

A Collaborative Approach to Increase Team Member Engagement on NSIU

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BACKGROUND

- Our employee engagement survey results in 2015 had several opportunities for improvement.
- Our focus areas of opportunity were feedback/recognition and employee support/teamwork.
- We made an attempt to increase team member engagement for our 2017 employee engagement survey because it would increase patient satisfaction, decrease employee stress and burnout, and increase unit morale.

PROJECT AIM

Increase NSIU employee engagement by 25% from FY 2015 to FY 2017.

PROJECT DESIGN/STRATEGY

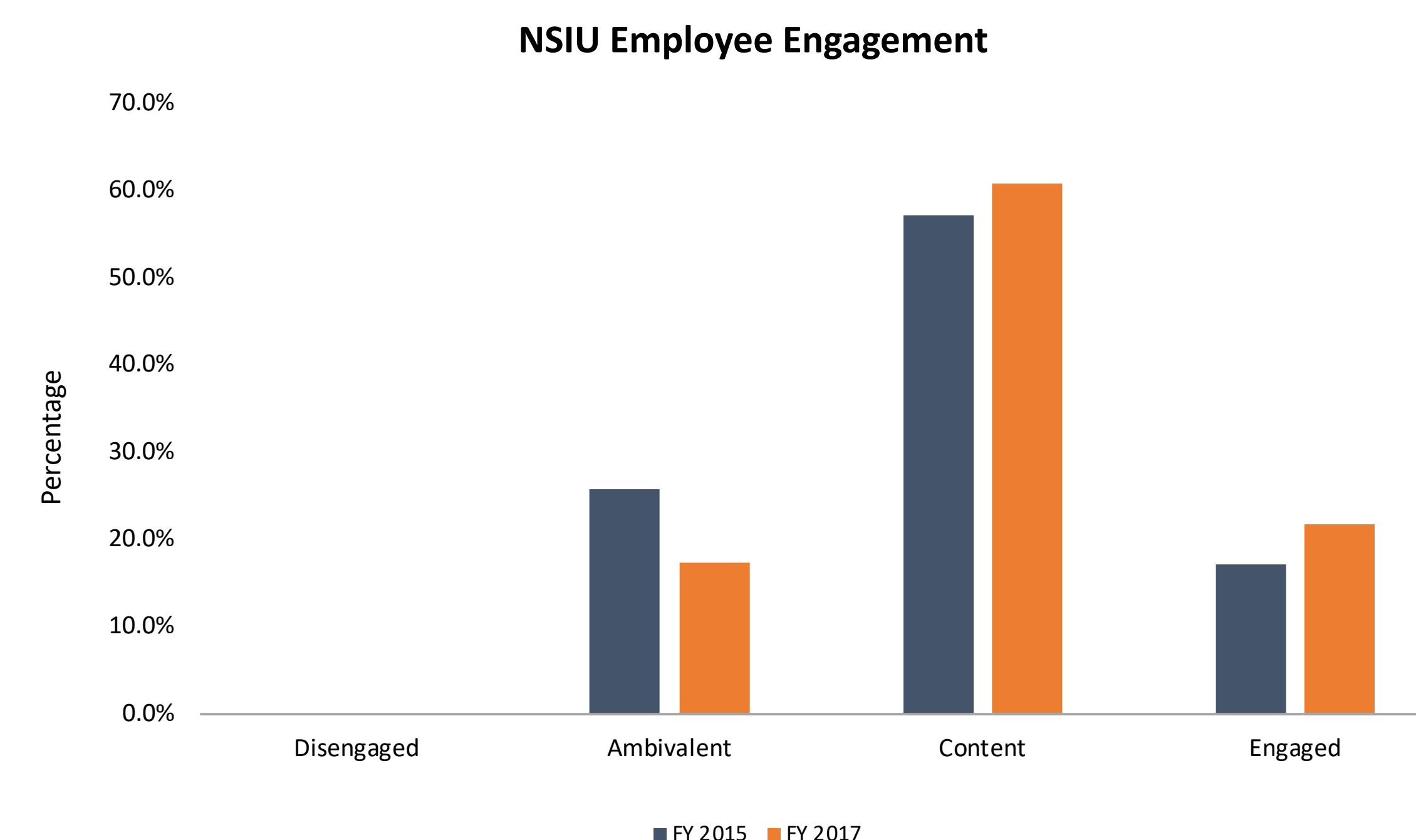
- Engagement Survey data reviewed by leadership and unit staff
- Brainstorming sessions held
- Staff and Leadership - identification and prioritization of projects and establish interventions
- Staff members identified, volunteered to work on various teams for suggestions, topics and interventions
- Tested multiple interventions to improve opportunities from Employee Engagement Survey - Feedback and Recognition, Professional Growth, and Employee Support/Teamwork

CHANGES MADE (PDSA CYCLES)

Feedback & Recognition	Implementation
Thank You Thursdays	Feb. 2015
Implemented quarterly one-on-ones with Nurse Manager	Feb. 2015
Employee/Provider of the Quarter	Oct. 2015
Charge Nurse focus area of providing recognition increased number of E-cards sent to team members	Feb. 2016
Submitted all NSIU RN's names and pictures for Nurses week in the Daily Reflector	May 2016
Shout outs in weekly communication updates/staff meetings implemented	Oct. 2016
Daisy Award Submission	March 2017
Nominated 2 RN's for NC Great 100	April 2017
Professional Growth	Implementation
Team building exercises with Organizational Development staff	May 2015
ANM retreats	Jan. 2016
Team Leads	Feb. 2016
Care Partner Education Sessions	Aug. 2016
Staff collaboration and submission of NSIU Beacon Application	Feb. 2017
Revamped Unit Based Council (UBC)	Feb. 2017
Employee Support/Teamwork	Implementation
Staff wedding/baby showers	July 2015
Bimonthly outings, transitioned to quarterly per UBC recommendations	Dec. 2015
Annual Christmas party	Dec. 2015
Social Media page created	Feb. 2017

RESULTS/OUTCOMES

- The percentage of employees that were Ambivalent in 2015, decreased in 2017 by 8% - meaning those team members shifted over to content and engaged (there were no team members disengaged for either survey period)
- The percentage of Content team members increased by 7% and Engaged team members increased by 4% from 2015 to 2017. In conclusion, our attempts to increase employee engagement was successful



LESSONS LEARNED

- Employee engagement is affected by Management support & participation
- You can't force team members to be engaged – it is something that they must want to do

NEXT STEPS

- Share with Unit Based Council (UBC), Quality Board, Shared Governance Councils – Quality of Care, Safety, EBP and Research Council
- Track our results further with the next Employee Engagement Survey FY 2018
- Perform additional interventions to increase engagement

ACKNOWLEDGEMENTS

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