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Trauma Informed Care: Improving Staff Morale on 6 Henson

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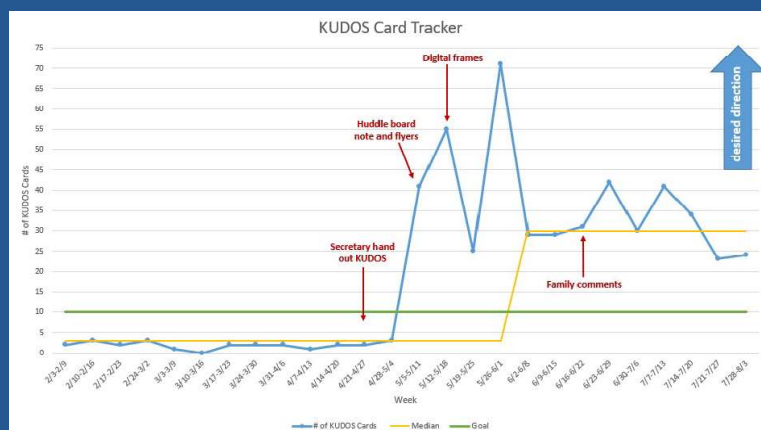
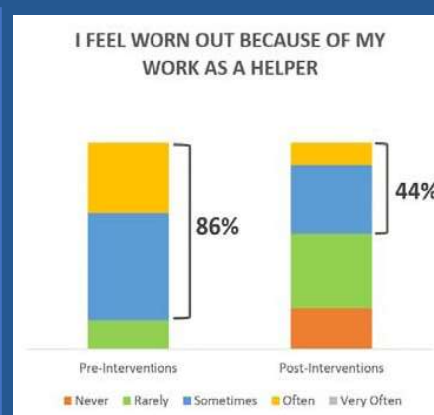
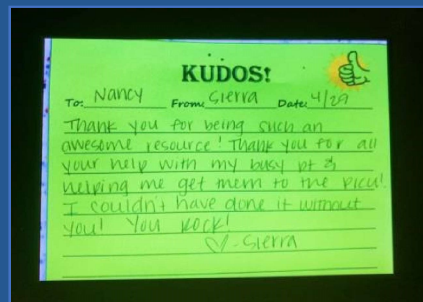
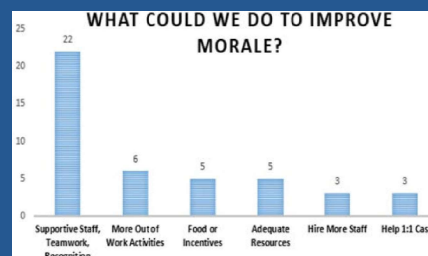
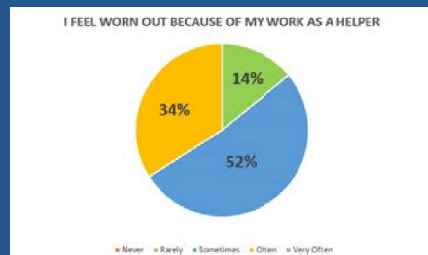
Background

- Trauma Informed Care (TIC) involves supporting an organizational culture that is sensitive to how trauma affects both patients and families, as well as the staff who serve those patients
- The Professional Quality of Life (ProQOL) survey is a validated tool used to evaluate TIC, and its effect on secondary traumatic stress (STS), compassion satisfaction (CS), and burnout
- 6 Henson staff reported feelings of burnout and compassion fatigue

AIM STATEMENTS

- Decrease percentage of 6 Henson staff feeling sometimes or often "worn out because of [their] work as a helper" from 86% to 50% by August 1st, 2019
- Increase the number of KUDOS cards submitted by 6 Henson staff from 2-3 per week to 10 per week by August 3, 2019

Trauma Informed Care: Improving Staff Morale on 6 Henson



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METHODS

- KUDOS cards were collected and counted each week
- Flyers/email sent to staff as reminder to fill out KUDOS cards
- Secretary passed out KUDOS at end of shift
- Electronic picture frames at each station
- Staff recognition boxes
- Christmas in July staff gift exchange
- Staff were re-surveyed using ProQOL after interventions

RESULTS

- Forty-four percent of staff re-surveyed reported feeling sometimes or often "worn out because of [their] work as a helper."
- KUDOS cards increased from 2-3 cards per week to a median of 30 cards per week

DISCUSSION

- Both aim statements were met and exceeded
- 6 Henson's Recruitment & Retention committee to continue interventions
- Lessons learned include the importance of surveys to determine most effective interventions; what you assume to be the problem often is not!

LOVE WILL.



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