

Creating Healthy Work Environments VIRTUAL 2021

Battling A Parallel Pandemic: An Evaluation for Sustainable System-Level Nursing Support in Response to COVID-19

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Purpose: The COVID-19 pandemic has created many unique challenges for frontline nurses including psychological distress, trauma, and uncertainty. COVID-19 has also created equally challenging situations for healthcare systems as leaders look to combat high rates of nursing burnout and turnover throughout the pandemic. New, innovative colleague support programs, such as a midwestern health system's *Resiliency Rounder Program*, are emerging to support the nursing workforce through real-time connection, listening, and support. The purpose of the program evaluation is to evaluate the *Resiliency Rounder Program's* effectiveness in supporting nurse well-being and decreasing intent to leave current roles, the organization, and/or the profession during the COVID-19 pandemic.

Methods: The *Resiliency Rounder Program* evaluation utilizes the Logic Model and Maslow's Hierarchy of Needs as a guiding framework. Program evaluation data will be collected through a mixed-methods approach. Qualitative methods will be used to describe perceptions towards the program through individual interviews with system colleagues who serve as "Resiliency Rounders." Quantitative methods will utilize a survey of demographic information, the Well-Being Index[®], and workplace resource and retention questions. Key measures include nurse wellness scores and intent to leave current roles, the organization, and/or the profession in relation to interaction with a "Resiliency Rounder." Data analysis will consider whether there were significant differences in well-being and intent to leave current roles, the organization, and/or the profession between nurses who had an interaction with a "Resiliency Rounder" compared to those who did not. Themes from the "Resiliency Rounder" interviews will also be explored. Data collection will occur during February 2021 while data analysis will occur during March 2021.

Results: Anticipated findings include higher well-being scores and decreased intent to leave current roles, the organization, and/or the profession among nurses who have had interactions with "Resiliency Rounders" compared to those who did not. Results will also include other significant and relevant findings from the survey data. Anticipated themes from the interviews include meaningful interactions, continued support, and more resources. Findings will be further evaluated in relation to system costs of the program and nursing turnover. Anticipated results from the surveys, interviews, and evaluation will be favorable for clinical continuation of the *Resiliency Rounder Program*.

Conclusion: Project conclusions will add to a growing body of knowledge regarding the COVID-19 pandemic and nursing support within the workplace, while also contributing to future implications for clinical practice and system-level improvements.

Title:

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Keywords:

COVID-19, Support and Wellness

Abstract Summary:

An innovative, system-level nursing support program at a midwestern health system is evaluated for clinical sustainability and effectiveness in improving nurse wellness and decreasing intent to leave nursing roles during the COVID-19 pandemic.

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Author Summary: Sara Gifford, MSN, RN, AG-CNS is a registered nurse and DNP student with over five years of experience in medical-surgical and critical-care nursing. As a system travel nurse, Sara worked on various teams throughout the COVID-19 pandemic and during Detroit, Michigan's initial surge. Sara also serves as adjunct faculty at University of Detroit Mercy in student support services and simulation.