



Problem & PURPOSE

- Rural hospitals are facing critical staffing shortages. Job satisfaction and retention are crucial to maintaining a healthcare workforce among rural nursing staff.
- The purpose of this project is to implement an evidence-based communication tool at a critical access hospital to improve communication between leadership and staff teammates.

Available Knowledge & Rationale

- Organizational communication: positive interpersonal relationships, positive relationships with supervisors, autonomy and independence, trust, and psychological empowerment for staff
- satisfaction and retention: rural healthcare challenges-resources, many hats. Staff needs-communication, support. Job satisfaction = job retention
- Communication intervention: Team huddle- increase job satisfaction, communication, teamwork, and quality of care

Methods

- Context: midwestern rural hospital, 24 bed facility, 34 floor staff. Services: ER, outpatient services, acute care, swing bed, labor and delivery
- Intervention: Implementing a team huddle on a Midwestern rural hospital floor. Pre and post survey over a 6 week time frame. Low cost. Recruitment by email.
- Study of Intervention- Microsoft forms survey, volunteer participation in survey, all employees benefited from implementation.
- Measure: 23 questions
- anonymous 4 digit code, 1 overall job satisfaction Likert scale question, 20 other Likert scale questions, 1 open ended comment.

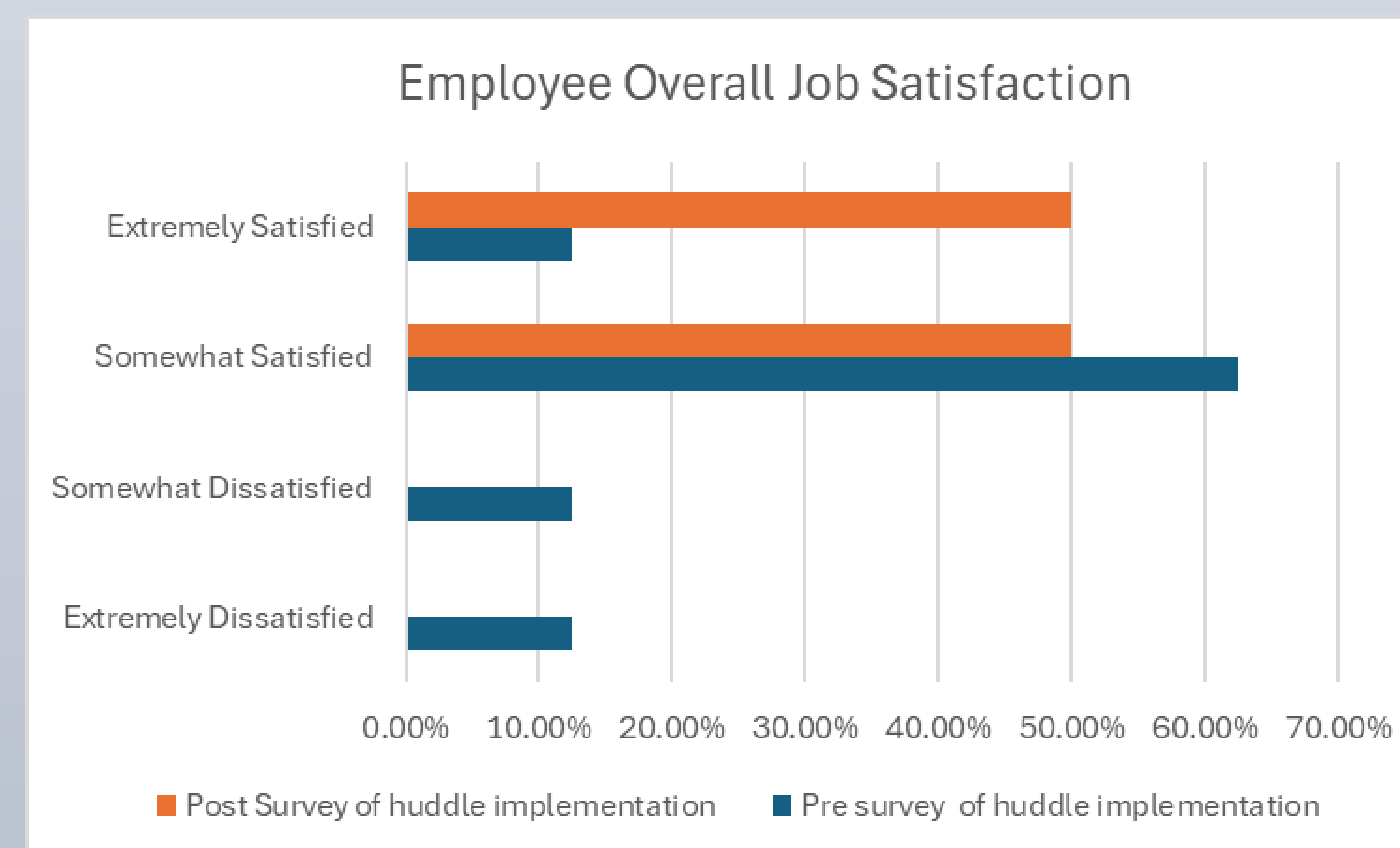


Data Analysis

- Percentages of pre and post overall job satisfaction
- Independent samples *t* test on 20 Likert scale questions
- Addressed job satisfaction, respect, and trust of teammates

.Results

- Pre survey response rate-23.52% (N = 8)
- Post survey response rate-15.79% (N = 6)



- Independent *t* test results: Pre survey M = 22.5 (SD = 2.19), Post survey M = 19.2 (SD = 1.44). Significant improvement with the implementation of the team huddle ($t(33) = 5.64, p < .001$)

Discussion

- Implementing a team huddle and team huddle board showed a significant increase in job satisfaction.
- Good communication may lead to an improvement in job satisfaction.
- Offering a professional space for feedback may help employees feel heard by management and increase job satisfaction.
- Implementing a daily huddle increased communication between charge nurses and with the staff.
- Team huddle board offered a space where staff and management could communicate.
- Strengths: Increasing communication between levels of management and employees through team huddle and team huddle board, opportunity for team check-ins.

Conclusions

The implementation of an evidence-based communication tool team huddle in a critical access hospital may improve communication between leadership and staff teammates and increase job satisfaction.

References

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