

THE SEED



Retrieved from YouTube: [The Seed: Inspirational Short Film](#)

DRIVING A CULTURE OF WELLNESS

START AT FRONTLINE



Viji George, DNP, MA, RN, RNC- NIC, NEA-BC

September 18, 2024

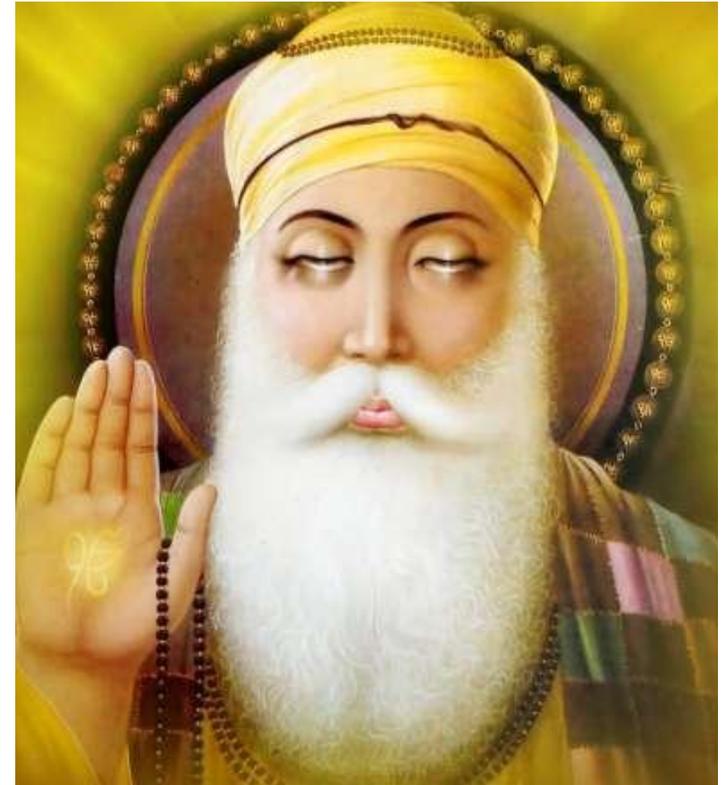
DISCLOSURE

No conflict of interest

This presentation is solely for sharing practice-based best practices for learning purpose for healthcare professionals

GURU NANAK

Teach what you practice
Only then, you will see results



This Photo by Unknown Author is licensed under [CC BY-NC-ND](#)

OBJECTIVES

Attendees will:

- describe at least two strategies to improve frontline engagement for wellness.
- list at least one action item to implement in their organization to improve wellness.

BACKGROUND



There is organizational support and wellness.

- A large multi-hospital healthcare system
(29 hospital locations, including 7 Magnet and 10 PTE designated)
- People are the heart of our organization
- Ranked 10 years in a row-Fortune 100 Best Companies to work for list
- Provides resources for wellness
- Provides great employee benefits
- Promotes culture of excellence
- Strategies/Initiatives for wellness, recognition, DEI, and more





Photo: Courtesy creative commons



This Photo by Unknown Author is licensed under [CC BY-SA](#)



This Photo by Unknown Author is licensed under [CC BY-ND](#)

UNIVERSAL

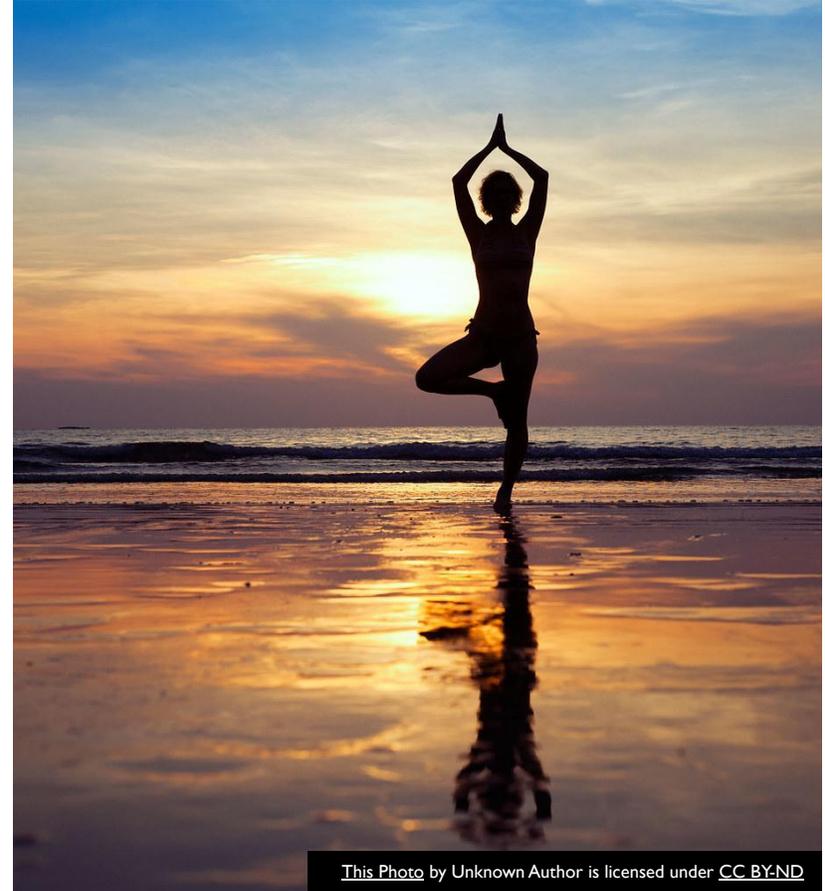
**SMILE
KINDNESS
WELLNESS**

Wellness is

**“a conscious self-directed
and **evolving** process of
achieving full potential”.**

National Wellness Institute

<https://nationalwellness.org/resources/six-dimensions-of-wellness/>



This Photo by Unknown Author is licensed under [CC BY-ND](#)



BALANCE

BENEFITS OF WELLNESS AT WORK

Improved employee health/wellbeing

Increased productivity/performance

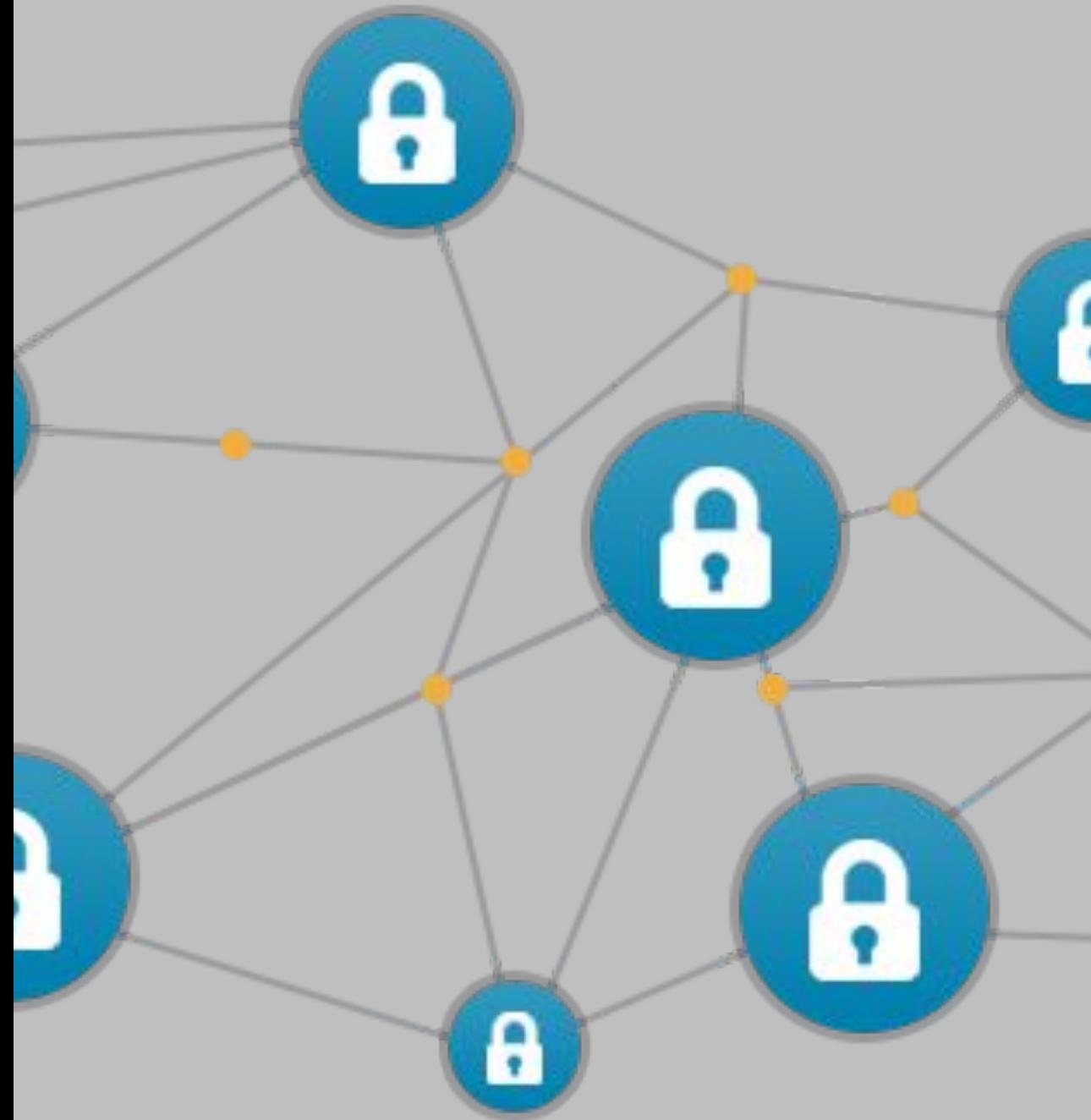
Enhanced employee morale/retention

Increased resilience/adaptability

Stronger organizational culture

BARRIERS

- Personal
- Organizational
- Professional
- Social
- Cultural





This Photo by Unknown Author is licensed under [CC BY-NC-ND](#)

A close-up photograph of a man in a dark suit, white shirt, and patterned tie. He is adjusting his tie with his right hand. The lighting is dramatic, highlighting the textures of the fabric and the man's skin. The background is dark and out of focus.

Follow
me!

Photo: Courtesy creative commons



ACT



Photo: Courtesy creative commons

TRANSFORMATIONAL LEADERSHIP

A style of leadership

where **leaders**

- inspire

- motivate

their **followers**

- to **exceed their own self-interests**

- for the good of the **organization**

- to **achieve extraordinary outcomes**

TRANSFORMATIONAL LEADERS

- * Lead through influence
- * Inspire and motivate
- * Provide intellectual stimulation
- * Personalized attention





This Photo by Unknown Author is licensed under [CC BY-NC-ND](https://creativecommons.org/licenses/by-nc-nd/4.0/)

Innovative Five Prong Strategy Improved Culture of Nursing Excellence

Viji George DNP, MA, RN, RNC-NIC & Laura Massey, DNP, MHA, RN, CPN
Texas Health Presbyterian Hospital Plano



Purpose

To share an organization's journey in improving culture of nursing excellence as evidenced by improvement of Registered Nurse (RN) retention rate, Net Promoter Score (NPS), and outperforming all categories of national database of nurse quality indicator (NDNQI), RN satisfaction survey.

Significance

- Healthcare is highly complex, a challenge for nurse leader is to motivate nursing staff to be involved in initiatives to improve consumer experience including patients and staff
- Constant changes to improve safety, quality and experience is challenging for frontline staff to keep up with latest practices
- Practice site is a Magnet® recognized healthcare organization
- Practice site had challenges; included staff shortage and lack of staff engagement; low scores in patient experience and staff survey

Method

- Quality improvement approach implementing best practices across healthcare systems
- Project led by Chief Nursing Officer and Magnet Program Director included nursing leaders and frontline clinical nurses
- Appraisal of evidence through comprehensive literature search supported leader visibility, effective communication and rewards and recognition play major role to impact staff engagement and nurse satisfaction
- Implemented a Five Prong Improvement strategy promoting staff engagement

Five Prong Strategy

1. Consumer Focused Care

- Consumer oriented professional practice model
- Clear concise communication
- Reliable safe care using Error Prevention Tools

2. Professional Governance

- Shared decision-making council structure
- Frontline and leadership collaborations
- Work practice environment improvements

3. Recognition

- Internal and external recognitions promoted
- Digital applause system including reward points
- Fun leadership rounding and unit recognitions

4. Wellness

- Collaborative wellness initiatives
- Unit level group wellness
- Practice environment celebratory projects

5. Diversity, Equity, Inclusion (DEI)

- Promotion of system level DEI initiatives at entity
- Diversity Action Team promoting DEI
- Monthly Nurse Spotlight sharing DEI perspectives

Professional Practice Model



Outcomes

RN RETENTION RATE IMPROVED

YEAR	RATE
2021	75.6 %
2022	83.4 %
2023	86.8 %

NET PROMOTER SCORE IMPROVED

YEAR	SCORE	ENTITY TARGET
2021	68	71
2022	66	67
2023	71	67

NDNQI RN SATISFACTION SURVEY OUTPERFORMED ALL CATEGORIES (ALL HOSPITALS - BENCHMARK)

Year	Professional Development	Leadership Response	Autonomy	Advocacy/Defending	Flexibility of Scheduling	Resources of Quality	RR-RS Support/ Collaboration	Interpersonal Relationships
2021	PANDEMIC PRIORITIES STRATEGY - NO SURVEY CONDUCTED							
2022	63	64	68	63	63	69	66	66
2023	65	64	65	72	73	68	68	68

Professional Governance Structure



Implications

- Collaborative leader and clinical nurse approach promotes staff engagement
- Consumer focused care to include patients, families and staff
- Shared decision making through professional governance council structure
- Promotion of rewards and recognitions at all levels through various modes
- Share achievements and wins of leaders and staff in meetings, through presentations and digital publications

Conclusion

- Implement best practices to promote safety, quality and consumer experience based on the organizational needs
- Introduce initiatives that is meaningful and influential for the workforce and consumers
- Evaluate impact of initiatives periodically on culture of nursing excellence and modify efforts as needed including front line staff

References

- Barbata, D. (2018). The effects of virtual leadership communication on employee engagement. [ProQuest Information & Learning]. In *Dissertation Abstracts International Section, A: Humanities and Social Sciences*, 79, 1-A(E).
- Costa, J. (2018). Recognize hard work: recognition is an important tool for leaders. *Leadership Excellence*, 35(10), 46-47.
- Dickerson, P. S. (2017). Be present, be visible, be a leader. *Journal for Nurses in Professional Development*, 3, 300. <https://doi.org/10.1097/NMD.0000000000000057>
- Thwa, J. (2019). The Interview: Boston Children's Hospital Associate CMO: Patricia A. Hickey. *Health Leaders Magazine*, 22(1), 48-49.
- Sherman, B.W., Kelly, R.L., Payne-Foster, R. Integrating workforce health into employer diversity, equity and inclusion efforts. *American Journal of Health Promotion*. 2021;35(5):609-612. doi:10.1177/0890117120981288
- Thibault, A. (2019). Engaging the health care professional. *Journal of Medical Imaging & Radiation Sciences*, 50(1), 305.

Five Prong Strategy

1. Consumer Focused Care

- Consumer oriented professional practice model
- Clear concise communication
- Reliable safe care using Error Prevention Tools

2. Professional Governance

- Shared decision-making council structure
- Frontline and leadership collaborations
- Work practice environment improvements

3. Recognition

- Internal and external recognitions promoted
- Digital applause system including reward points
- Fun leadership rounding and unit recognitions

4. Wellness

- Collaborative wellness initiatives
- Unit level group wellness
- Practice environment celebratory projects

5. Diversity, Equity, Inclusion (DEI)

- Promotion of system level DEI initiatives at entity
- Diversity Action Team promoting DEI
- Monthly Nurse Spotlight sharing DEI perspectives

Outcomes

RN RETENTION RATE IMPROVED

YEAR	RATE
2021	75.6 %
2022	83.4 %
2023	86.8 %

NET PROMOTER SCORE IMPROVED

YEAR	SCORE	ENTITY TARGET
2021	68	71
2022	66	67
2023	71	67

NDNQI RN SATISFACTION SURVEY OUTPERFORMED ALL CATEGORIES (ALL HOSPITALS -BENCHMARK)

Year	Professional Development	Leadership Access/ Response	Autonomy	Adequacy Oof Resources / Staffing	Fundamentals of Quality Nursing Care	RN-RN Teamwork/ collaboration	Interprofessional Relationships
2021	PANDEMIC PRIORITIES STRATEGY – NO SURVEY CONDUCTED						
2022	63	64	88	63	63	69	44
2023	65	84	81	73	73	58	58

PROFESSIONALS

- Busy
- Deadlines
- Competing priorities
- Desk work/sitting for long
- Technology challenges
- Prolonged repetitive work



Photo: Courtesy creative commons

CLINICIANS

- Prioritize care of others
- Hazardous work conditions
- Unhealthy postures
- Odd work times
- Lack of time
- Unrealistic expectations



WHY SHOULD WE INDULGE IN SPECIAL INITIATIVES?

Evidence supports that leaders and staff who are involved in wellness, fun and meaningful initiatives at work promotes engagement and great work culture. This is then seen in their outcomes (supported by data) be it clinical, staff engagement or staff satisfaction.

(Jalilianhasanpour et al., 2021)

<https://doi.org/10.1016/j.ejrad.2021.110019>

DRIVING WELLNESS AT WORK



Organizational Support



Peer Support



Self support

ORGANIZATION



Photo: Courtesy creative commons

• Employee benefits

• Message: wellness is a priority

• Strategic initiatives

• Management support

• Recognition

Congratulations! Teeana James!

We proudly recognize Teeana James, BSN, RN, RNC-ABRN for passing her National Board of Nursing certification examination! Specialty certification is a voluntary process and it shows a nurse's commitment to career development and dedication to patient care. Thank you for your dedication to the profession of nursing and Texas Health Plano.

Laura Massey, DNP, MHA, RN, CPM
Chief Nursing Officer

Andrea Ansley, MSN, RN, NE-BC
Associate Chief Nursing Officer

GO DIVERSITY ACTION TEAM Presents

August - National Civility Month

August is National Civility Month, but civility is vital for good health and well-being 365 days of the year. At Texas Health Plano, "Kindness Matters" is all about civility. Here are some thoughts on kindness and what it does for us and the people around us:

- Kindness is a universal language that can bring people together regardless of age, race, ethnicity, religion, status, and identity.
- Kindness has the power to boost satisfaction, happiness, and physical and mental well-being.
- Being kind increases the production of serotonin and dopamine (the feel-good hormones), which provides feelings of satisfaction and well-being. Endorphins, the body's natural pain killer, can also be released and contribute to "helper's high."
- Kindness can also release oxytocin, which can reduce blood pressure and cortisol, the stress hormone. In other words, it's good for your heart.
- Kindness fosters our sense of belonging and helps us build and strengthen relationships.
- Being nice is about being polite, pleasant and agreeable - doing what we think we should. Kindness goes a step further. Kind people recognize that life can be hard, messy and complex. They understand others are doing their best with the tools, resources and experiences they have. Physician and author Charles Glassman, MD, says, "Kindness begins with the understanding that we all struggle."
- Kindness is not a weakness - it's a sign of strength and moving from the "me" to "we."

Source: www.psycheappetite.com - Why Kindness Matters, posted March 8 2023

DAT Hits the Hallways
Watch for the DAT Roadshow coming your way this month! Committee members will be spreading kindness throughout the hospital with treats, positive messages and activities you can do in your departments or units.

Texas Health Plano

Texas Health Resources

Schwartz Rounds

"The Patient Who Was My Best Teacher"
Tuesday, August 20, 2024 | Noon - 1 p.m.

Panel Host:
Texas Health Presbyterian Hospital Plano
GME Classroom

Panelists:
Anurag Duggal, M.D.
Infectious Disease Specialist
Plano, Texas
Mary Kay Drury
Palliative Care Social Worker
Plano, Texas

Schwartz Center Rounds is a forum to discuss challenging emotional and social issues in providing compassionate care for patients. This interprofessional activity is designed for physicians, nurses and chaplains. We also invite allied health professional and staff to attend.

Format: Panel broadcast from hosting hospital to participating hospitals, followed by discussion at participating hospitals.

Objective: Upon completion of this activity, the participants should be able to:

- Describe the social, emotional, ethical and personal issues that arise during the care of patients and their impact on caregivers
- Demonstrate enhanced communication with patients, family members and colleagues
- Value opportunities to explore and understand multiple perspectives across disciplines
- Value opportunities to provide and receive support from their members of our healthcare community
- Model for learners' behaviors of nonjudgmental listening and respect

Accreditation: In support of improving patient care, Texas Health Resources is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

This program complies with the continuing education statutes and rules of the Texas Health Behavioral Health Executive Council.

Texas Health Resources is a Texas CCAP Accredited Provider by the Texas Physical Therapy Association, APSR: 2611066TX.

Designation of Credit:
Physicians: The Texas Health Resources designates this live activity for a maximum of 1 AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.
Ethics: This presentation has been designated by Texas Health Resources for 1 credit of education in medical ethics and/or professional responsibility.
Nurses: 1 contact hour will be provided.
Social Workers and Licensed Professional Counselors: 1 CE clock hour will be provided.
Pharmacists: Texas Health Resources designates this knowledge-based activity for 1 ACPE credit.
Physical Therapists: 1 CCU will be provided for PTs and PTA's.

Additional Information: For more information, please contact the CME Department at THPLA@texashealth.org

the schwartz center

OLYMPICS EVENT

"Give It Your Best Shot"

GOLD
 Liz Salas (PAS)

SILVER
 Lilly Mathew (Pharmacy)

BRONZE
 Attlyia Effendi (Lab)

WINNERS!! CONGRATULATIONS!!

My Life Expert

The 5 Buckets Principle

The 5 Bucket Principle is the science of work-life balance to fill the five buckets of finances, friends and family, work, health, and community.

Participants will learn the tools to prioritize what is most important in life, how to focus on the big picture of life, and how to manage time to enjoy life and the people who make it special.

Sponsored by:
Texas Health Employee Assistance Program

DATE
8/14/24

TIME
12:30pm-1:30pm CST

REGISTER
Register for the webinar by setting up a free My Life Expert account:
Scan QR code or visit www.texashealth.org/eap
Company code: texashealth

or

View the webinar as a guest:
Scan QR code or visit www.texashealth.org/eap
Username: texashealth
Password: employees

For more information about Texas Health EAP call 682-236-6861

Texas Health Presbyterian Hospital Plano

Employee Wellness Event

ON-SITE CHAIR MASSESSES

Thursday, August 22nd, we will be offering on-site chair massages to encourage personal wellness and self-care. Please use the link below to sign up for an appointment. There will be a limited number of spots available during two separate sessions.

SESSION 1
8/22 from 6:30am-8:30am

SESSION 2
8/22 from 11:00am-2:00pm

COMPANY CODE:
6200MASSAGE

PEER SUPPORT



This Photo by Unknown Author is licensed under [CC BY](#)

• Daily huddle

• Wellness rounds

• Unit celebrations

• Uninterrupted breaks

• Group activities

Take care of yourself to take care of others

WATER

Have you had your water today?

Selfcare is an ethical mandate - Provision 5 of the ANA Code of Ethics

“The nurse owes the same duties to self-care as to others, including the responsibility to promote health and safety, preserve wholeness of character and integrity, maintain competence and continue personal and professional growth”

W	Water: Drink your water regularly
A	Ask: Ask for help as needed
T	Teamwork: help one another to get through tasks
E	Exercise: Even a few stretches and steps count
R	Rest: Relax and protect your breaktime to rejuvenate





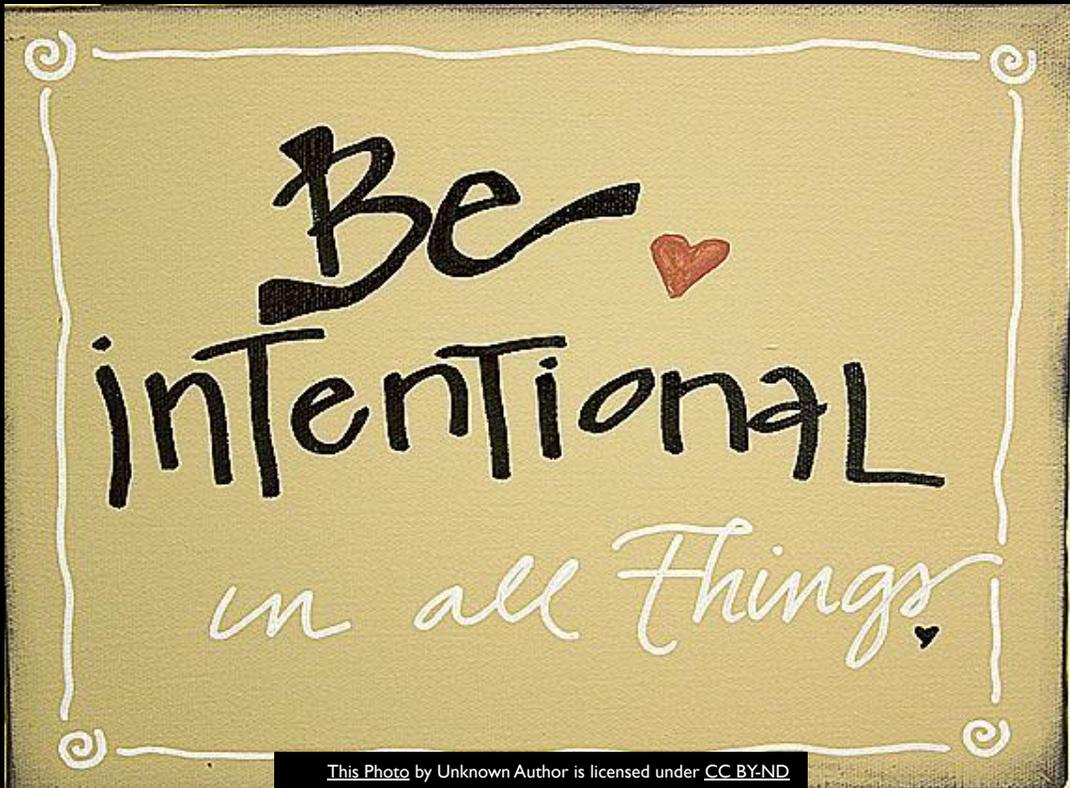
PAUSE

“You have to take care of yourself before you can take care of others.”

Dr. Phil



SELF CARE



- Intentional

- Wellness sessions

- Employee assistance programs

- Understand personal needs and limitations

- Adapt/Evolve





idea → *plan* → *action*

OPPORTUNITYISNOWHERE



Opportunity is every where

• At workplace

• On your own

• In the community



Work for it

- Find time

- Prioritize

- Set SMART goals



Work for it

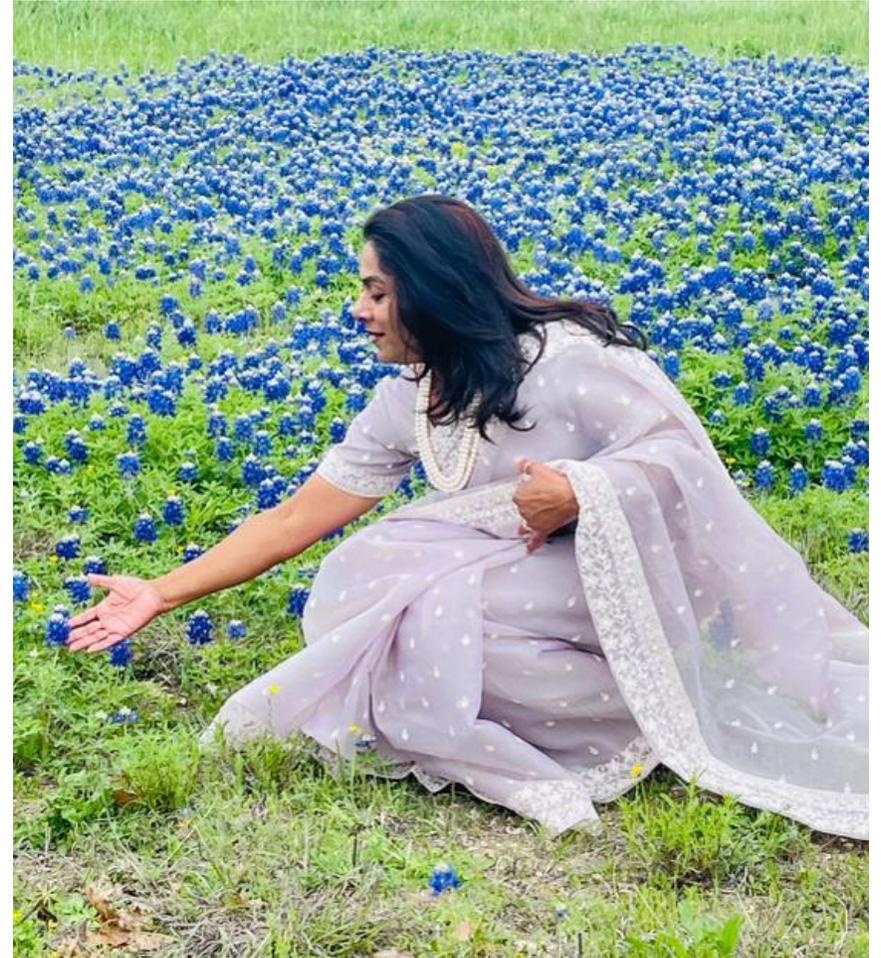
- Work intentionally

- Organizational support

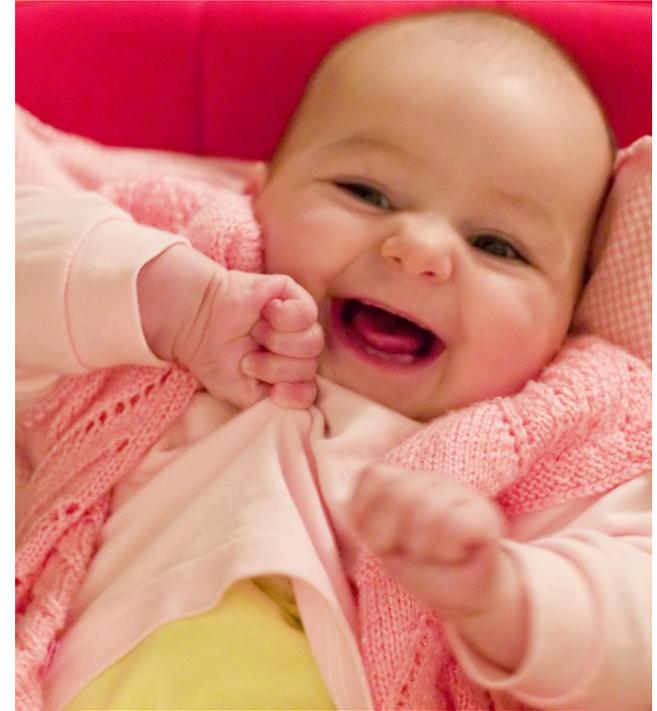
- Reach out

- Know your resources

BE GRATEFUL



Be intentional and
get your daily dose of happiness



This Photo by Unknown Author is licensed under [CC BY-SA](#)

HAPPINESS HORMONE

GET YOUR DAILY

DOSE

Dopamine

Rewarding hormone

- Self care
- Complete a task
- Food
- Celebrate wins

Oxytocin

Love hormone

- Connection
- Touch
- Playing with a baby
- Playing with a pet

Serotonin

Mood lifter

- Sunlight
- Meditate
- Be in nature
- Self reflection

Endorphin

Pain killer

- Laughing
- Exercising
- Dark chocolate
- Essential oils

Sent Externally From: [REDACTED]

Yes you can.
Let me compose a description and see if we can get a few more pictures.
Thanks, Viji!

[Sent from Yahoo Mail for iPhone \[mailto:one@link.ms\]](#)

On Wednesday, September 4, 2024, 11:55, George, Viji <VijiGeorge@texashealth.org> wrote:

Can I use this pic for a national presentation? Will also share with our nurses through quarterly well being

Get [Outlook for iOS \[aka.ms\]](#)

From: [REDACTED] <[REDACTED]>

Sent: Wednesday, September 4, 2024 9:11:59 AM

To: George, Viji <vijigeorge@texashealth.org>

Subject: Nicu Nurses find 5 minutes to stretch during a 12 hour shift

Sent Externally From: [REDACTED]



NICU NURSES FIND 5 MINUTES TO STRETCH DURING A 12-HOUR SHIFT

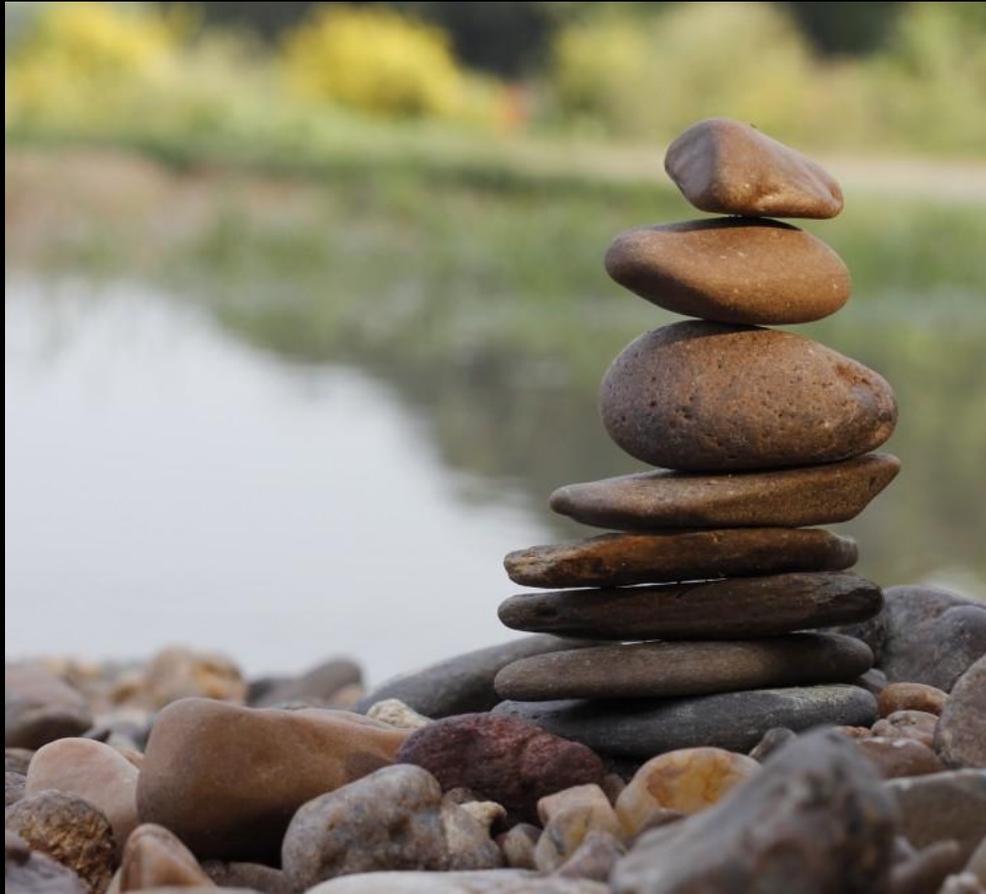


WELLNESS

You are in sync with your
personal realm
and in sync with your
environment.



MAKE WELLNESS A PRIORITY



WORK ON IT



THANK YOU

