ED Staff Morale

Madison Wilkins RN  
*Children’s Mercy Hospital*, mawilkins@cmh.edu

Tonya Cross RN  
*Children’s Mercy Hospital*, ttcross@cmh.edu

Brittany Schmalzbach RN  
*Children’s Mercy Hospital*, bschmalzbach@cmh.edu

Noah Olla RN  
*Children’s Mercy Hospital*, ndolla@cmh.edu

Fred Richards RN  
*Children’s Mercy Hospital*, frichards@cmh.edu

*See next page for additional authors*

Follow this and additional works at: [https://scholarlyexchange.childrensmercy.org/presentations](https://scholarlyexchange.childrensmercy.org/presentations)

Part of the Maternal, Child Health and Neonatal Nursing Commons, and the Pediatric Nursing Commons

**Recommended Citation**

Wilkins, Madison RN; Cross, Tonya RN; Schmalzbach, Brittany RN; Olla, Noah RN; Richards, Fred RN; and Pendleton, Emily RN, "ED Staff Morale" (2018). *Presentations*. 9.  
[https://scholarlyexchange.childrensmercy.org/presentations/9](https://scholarlyexchange.childrensmercy.org/presentations/9)

This Book is brought to you for free and open access by SHARE @ Children's Mercy. It has been accepted for inclusion in Presentations by an authorized administrator of SHARE @ Children's Mercy. For more information, please contact library@cmh.edu.
ED STAFF MORALE

MADISON WILKINS, RN
TONYA CROSS, RN
BRITTANY SCHMALZBACH, RN
NOAH OLLA, RN
FRED RICHARDS, RN
EMILY PENDLETON, RN
Acknowledgements

- Unit leadership – Amy Scott
- KT Scholar – Traci Atzenweiler
Emergency Department (ED) leadership has frequently found staff stating that there is low nursing morale and communication between staff members. While staff could communicate this concern, they were unable to provide examples or specific reasons for this problem.

A staff survey performed by the summer 2016 nurse cohort was done to pinpoint specific problems that may lower staff morale and scope of current issues.

- The median staff morale score was 7 on a 1-10 scale. The top three biggest concerns for staff as the cause for the morale problem were 1) Staffing/High turnover 2) Communication with the interdisciplinary team 3) Feeling of not being appreciated or valued on unit.
Current Literature

- Multiple Factors
- Both Quantitative and Qualitative studies have been done
- Intrinsic Factors tend to raise morale while Extrinsic Factors tend to lower it

Day, Minichiello, & Madison, 2006)
PICO Question

(Population, Intervention, Comparison, Outcomes Measures)

- **P**: ED Nurses and Support Staff
- **I**: Huddle Recognition and prizes
- **C**: No recognition
- **O**: Improved nursing morale

Children's Mercy
KANSAS CITY
Aim Statement

- To increase the median morale of nursing and support staff from 74% to 80% as measured by Daily Pulse by March of 2018.
<table>
<thead>
<tr>
<th>Strategic Goal Alignment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Demonstrate Quality Outcomes</strong>&lt;br&gt;Demonstrate quality, safety and clinical effectiveness.</td>
</tr>
<tr>
<td><strong>Improve Performance</strong>&lt;br&gt;Improve processes, increase capacity for innovation and service excellence, and strengthen our financial position.</td>
</tr>
<tr>
<td><strong>Strengthen Market Position</strong>&lt;br&gt;Strengthen Children’s Mercy’s market position in the Metro area, region, and beyond.</td>
</tr>
<tr>
<td><strong>Deliver Value</strong>&lt;br&gt;Deliver value, expertise, and efficiency through an integrated pediatric health system.</td>
</tr>
<tr>
<td><strong>Elevate Academic Profile</strong>&lt;br&gt;Enhance the research capabilities and accomplishments of CMH and strengthen the quality of the educational experiences.</td>
</tr>
</tbody>
</table>
PDSAs Implemented
PDSA #1

P: Informing staff about recognition changes
D: Implementing recognition board
S: Is morale improving? Are staff members utilizing board?
A: Change according to results
PDSA #2

P: Staff Recognition forms
D: Implementing forms throughout department
S: Is morale improving? Are forms being utilized?
A: Change according to results
PDSA #3

P: Quarterly prize drawings for staff that utilize recognition forms and staff that are recognized
D: Implementing various prizes to different staff members
S: Is morale improving?
A: Change according to results
Barriers

- Morale is subjective on the individual experience
- Staff participation
- Hard to appropriately measure staff morale
- Financial constraints
Lessons Learned

• Increasing cognitive awareness of one's condition can both increase and decrease staff morale
• Morale is subjective
• One negative outlier can bring down the whole group.
• External factors can affect the workplace
Pediatric Nursing Implications

- If staff morale is low patient care can suffer. Increasing the staff morale can increase patient safety and quality of care.
- To make the workplace more enjoyable.
- To make us cognizant as new nurses about our new careers in healthcare
- Introduction to conflict resolution.
Conclusions

- Interventions: happy/sad button, kudos board, awards at staff updates.
- Aim statement was not met.
- Moving forward: Leading by example


Questions?