Nurse Engagement in Acute Care
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Abstract
This study focuses on nurse engagement in the acute care setting. Nurse engagement is defined as a persistent, positive state of fulfillment experienced by nurses at work. Engagement is a rising issue as it leads to burnout, compassion fatigue, dissatisfaction with the work environment, and turnover. The study will look to see how having nurses participate in dual-roles throughout the profession will increase the levels of nurse engagement. The research found in the study concluded that nurses participation in dual-roles and moonlighting had a positive increase in nurse engagement.

Methods/EBP
Cross-sectional studies were performed in the researched articles. Literature search/selection, and data analysis were based on the John Hopkins Evidence-Based Practice Nursing Model. PICO was used to determine the effects of nursing practice units from the bedside. The reports included similar patient outcomes using the Johns Hopkins Evidence-Based Practice Nursing Model. Two in conducting EBP review is illustrated by the following: PICO:
- P: nurses throughout the hospital setting, specifically those with low engagement
- I: providing nurses the opportunity to have dual roles/opportunities to be involved in the nursing profession beyond the bedside
- C: done through surveys, in-person meetings to discuss the surveys, and making actions toward improvement
- O: increase the level of nurse engagement throughout the acute care setting

Literature Search:
- Databases searched included CINAHL and PubMed
- Keywords: Acute Care, Burn Out, Nurse Engagement, Quality of Care. Moonlighting, dual roles
- There was a total of 9 articles found

Results
The most engaged nurses are the ones who have been with the company for over 3 years. This is usually due to the honeymoon effect. All nurses scored an average of 13.8 on emotional exhaustion (Burnout). On average nurses scored 5.9 on personal accomplishment. Compassion fatigue scored an average of 21.8. All respondents scored high in nurse engagement. All of these scores are positive for the nursing workforce. Surveys showed improvement in all categories from pre- to post intervention. “Understanding how role impacts goal increases by 6%, nurses understanding their own goal improved by 13%, those who would recommend others to work at the facility was 13%, and those who said they were proud to work in the facility increased by 7%" (Bohe, 2020). Relational coordination has a positive impact on nurse engagement, negative relationship with burnout, and positive relationship with professional efficacy. "Relational coordination was significantly related to increased job satisfaction, increased work engagement, and reduced burnout" (Stevan & Errett, 2018). Data was collected by appointed coordinators that analyzed surveys from RN’s and the annual survey from AHA. Surveys were done by RN’s who had worked on the unit for at least 3 months. Units in rural hospitals with 200–299 beds had 27.4 beds compared with 36.2 beds in urban hospitals (P=0.003). Work complexity, availability of support services, and safety climate were similar in the two groups and across hospital size. RN’s experience, expertise and commitment to care were almost identical in the two groups, as were the professional practice variables, decentralization, autonomy, and relational coordination. (Baernholdt & Mark, 2009). In the review of a large-scale facility, with 13,000 nurses, there was an estimated potential loss of revenue of $30 million as a result of a lack of productivity (Carthon et al., 2019).

The evidence obtained shows that nurse engagement is affected by burnout, satisfaction, and turnover. The evidence also shows that by implementing interventions to improve these aspects, nurse engagement will increase: which is the goal of this study.

Conclusions
The goal of this study was to evaluate the question, “To increase nurse engagement in acute care, how does increasing nurse professional opportunities affect engagement level, compared to traditional staffing models?” Higher levels of nurse engagement will improve quality and safety throughout the nurses field, such as decreasing patient falls and improving satisfaction for staff and patients. From a management point of view, improving nurse engagement can increase retention, which in the long term, will save facilities money. Professional education will increase as well because nurses will be more well-rounded with a variety of knowledge, rather than being solely focused on the unit they work on. Finally, it will improve nursing research, helping various areas in the medical field advance in employee engagement.

The research shows that taking advantage of dual-roles provided health care professionals with a well-rounded view of the care they provide. Many articles state that nurse engagement increased due to a change in aspects such as decreased burnout, increased satisfaction, and increased retention.

Limitations in this study included sample size and bias. The population sizes were small and therefore cannot be generalized among the entire nursing population. In the cross-sectional studies, there was a potential bias when obtaining the results. The selected participants had different characteristics compared to the ones who were not selected for the study.

Also, throughout the surveys, there were staff members that did not respond to the questionnaires or surveys, which hinders the results.

Recommendations
The authors believe that the local Wellspan Hospital would benefit greatly from implementing the opportunities studied. The most important being the development of a dedicated education unit. This unit would allow nurse graduates to participate in a curriculum to be better equipped working on their unit. This requires money to be used by the hospital, but it will improve engagement, satisfaction, and decrease error for all units. The authors also believe taking simple opportunities away from the bedside will increase engagement across the entire nursing population. For example, participating in a health fair, volunteering local organization, and participating in research. In the future, the authors of this study would like to perform further research to learn how nurse engagement benefits acute care nurses on a larger scale.

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