



## Background

Pediatric emergency nurses are frequently exposed to a stressful, demanding, and traumatic environment which can result in compassion fatigue and burnout.<sup>3</sup> Compassion fatigue and burnout impact nurses' well-being, job satisfaction, nursing turnover, and patient outcomes.<sup>4</sup> A healthy work environment can increase compassion satisfaction in nurses. One of the identified standards for a healthy work environment recognized by The American Association of Critical-Care Nurses (AACN) is meaningful recognition.<sup>2</sup> Peer-to-peer recognition creates a supportive and healthy work environment that increases employee engagement and decreases burnout.<sup>1</sup>



## Purpose

A peer-to-peer recognition program was developed that would cultivate a healthy work environment and increase employee engagement in the emergency department.

## Implementation

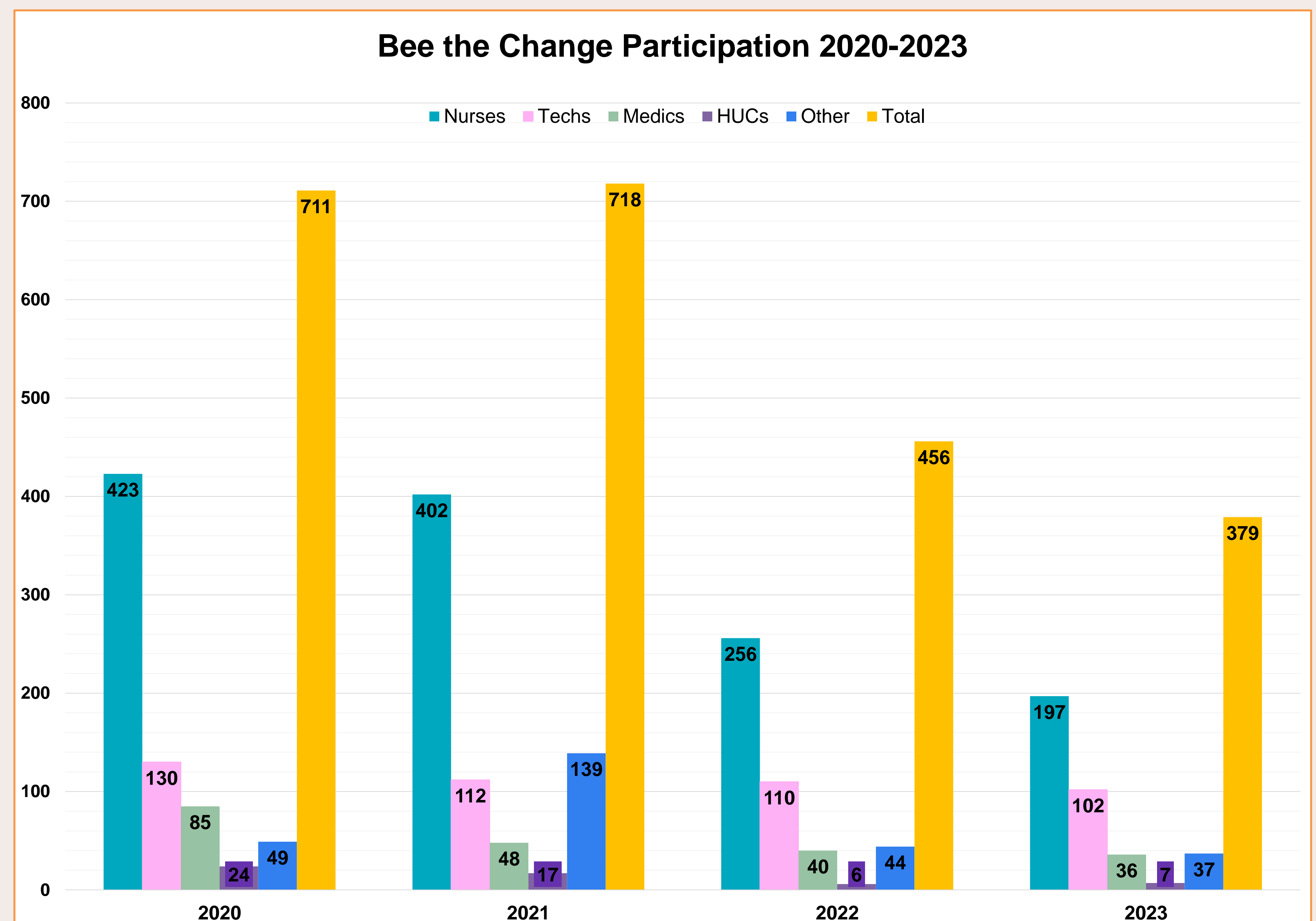
A “Bee the Change” recognition board was created, and the entire multidisciplinary staff was welcome to participate by writing kudos for other team members who had made a difference in their day. Kudos were collected monthly by the “Bee the Change” team, and points were assigned and documented in a spreadsheet. A bee charm was then attached to the card and delivered to the recognized individual in person. At the end of the month, the two people with the highest score were recognized during huddles and received a monetary bonus.



## Results

Staff participation in the program has been sustained for the last 40 months and remains strong regardless of the challenges the unit experienced during the pandemic. In 2020 there were 711 recognitions; in 2021 were 718 recognitions; in 2022, due to a large number of new traveling nurses and the opening of additional areas, opportunities for recognition decreased to 456. In 2023, recognitions reached 379 by the end of the second quarter, on pace to surpass other years.

## “Bee the Change”



## Conclusion

Our survey results indicated that the program promoted engagement, team morale, a positive workplace culture, appreciation, and a healthy work environment. The “Bee the Change” program demonstrated that peer-to-peer recognition can cultivate a healthy work environment, which can help promote nurses' well-being and job satisfaction.



### References

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