

ABSTRACT

Since the early 2000s, there have been rising concerns over the decreasing rates of compassion among employees in various healthcare settings ⁽⁹⁾. Emergency department (ED) nurses encounter boundless daily stressors; when ineffective coping skills are used, dissatisfaction and burnout are likely to develop in the workplace ⁽¹¹⁾. The purpose of this MSN Project is to develop a nurse education program to address coping strategies for work-related stressors and assess how it impacts job satisfaction, patient satisfaction scores, and nurse retention rates.

Keywords: compassion, work-related stress, nurse education program, quality improvement, satisfaction, coping skills, patient-care outcomes

PICO QUESTION

For ED nurses, how does a nurse education program addressing coping skills for work-related stress impact job satisfaction, patient satisfaction scores, and reduce nurse desensitization?

LITERATURE REVIEW

The literature review explores factors that play a role in how a nurse copes with work-related stressors. Several themes were identified as a result of what the literature presented.

- Mindfulness reduces stress in a critical care setting ^(5, 10, 11).
- Compassion fatigue and burnout are prevalent ^(4, 8, 12).
- Education on compassionate care and empathy makes a difference ^(6, 11, 13).
- Compassion satisfaction affects patient care outcomes ^(1, 3, 9).
- Job satisfaction among nurses promotes retention ^(2, 4, 14).

IMPROVING COPING SKILLS FOR WORK-RELATED STRESS AMONG EMERGENCY DEPARTMENT NURSES

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PROJECT METHODOLOGY

ED nurses are always undergoing organizational changes required by the evolution of healthcare, rendering them more vulnerable to the effects of work-related stress. Additionally, ED nurses also encounter many acute, chronic, and often unpredictable stressors every day such as sudden death, violence, trauma, and hospital overcrowding. See brief description of the project development, implementation, and evaluation.

Description & Development

The nurse education program is intended for high-risk individuals, which includes the ED nurses at Castleview Hospital. Nurses, who desire to participate, are invited to attend. Deliverables for this educational program include:

- Pre-survey-Self-Compassion-Scale and 5-question survey on work-related stress and the course outcomes
- Education Plan-PowerPoint presentation with case studies to address examples of coping strategies and resources
- Post-survey-Self-Compassion-Scale and 5-question survey on the course outcomes

Implementation Process

The program will be held at the hospital as it grants access to the technology capabilities along with any space required for a large group of attendees.

- The education program will be advertised via announcements on the staff bulletin board, email notices, text messages, and face-to-face conversations in staff meetings.
- Evidence in the literature review regarding coping skills for work-related stress will be addressed in the educational program.
- Observations will also be completed to evaluate what the facility does currently for work-related stress.

Plan for Project Evaluation

- Pre- and post-surveys includes open- and closed-ended questions, including the 12-item Self-Compassion Scale ^(7, 11).
- HCAHPS surveys allow patient feedback to show perceived quality of care and patient satisfaction.
- Nurse retention rate findings by management and may indicate increased job satisfaction.
- Job satisfaction score findings on the post-survey results and may indicate improved coping skills, increased compassion, and decreased nurse desensitization.

Timeline

Over the course of 3 months:

- Obtain approval from CEO, CNO, CFO, ED Manager, and Human Resources Department
 - Advertise the education program
 - Prepare lesson plans, PowerPoint presentation; develop surveys; schedule a meeting time to provide the education
 - Conduct pre-surveys
- Education presentation:
- 2-hour presentation
 - Multiple classes offered to accommodate all
 - Conduct post-surveys immediately after, at the 6-month, and 1-year mark



FRAMEWORK

This project utilized the Advancing Research and Clinical Practice through Close Collaboration (ARCC) model. This conceptual framework helps to guide system-wide implementations to achieve quality outcomes over 12 months ⁽¹⁾. This model relates to the question of whether nursing education programs help the delivery of compassionate care and job satisfaction by looking at the strengths of the programs, barriers of the programs, and any mentors that were developed and used during the process ⁽¹⁾. By utilizing this model, techniques and strategies discovered can be implemented to improve the overall quality of care. Using the ARCC model, nurse leaders can use current literature to determine an appropriate nurse education program.

CONCLUSIONS

Evidenced showed that environmental stressors, compassion fatigue and burnout, lack of education on compassionate care and empathy, and avoidance of compassion satisfaction all affect patient care outcomes, coping skills, and job satisfaction among nurses. Implementing a nurse education program based on evidence can enhance the quality of self-compassion, improve mindfulness, and reduce interpersonal conflict among ED nurses ⁽³⁾. Educating ED nurses on how to improve coping skills for work-related stressors can be evaluated on ways it reflects patient satisfaction and job satisfaction. After the evaluation of the results, adjustments can be made with the purpose to foster healthy, consistent, and productive work environments for the future.

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