout and work stressors when the integrity of their work/life balance is affected. Hence the gap in current practice is being refocused towards transparency.

SETTING



Neonatal Intensive Care Unit (NICU)

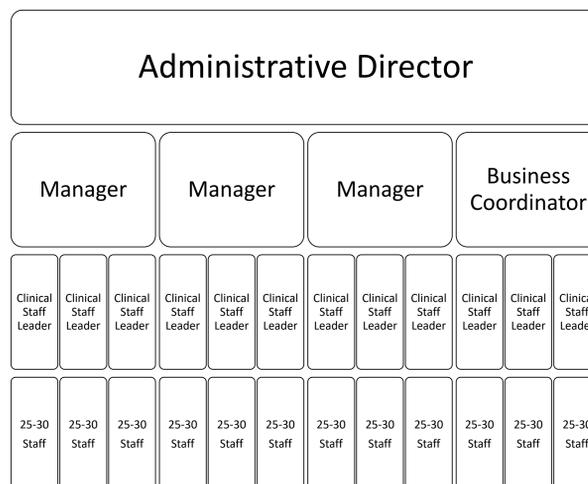
- 98 bed Level IV NICU
- Freestanding children's hospital
 - 78 Private rooms (22 with rooming-in accommodations)
- Unit within adult hospital
 - Open bay (20 bed spaces)
- Inborn / Outborn
 - 1,600 admissions annually (50% surgical)
 - Average Daily Census = 87

Special Care Nursery

- Level II
- Housed within shared nursery space with Mother-Baby Obstetrics
- Care provided in mom's postpartum room (if stable)

Staff Structure

- 1 Administrative Director
- 3 Clinical Managers, 1 Business Coordinator
- 12 Clinical Staff Leaders
- 350 staff



AIM

Specific aim - to increase staff satisfaction, engagement, and retention rates

- **Purpose** - to provide means of obtaining 'real time' feedback
 - Decrease the current attrition rates
 - Improve staff satisfaction scores
 - Increase overall patient outcomes

Evidence, Current Practice and Bridging the Gap

- Common Theme = effects of work/life balance on retention
- Retention is directly tied to leadership's transparency
 - In scheduling and the ability to get time off
 - Appropriate nurse to patient ratios
 - Intent to leave



IN-PERSON FEEDBACK STRATEGIES

30 / 60 / 90-day check-ins

- 1:1 meetings between new employees and supervisors
- Focused questions
 - Met expectations?
 - Ways to stay informed?
 - Frustrations?
 - What would you change?
 - Successes?
- 30 day with Clinical Staff Leader
- 60 day with Manager
- 90 day with Administrative Director

Staff Retreat

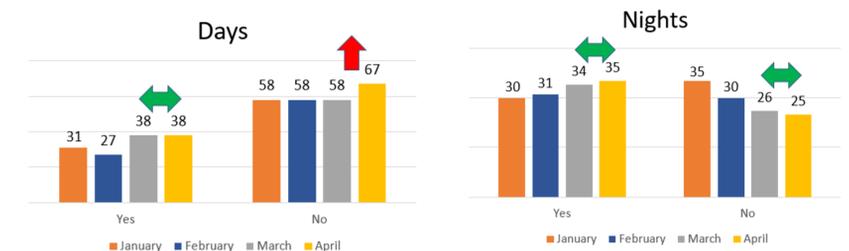
- All day event (0600-2200)
- Staggered leadership team coverage
- Group discussion and 1:1 opportunities
- Drop-in event / Good food
- Paid time
 - During bedside shift
 - Come in from home

ANONYMOUS SURVEYS

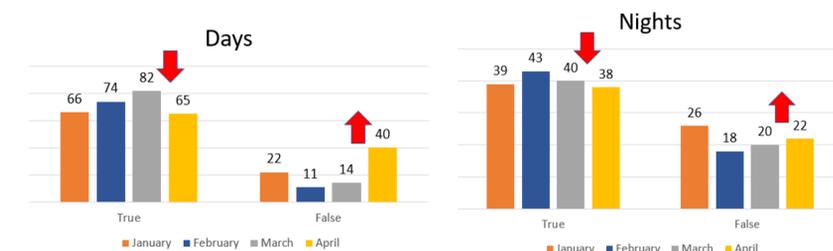
Top 3 Surveys

- Questions based upon staff "Top 3" items
 - Resources / staffing
 - Schedule
 - Intent to stay
- Same questions each month
- Results compared with notable unit events
- *In the moment* versus annual feedback

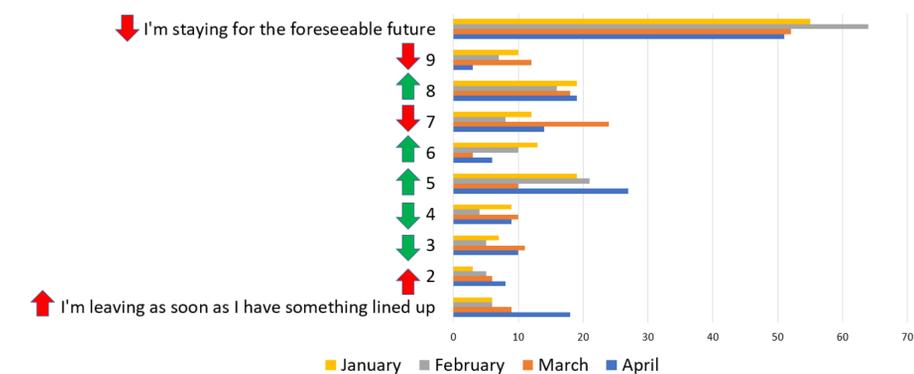
Did you have the resources and staffing support you needed?



I was able to get the schedule I needed.



On a scale from 1 to 10, with 1 being "I'm leaving as soon as I have something lined up" and 10 being "I'm staying for the foreseeable future" - how would you rate your intention to stay?



CONTACT INFORMATION

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