

# Improve staff morale and reduce stress by using a multi-modal, interactive, self-paced staff support.

## A Safe and Healthy Work Environment: An Interdisciplinary Approach to Support Staff Well-Being, Reduce Burnout, and Increase Morale

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### 1. Background

In December 2023, the interdisciplinary team conducted surveys using Press Ganey Employee Engagement and American Nurses Association Healthy Work Environment questions to assess the staff's needs.

"Using your own definition of burnout, select the option that applies to you:"

- 29% of the frontline staff were "feeling stressed"
- 33% were "beginning to burn out"
- 8% reported they were "currently burned out"

### 2. Objective

The pediatric interdisciplinary team – including nurses, social workers, child life specialists, and spiritual care providers – worked together utilizing their expertise to create a plan to support frontline staff.

By fostering a culture of support and collaboration, the team seeks to improve job satisfaction, promote resilience, and ultimately provide better care for the children and families they serve.

### 3. Strategy and Implementation

Based on survey results and interdisciplinary brainstorming, the yearlong, multimodal staff support plan includes:

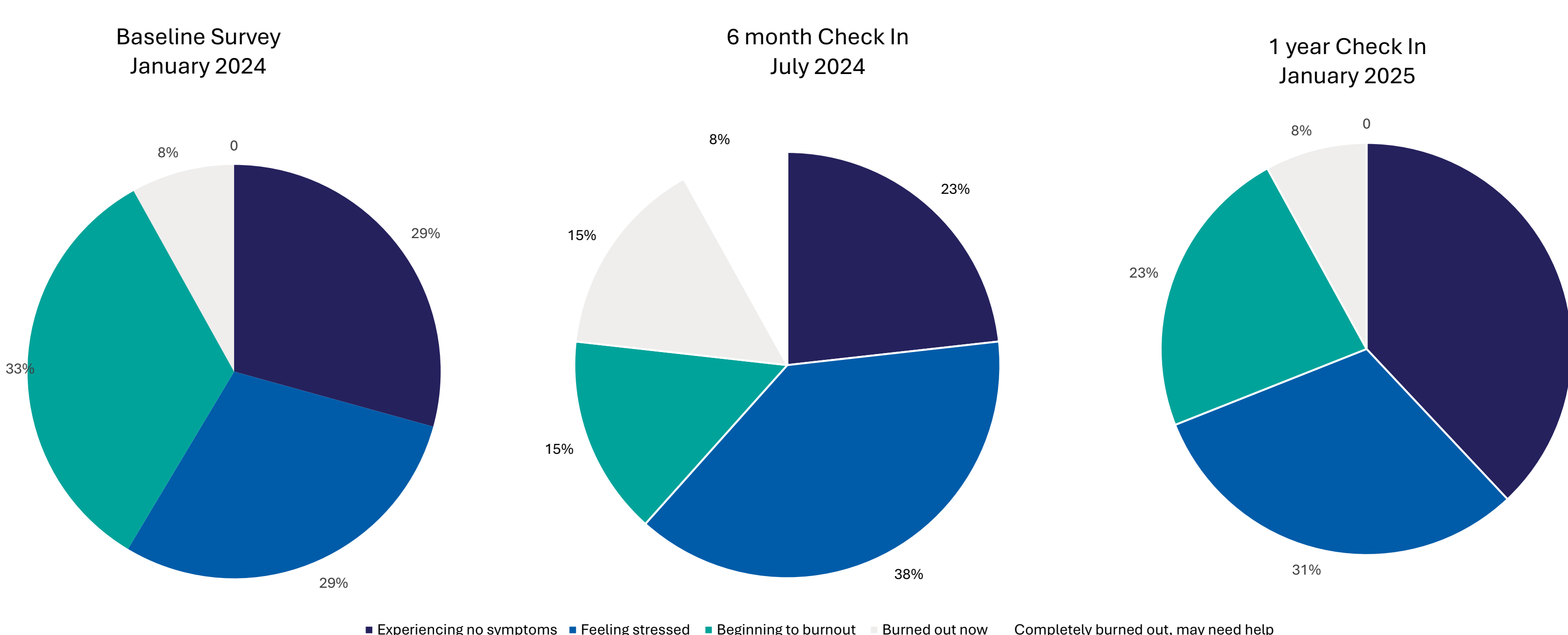
- ❖ An annual celebration of life to memorialize patients who have died in the last year
- ❖ Newly revised format and schedule for interdisciplinary debriefs
- ❖ Frequent and more consistent staff recognitions and celebrations
- ❖ Quarterly interdisciplinary unit-based team-building activities
- ❖ Tea for the Soul hosted by Spiritual Care
- ❖ Healthy Work Environment Committee Activities (self-care cart, unit-based summer family party, Annual Pediatric Gift-Wrapping Event, hospital-hosted annual massage)
- ❖ Quarterly Interdisciplinary Educational in-services/newsletter

Brief pulse surveys will be conducted every six months to monitor staff needs and adjust the support plan, as necessary.

Staff participation will also be tracked to gauge engagement.

### 4. Outcomes

Using your own definition of burnout, please select the option that applies to you.



### 5. Implications for Practice

The team found that offering continuous staff support that is multi-modal, interactive, and self-paced contributed to an improvement in staff morale, reduced stress, and increased staff engagement. In evaluation, the team found that focusing on the process rather than the result improved work satisfaction and enhanced resiliency.

