

Healthy Work Environment descriptions from Professional Practice and Development Council 2/19/20

“Establishing and sustaining healthy work environments must be a priority if nurses are going to make their optimal contributions in caring for patients and patients' families. The link between healthy work environments and patient safety, nurse retention and recruitment and, thus, the bottom line, is irrefutable. The ingredients for success — skilled communication, true collaboration, effective decision making, appropriate staffing, meaningful recognition and authentic leadership” — are described in the AACN Standards for Establishing and Sustaining Healthy Work Environments.

Skilled Communication

- Verbal and non-verbal
- Don't Assume
- Free of Reprisal
- Respectful/Open
- Active listener/clarify and ask question and confirm
- Tone
- Tap out
- Learned technique

True Collaboration

- Open Communication
- Mentoring-> Nurses support their young
- Reserve judgement
- Authentic respect
- Good follow-through of common goals
- Celebrating professional milestones and diversity of positions
- Brainstorming as a team to achieve common goals
- Fulfilling promises and consistent accountability

Effective Decision Making

- Get frontline staff involved in decision-making
- Everyone: opinion counts
- Know and respect other disciplines
- Timely
- Communicate to the team

Appropriate Staffing

- Incentives for Day RNs to work nights
- Patient flow control
- Coordinators
- 24hr access to clinical educator
- compensation for call-outs
- float pool
- increase budgeting
- ancillary staffing

- Night/weekends
- Administrative/leadership support

Authentic Leadership

- Be present- come to the unit-not only when there's a problem
- Actually speak up for staff and follow-up
- Be genuine. Don't be fake. Accountable.
- Proper communication – huddle/brief
- Two-way dialogue-not just staffing
- Take notes when a concern is voiced
- Take initiative
- Good example- be a role model, hard working

Meaningful Recognition

- Actually recognizing the positive (vs. the negative)
- Recognition points- not sitting in a box
- More peer feedback (need approval- delay)
- Use Debrief- the little things mean a lot
- Things being measured not necessarily make you a great nurse; daily little things impact patient care
- Just a sincere thank you!
- Feedback throughout the year and opportunities for growth