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Behavioral Resource Nurse: Improving Nursing Staff Confidence with Behavioral Events

PURPOSE/BACKGROUND

Waning nurse manager resilience, an ever-present phenomenon among front-line leaders, has gained increased attention of the years. This project was implemented at an acute care teaching pediatric hospital located in the southwestern U.S. The purpose of this project was to enhance the resilience and decrease nurse manager burnout.

METHODOLOGY

The multifactorial intervention included collecting pre and post survey assessment data, developing interactive didactic sessions, and orchestrating follow-up peer discussions.

RESULTS

Sixty-six percent of nurse managers included in the project successfully attended all sessions. Eight pre-survey assessments and seven post-survey assessments were completed, resulting in response rates of 100% and 88% respectively. The change in mean competence scores from pre- to post-survey assessments for resilience far exceeded the goal of 10%, with the actual change being a 42% increase of

the baseline score. The level of self-reported burnout decreased 7% and the intent to stay with the organization increased 8%. This accounts for a 26% and 13% improvement in scores respectively.

IMPLICATIONS

Nurse managers working as front-line leaders must equip themselves with stress management tools needed for success. Otherwise, leading during high-stress situations while managing competing priorities eventually decreases resilience leading to burnout. The literature supports the use of peer support groups to enhance nurse manager resilience. Health care organizations should consider innovative methods to support the leadership needs of nurse managers. The strategies from this project will model a foundation to expand peer support groups throughout the organization.