

Leveraging Meaningful Recognition to Create a Healthy Work Environment in a Pediatric Hospital

Background

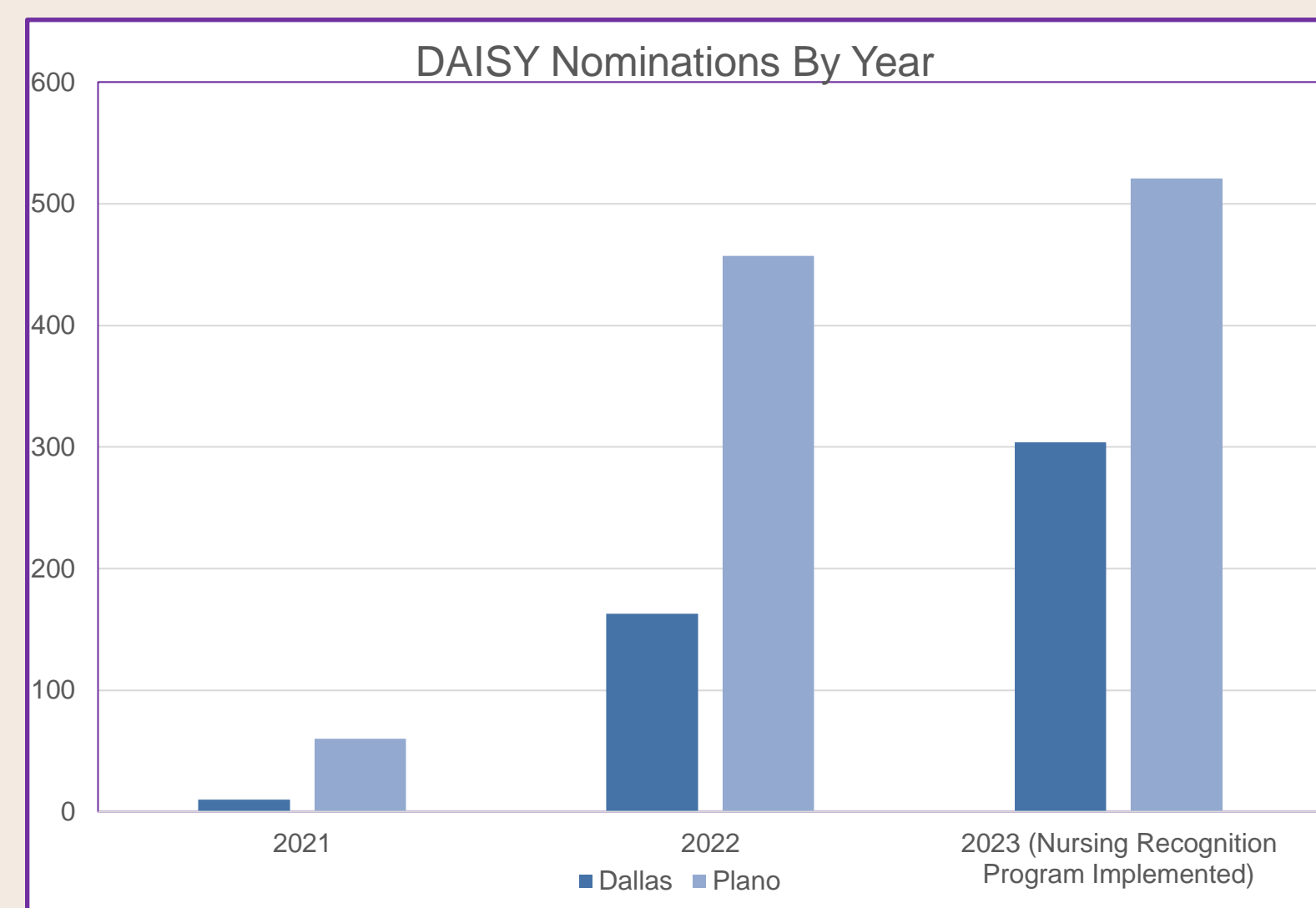
In April of 2023, Nursing Solutions, Inc (NSI) released the “2023 NSI National Health Care Retention & RN Staffing Report”. The report found that between 38%-46% of the 12,000 nurses surveyed identified as “not or not at all emotionally healthy” depending on workplace (2023). Implementation of the AACN’s Healthy Work Environment Standards has been shown to decrease a RN’s intent to leave job, decrease experience of moral distress, and improve patients’ perceived quality of care (Blake, 2022).

In 2023, Children’s Health focused on the development of a formal systemwide nursing recognition program. The aim of this program is to create an environment of meaningful recognition that ranges from direct care to executive leadership. The program focuses on recognition from patient families and direct coworkers as this form of recognition has been demonstrated to carry the highest increase in compassion satisfaction (Kelly, Johnson, Bay, and Todd, 2021).



Results

In 2023, the organization saw a total of 825 DAISY nominations, a 33% overall increase from 2022. The Dallas campus saw an 87% increase in nominations between 2022 and 2023.



Methods

To ensure alignment with the goal to increase recognition from patients and direct coworkers, the selection process for DAISY Award® recipients at the organization was shifted from a selection committee comprised of executive leaders, to a selection committee within the nursing professional governance structure, situated in the Nursing Professional Development Council (PDC).

Now feeling as valued partners in the recognition process, members of the PDC suggested changes to the program. Given the large number of nominations in 2022, DAISY Award® presentation was increased in frequency from quarterly to monthly and in volume from 12 recipients per year to 24 recipients per year across the system. PDC members noted that nomination QR codes on the Dallas campus appeared to be inactive and suggested updating the QR codes across the system to ensure the links were active.

Next Steps

From the successes of the revitalization of the DAISY program, the organization is changing the way in which Nursing Excellence Award recipients are selected within the organization. In 2024, Nursing Excellence Awards recipients will be selected by a selection committee comprised of direct care nurses who act as Magnet Ambassadors and Chairs from Nursing Professional Governance.

Contact Information

