

Sigma Theta Tau International Honors Society of Nursing
James Madison University School of Nursing
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Nursing Administrator Project of Interest
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January 29, 2021

Background:

Nursing engagement and retention are crucial to the success of healthcare organizations. A lack of nursing engagement often results in turnover, which is costly to organizations. Although some turnover is expected, for reasons including relocations, retirements, and job promotions, ineffective leadership is often the cause of nurses leaving the organization. Increased nursing engagement leads to better workforce outcomes, including lower turnover and burnout and higher job satisfaction. All of these factors support fostering an environment that prioritize employee engagement in order to reduce retention and turnover, as well as patient safety.

Local Problem:

The purpose of this evidence-based project is to review nurses' intention for staying or leaving their nursing unit and profession. Current research supports specific interventions related to increased employee engagement and retention; however, limited research has been conducted on these topics in relation to the COVID-19 pandemic. Upon review with the Associate Chief Nursing Officer in a local hospital, both the employee engagement score and turnover rates for specified nursing unit were above the hospital, division, and corporate goals. The employee engagement score for this unit from an employee engagement survey conducted in October 2020 was 66%, with a hospital benchmark of 74%. The rolling 12-month total staff turnover for this unit is 48.9% and the rolling 12-month RN turnover is 28.69%. The first year turnover for RN's is 29.27%.

Method:

The pre-/post- test design will be used for the project. This project was cleared by both the hospital and James Madison University IRB. This project is being conducted at a level 1 trauma center hospital in Richmond, Virginia. The project focuses on one medical-surgical unit, which is approximately 35 patient beds. The medical-surgical unit was chosen as the focus for the evidence-based project due to the low employee engagement scores and high turnover rate. Descriptive statistics will be utilized to analyze the data.

Interventions:

The Casey-Fink Graduate Nurse Experience Survey Tool (CFGNES) is being administered to staff twice, once before the intervention period and again after the intervention. The initial survey results will give baseline data on the unit's current level of engagement and retention. Interventions may include activities such as increased recognition strategies and increased employee rounding, although specific interventions have not yet been determined. Interventions including increased recognition strategies and increased employee rounding were included in the IRB approval process. Once the intervention is completed, the staff will complete the second survey to determine if the interventions were effective.

Results:

At this time, the project results are pending.

Conclusion/Implications

Improving nurse engagement can have implications on nurse retention.