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Driving Team Member Engagement Through Competition

Kendel Richards

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Leslie Huntington

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Driving Team Member Engagement Through Competition

Kendel Richards, BSN, RN, Leslie Huntington, MSN, MBA, RN, CPN

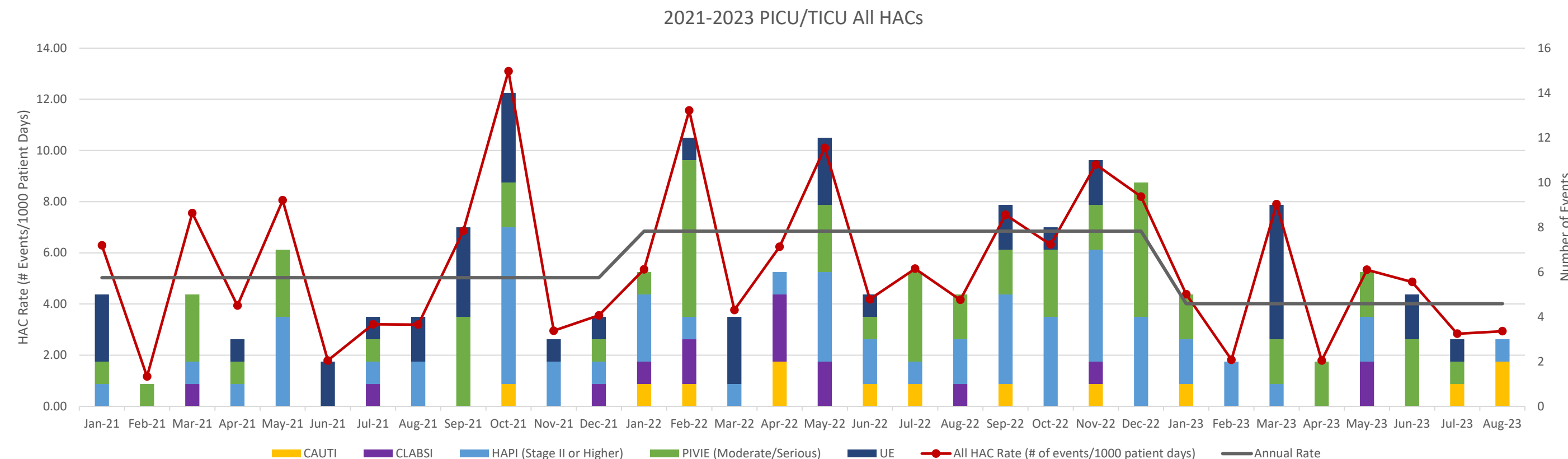
Background

Hospital-acquired condition (HAC) rates were rising within our pediatric ICU. As utilization of contract staff and nurse turnover increased, staff became less engaged in quality initiatives. Nurse-to-patient ratios were adjusted to account for patient acuity and the unit was given additional resources to assist staff. Once resources and equipment were eliminated as barriers to staff engagement and accountability, our leadership team began to look at other ways to motivate staff to engage in hospital initiatives.

ICU HAC
smackdown
DOWN

Methods

A year-long team-based competition was created to motivate and create accountability amongst a staff of over 300 people. Teams were created that encompass all disciplines found in the ICU, which increased staff morale by creating an environment of inclusivity. A scoring system was created by a multidisciplinary leadership team to enable teams to earn points by engaging in unit initiatives or lose points when a HAC or safety event occurred. Data was gathered weekly from various tracking systems the hospital had in place as well as individual reporting and translated into points for each team. Teams were then rewarded with recognition and awards quarterly, with an overall winner and category MVPs.



Results

In the first two quarters after game implementation the rate of HACs decreased by 43% compared to the first two quarters of the prior year. Average staff attendance in unit-based HAC committees has increased over 92% from 2022 to 2023. This has led to an increase in staff adherence to evidence-based bundles and the creation of several unit-based HAC reduction initiatives. The execution of this contest offers support that when work engagement is high, quality of patient care will also improve.

Recommendations

We recommend that this project be tailored to and implemented within other units hospital-wide. Reducing hospital-acquired conditions is a national patient safety goal and an overarching goal of Children's Health. The introduction of competition has been an innovative new way to encourage staff participation and involvement in quality and patient safety initiatives.

Category	Value	Foley Guacamole	Black in Business	Purple Reign	Orange is the New HAC	Methylene Blue Crew	The Coral Reefers
Good catch - general	1-10	5	14	24	25	18	12
Good catch - medication related	1-10	70	65	80	60	60	56
Mild PIVIEs	1	3	7	4	12	10	6
7 consecutive days w/o moderate or serious PIVIE	5	60	55	55	60	55	55
7 consecutive days w/o stage II or greater HAPI	5	60	60	60	55	55	55
Whole month w/o CLABSI	20	40	40	40	60	60	60
Whole month w/o CAUTI	20	60	60	60	60	60	60
Whole month w/o UE	20	40	40	40	40	40	40
5 Instances of Environmental Hygiene	1	53	30	44	52	44	51
Volunteering (ex. skills day, prevalence days)	2	25	20	10	35	15	5
Education/rounding	10	13	10	10	10	3	20
BSR attendance	1	12	35	29	31	17	19
HAC meeting attendance	1	20	22	48	30	22	12
POCT Check-offs	1	3	18	33	9	7	5
Bonus Points (ex. contest name, t-shirt)	10	0	0	0	0	0	0
Red cards	-1	1	0	1	1	0	0
Medication event	-1-10	20	0	0	20	20	0
Moderate PIVIE	-5	0	5	5	0	5	5
Serious PIVIE	-10	0	0	0	0	0	0
HAPI Stage II or Above	-20	0	0	0	40	40	40
CLABSI	-20	40	40	40	0	0	0
CAUTI	-20	0	0	0	0	0	0
UE	-20	20	20	20	20	20	20
Missed bundle element when HAC identified	-2	0	0	0	0	0	0
Total		383	411	471	458	381	391