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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 fare 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

Providing trained just in time resources on the medical surgical unit can improve staff members' confidence levels when managing psychological and physically aggressive patients and should be considered on a variety of units. The resource of a behavioral resource nurse should be available to ensure the staff are equipped to deal with increased violence against healthcare workers.