Nurse Perceptions Of A Staff Satisfaction Committee
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Background

- The average RN turnover rate for 2016 was 14.6% nationally (Nursing Solutions Inc. 2017) with a turnover rate for cardiac telemetry units at 16.7%.
- Although it is difficult to increase the number of nurses to meet current demand, it is possible to retain current nurses by increasing staff satisfaction (Zurmehly, 2008).
- Among staff nurses, job satisfaction has been long recognized as a strong indicator of job performance and quality of patient care (Aiken et al., 2002). Job satisfaction has also been directly correlated to turnover rates among staff nurses (Gary, 2002).
- Hospitals also perform better in all measurable categories when staff are engaged and committed to their jobs (Reed et al., 2009). This high level of commitment is also correlated to increased performance metrics, such as HCAHPS.
- In an effort to increase job satisfaction among nurses, University of Florida Health Shands Hospital in Gainesville implemented a series of projects over a course of 3 years to increase job satisfaction (Brunges and Foley-Brinza, 2014), including implementation of education and training initiatives, developing a patient ambassador role and establishing a unit practice council, among many others. In implementing education and training initiatives, in service education and skills fairs were offered.

Practice Change

This is a quality improvement project aimed to assess staff perceptions regarding the implementation of a staff education committee. This project is not an activity designed to develop or contribute to generalizable knowledge. This activity is not a systematic investigation, including research development, testing and evaluation.

Methods

An anonymous survey was administered to staff nurses on Grant 4 Cardiac and Penobscot Pavilion 6. The surveys were handed out over a one week period in order to collect data from staff nurses on both day and night shift. Surveys will be based on the Likert scale, to assess interest and staff nurse perceptions in the implementation of a staff satisfaction education committee. Responses were compiled into a spreadsheet and assessed for perceptions and interest.

Measures and Results

Table 1: Would you be interested in being apart of the cardiac staff education committee, where staff members hold in services on best practice and educational areas of interest? Committee members also find gaps of knowledge on the units and would bring that information to the committee.

<table>
<thead>
<tr>
<th>Perception</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Interested</td>
<td>51.7%</td>
</tr>
<tr>
<td>Neither Interested nor Uninterested</td>
<td>31.0%</td>
</tr>
<tr>
<td>Not Interested</td>
<td>17.2%</td>
</tr>
</tbody>
</table>

Table 2: How likely are you to attend an educational inservice put on by a cardiac staff education committee?

<table>
<thead>
<tr>
<th>Perception</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Interested</td>
<td>72.4%</td>
</tr>
<tr>
<td>Neither Interested nor Uninterested</td>
<td>24.1%</td>
</tr>
<tr>
<td>Not Interested</td>
<td>3.4%</td>
</tr>
</tbody>
</table>

Graph 1: What are education topics you would like to see presented in a staff education committee?

Graph 2: Survey handout.

References

Nursing Solutions Inc. (March 2017). The 2017 health care retention and staffing report.

Conclusion

- 82.7% of participants expressed some form of interest in participating in educational activities.
- There is a strong interest in various educational topics across Grant 4 and P6.
- Providing educational opportunities identified specifically by RNs currently working on the floor could not only increase the quality of patient care, but also drastically impact staff satisfaction/retention rates.
- Limitations:
  - Small participation rate (n = 29)
  - No measure of staff experience, possibility that interest decreases with experience
  - Need for further follow-up study to assess effectiveness and impact of education committees on staff and patient satisfaction.