Fostering Resilience to Cultivate Change
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Significance
Healthcare is experiencing rapid change which creates stress for those on the frontlines. In addition, Duke Raleigh Hospital is experiencing rapid growth to meet patient needs in our community. Results from our safety survey indicated a need to invest in our teams. Our work focused on personal resilience building, team training, and customized strategies for each department to combat burnout, improve teamwork, and enhance the safety climate.

Background
Results from the 2014 Work Culture Survey (WCS) and 2014 safety culture survey (Safety Attitudes Questionnaire- SAQ), demonstrated an opportunity for improvement in resilience.

Intervention
• Resilience: Three Good Things, Captivating Awe, Gratitude Letter, and multiple other interventions incorporating the 10 positive emotions at work
• Interprofessional TeamSTEPPS®: two challenge rule, CUS, SBAR, briefs, huddles, and debriefs
• Sustainment structures built into daily operations: safety briefs, TeamSTEPPS Tuesdays, PSCQ reporting

Outcomes
EVS demonstrated significant improvement in burnout, teamwork, and safety climate.

Lessons Learned
✓ Make resilience intentional
✓ Positivity is contagious
✓ Focusing on teamwork has a ripple effect
✓ Sustainment is a constant focus

Significant improvement in our Culture Pulse Survey measuring both safety and engagement.

References

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