

# 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

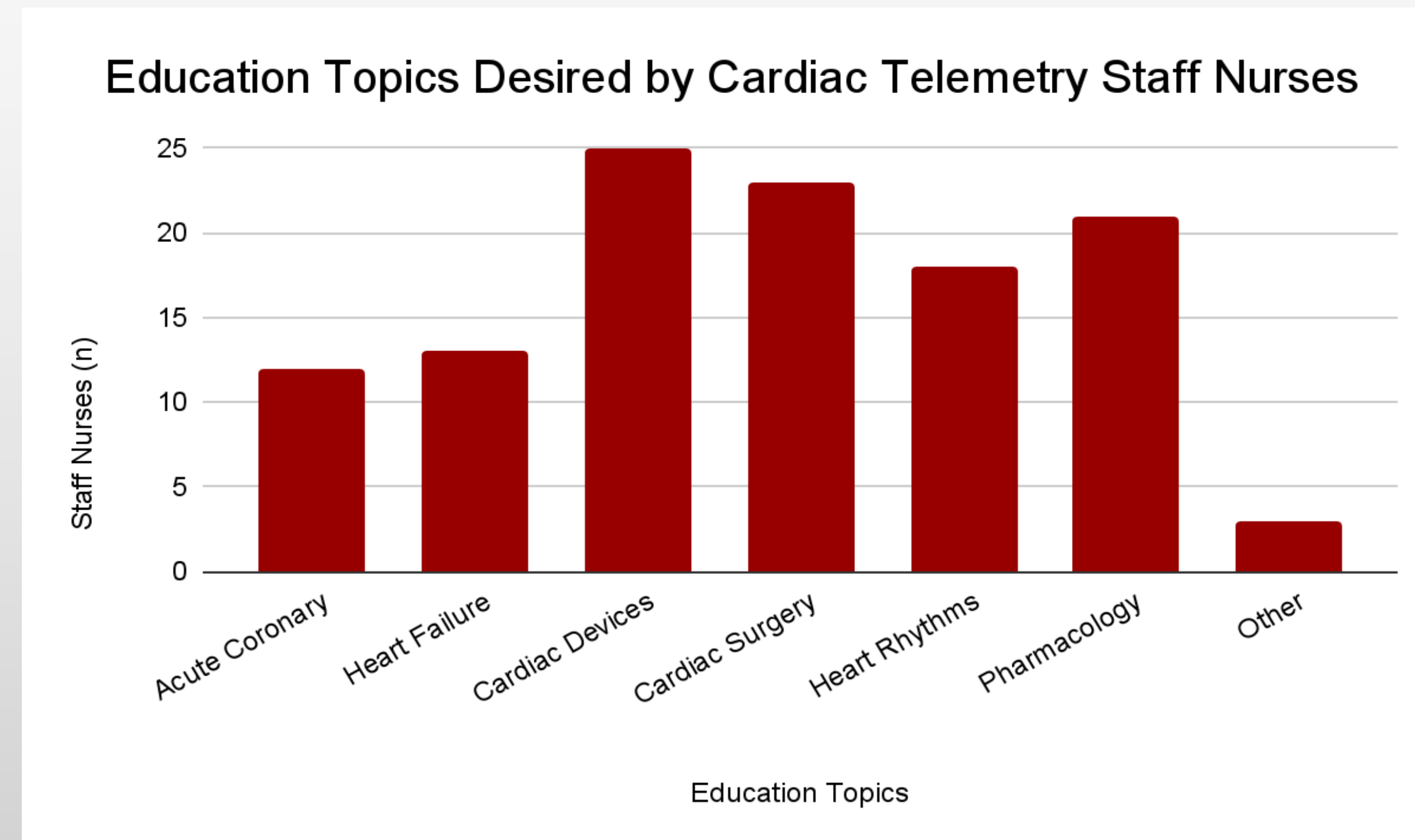
This is a quality improvement project aimed to assess staff perceptions regarding the implementation of a staff education committee. This project is not an activity designed to develop or contribute to generalizable knowledge. This activity is not a systematic investigation, including research development,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

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



**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.**

Very Interested	51.7%
Neither Interested nor Uninterested	31.0%
Not Interested	17.2%

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

Very Interested	72.4%
Neither Interested nor Uninterested	24.1%
Not Interested	3.4%

### References

- Brunges, M. & Foley-Brinza, C.. Projects for Increasing Job Satisfaction and Creating a Healthy Work Environment. *AORN Journal*. 2009; 100(6): p. 670-681.
- Gary, D.L. (2002). The why and wherefore of empowerment: The key to job satisfaction and professional advancement. *Nursing Forum*, 37(3), 1-8.
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- Reed C.C., Gerhard S.D., Fonseca I., and Robertson K.: Case study: creating a healthy workplace in a surgical trauma intensive care unit. *Crit Care Nurs Q* 2009; 32: pp. 232-241
- Zurmehly, J. (October 2008). The relationship of educational preparation, autonomy, and critical thinking to nursing job satisfaction. *The Journal of Continuing Education in Nursing*, 39 (10), 253-260.

## Summary/Discussion

### Staff feedback received from surveys:

- “Working with new people who aren’t getting enough education is extremely stressful”.
  - ...”Always good to have frequent updates”.
  - Timing of any offered educational sessions needs to work for both day and night shift.
- **Graph 1** is a summary of education topics staff members on the Grant 4 and P6 cardiac floors would like to see. 29 staff nurses (n) between both floors were surveyed:
- Out of these staff nurses, 25 nurses wished to see more education on cardiac devices, such as pacemakers and AICD’s.
  - Other popular topics included cardiac surgery (n = 23), pharmacology (n = 21) and heart rhythms (n = 18). In the other category, suggested topics included documentation, such as nursing notes, medication reconciliation and necessary required documentation for legal purposes (ie. Columbia Suicide Scale).
  - Other suggested topics included chest tubes, pulmonary embolism and education on patients that are not necessarily cardiac (ie. stroke patients).
- When asked if staff nurses would be interested in participating in a staff education committee, only 51.7% of staff nurses surveyed expressed being “very interested”. However, 72.4% expressed they would be very interested in attending an educational inservice put on by an education committee.

## Conclusions

- 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 rated (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