Collaborative Practices to Increase PACU RN Satisfaction and Reduce Turnover
Primary Investigator: Diana Wong MS RN CPAN ONC
NYU Langone Orthopedic Hospital, New York, New York
Co-Investigators: Diala Epstein BSN RN CPAN CPN ONC CRRN,
Michael Tagadaya MSN RN NE-BC, Seth Creel BSN RN CPAN, Nicholas Cona MSN RN TNCC,
Jamie Gebel MS RN, Andrew Wuthrich MBA MSN RN ONC-NE-BC, Jessy Runyan-Gless BSN RN,
Alexandra Hauser BSN RN CPAN, Joseph Potenzone MSN RN CCRN,
Amelita Fabello BSN RN CPAN CAPA, Vergie Javier BSN RN ONC,
Mei Yuk Gian-Nguyen BSN RN CPAN CAPA ONC, Rowina Apostol BSN RN,
Cidric Trinidad BSN RN, Ronaldo Flores MSN RN, Keldia Rodriguez BSN RN,
Clare Malone BSN RN CPAN

Introduction: Concerns for the "Great Resignation" in healthcare are growing as there is an increase in nursing turnover, which is costly to the hospital and negatively affects patient outcomes.

Identification of the problem: RN turnover rate at NYU LOH is increasing, 14.8% in 2019, with most reasons for termination being retirement, professional growth, and personal reasons. The reasons for the PACU turnover are both controllable (issues under the control of the hospital) and uncontrollable.

QI question/Purpose of the study: To maintain the turnover rate of PACU RNs to below 12.93% on a quarterly basis by improving team relationships.

Methods: The team followed the PDSA model to carry out change in the PACU. Surveys were distributed to RNs and results were analyzed to identify reasons to leave and stay in PACU. Unit Practice Council leaders, Recruitment and Retention Council members, weLearn champions, Wellness champions, nurse managers, and nursing professional development specialist collaborate to implement PACU retention strategies. Open-door policy, weekly huddles, emails, and daily text were implemented to improve timely communication. Staff recognition of nurses' achievements and best practices occur in meetings, awards ceremonies, celebratory programs, community webpages, and newsletters. Flexible scheduling allows RNs to attend council meetings, celebrations, conferences, and school. To promote professional growth, there is support for clinical ladder, certification review, and peer education. Stress-reduction activities support RNs' wellness. Data on unit turnover rate and RN satisfaction were collected.

Outcomes/Results: The PACU turnover rate fluctuated each quarter with a range of 0% to 9.87%, consistently maintained below 12.93%. High nursing satisfaction score on teamwork and collaboration can be a predictor of lower turnover rate

Discussion: A collaborative approach to PACU RN retention is essential to create a positive healthy work environment that nurses want to grow in.

Conclusion: Retention strategies focused on communication, staff recognition, professional growth, and wellness can help to reduce RN turnover and increase RN satisfaction.

Implications for perianesthesia nurses and future research: As the healthcare environment changes, ongoing assessment on the reasons for RNs leaving a unit or organization is essential to identify effective retention strategies targeted to address the changes in turnover reasons.