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Relationship of Staff Engagement and Perception of Safety Scores with Patient Outcomes

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This will be a quasi-experimental study design with a goal of 60 patients about to undergo surgical or invasive procedures requiring an IV catheter insertion in the pre op department at West Kendall Baptist Hospital (WKBH).

Patient who receive, as standard of practice, 1%

The study sample will consist of 60 patients aged 18 years and older. To be included in the study participants have to have IV accesses established, and the ability to express their pain level.

The data collection tool of the study will consist of a questionnaire that include patient demographic information and questions about pain perception and anxiety experienced with IV insertion.

Methods

The exploratory component of clinical nurses’ perceptions of engagement and patient safety involved a nontraditional qualitative descriptive research design with focus group led by staff nurse unit-based practice council (UBPC) chairs and thematic analysis. The correlational component consisted of parametric statistical analysis of readily available National Database of Nursing Quality Indicators (NDNQI) RN Satisfaction scores, Agency for Healthcare Research and Quality Hospital Survey of Patient Safety Culture scores, and patient outcomes data from 2012, 2014, and 2016.

Findings revealed statistically significant correlated relationships between NDNQI RN satisfaction (as reflected in the practice environment score (PES) and perception safety culture score (PSCS) (r=0.756, p=0.004) (Graph 1); between RN satisfaction (PES) and patient falls (r=0.577, p=0.049) (Graph 2); and between handoff reports (an element of the PSCS) and patient falls (r=-0.726, p=0.008) (Graph 3). No statistically significant correlation was seen between CAUTI & CLABSI rates and PES or PSCS. Preliminary themes identified from the focus groups include: team building activities, being engaged with patient, teamwork, and being emotionally attached as it relates to engagement; and staffing/assignment, patient care, and teamwork as it relates to safety.

Implications for Practice

By keeping staff engaged and patient safety-centered and focusing on what nurses themselves perceive as elements of staff engagement and patient safety, leaders can potentially positively affect patient outcomes. Having nurses themselves work collaboratively to identify how they affect patient outcomes through a deeper understanding, translates to a stronger safety culture and enhanced patient care.

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