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Developing Resilience in Nurse Managers in a Community Hospital Setting

PURPOSE

The purpose of this quality improvement project was to increase job satisfaction and personal resilience in nurse managers in a community hospital setting by 10% within 90 days following the implementation of a resilience focused peer support group.

BACKGROUND

Nurse leaders are vulnerable to workplace stressors which require them to demonstrate resilience to maintain balance. Many have expressed feelings of burnout and a lack of work-life-balance at some point during their career as leaders. According to Seguin (2019), nurse leaders are faced with many responsibilities and ongoing stressors which can be detrimental to their success.

METHODOLOGY

A literature review was performed. The keywords utilized for the search included nurse managers, resilience, job satisfaction, nurse leaders, and work satisfaction. A total of 15 articles were included in the literature review. Participants were given a pre-and post-survey which included the Brief Resilience Scale, the Short Index Job Satisfaction Scale, and the Turnover Intention Scale. Results were analyzed utilizing the Wilcoxon Signed Rank Test.

RESULTS

There were a total of six participants included and results yielded a 3% increase in resilience (p -value = .92), a 16.1% increase in job satisfaction (p -value = .31), and a 12.1% decrease in turnover intentions (p -value = .13).

IMPLICATIONS

The results of the resilience project support that a peer support intervention is an essential element in the development of resilience and improvement of job satisfaction and align with current literature specific to a structured resilience program.