



Share Our World: Helping Families of Critical Care Nurses Understand the Critical Care Nurse Role

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Background

Caring for nurses through developing support from loved ones can help mitigate work stressors that may affect outside relationships and job satisfaction.

- 2009 Cardiac Nursing Retention Collaborative team formed
- Staff nurses reported frustration in their family members' lack of understanding of the health care setting and the inherent emotional and physical stress.
- Work life balance and social support are key factors in nurse satisfaction and retention.
- The Cardiac team developed an event designed to provide insight into the bedside critical care nursing role for family/friends of nursing staff.
- Success of the Cardiac events spread to the other 2 ICUs in the hospital who began holding their own events after one on one mentorship from members of the original Cardiac Team.
- The program has since spread to a hospital wide Best Practice for staff retention and satisfaction in the Nursing Department (ED, 8South, Peri-Op, 5 East, Special Delivery Unit).

"We always knew her job was very difficult and rewarding, but this emphasized that 1000x!"

"This was a great opportunity for my family to see where I work and I what types of things I do at work all day! It was also really nice to have them meet some of my coworkers and managers with whom I've become close!"



"Excellent-I had no idea the complexity of the CICU was so great. Wow, Wonderful program! GO NURSES"



Cardiac Center

Cardiac Center Retention Collaborative:

"How can we help our nurses with work life balance?"

7 events held between May 2009 & November 2014

Approximately 200 nurses and their families have attended since the first event

PICU

Pediatric Intensive Care Unit Recognition and Retention Initiative:

"How can we better recognize the great work our nurses do and improve their support outside of work?"

3 events held between April 2014 and April 2015.

Approximately 75 nurses have attended since the first event.

NICU

Neonatal Intensive Care Unit Quality Recognition and Retention Improvement Mission:

"How can we help bridge the information gap between work and home for our nursing staff?"

4 events held between May 2014 & May 2015.

Approximately 120 NICU nurses have attended with their support persons

"Share our World" Program Objectives

- Provide Education to family members regarding the work and mission of CHOP Critical Care nurses.
- Allow opportunities for family to experience the environment first hand.
- Express appreciation to Critical Care Nurses for their hard work, dedication, and compassionate care leading to improved engagement.
- Strengthen the Nurse Leader to Bedside Nurse relationship.
- Allow the opportunity for staff nurses to thank their family members for their support.
- Contribute to improvement of staff satisfaction and retention rates.

Program Design

"Overall this event made me feel valued, honored and respected as a NICU nurse."

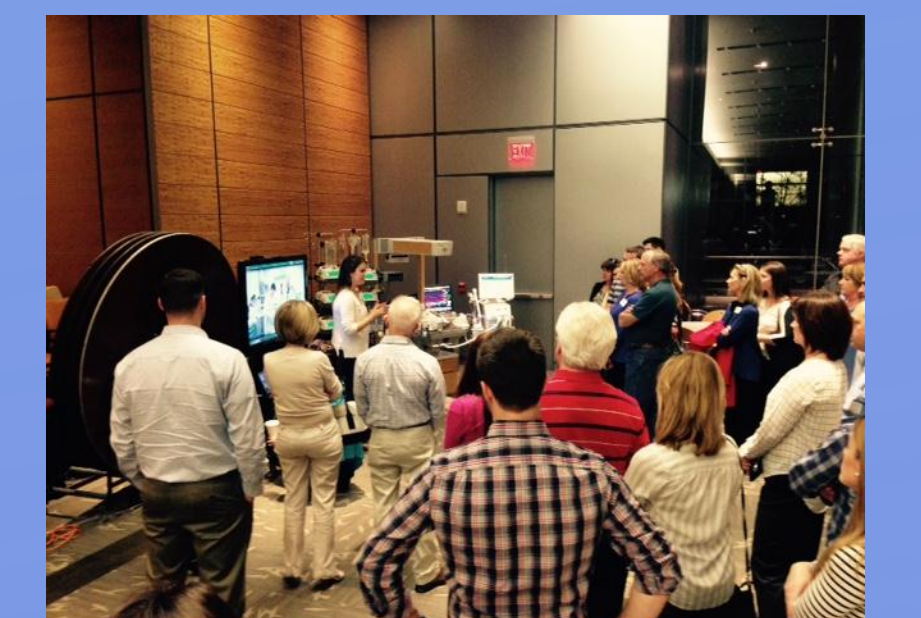
- Unit Planning Team members: Nursing Leaders, Bedside Nurses, Child Life Specialists, Human Resources, and Public Relation Specialists
- Budget:
 - Each event was budgeted internally using unit funds
 - The staff nurses attended the event on their own time
 - Cost generally included catering and equipment rental
- Program
 - Speakers include unit physicians, nursing leadership, former patients/families
 - Recognition & appreciation of each nurse by peers and nursing leadership e.g thank you notes; peer recognition quotes read aloud
 - Education about the critical care environment
 - Simulation of critical care setting with equipment and mannequins
 - Hospital & unit tours
 - Age appropriate medical play/education for children of staff

Results:

- Since its inception in 2009, the three critical care areas (CICU, PICU and NICU) have hosted a total of 12 events with more than 1,000 participants.
- Evaluation data from both staff and guests have overwhelmingly indicated the value and success of the event.
- Nurse participants indicated that they would recommend the event to colleagues and found the experience to be positive.
- Family/friends indicated the experience was quite valuable and they learned a great deal about their loved one's work environment.
- Families have expressed gratitude for the insights gained about the critical care nursing role.
- Nurses' feedback have indicated a renewed sense of pride and empowerment
- The event has spread throughout the hospital as a best practice for supporting nurses' job satisfaction.



"This event was awesome! I could see my husband's face light up with fascination and awe as we walked through the NICU and he saw different babies and equipment"



"We loved the bed and isolette on display that my husband could look at and handle. A true hands on experience. It was so nice that individual nurses were recognized."