

Perfect Harmony: Maslow's Hierarchy and the NDNQI Practice Environment Survey



Lisa Paris MA, RNC-OB, C-EFM
Education Specialist, GBMC
Baltimore, MD

Another Harmonious combination: Joint Commission and NDNQI



- Joint Commission 2009 Leadership Standards
 - Improving practice environment, culture of learning and improved communication
 - Address environment related to managing conflict, developing organizational culture of learning and quality
 - **BUT HOW DO YOU KNOW WHERE TO START?**

What does the Evidence Say?



- Job satisfaction closely related to nurse's intent to stay
- Themes related to decreased job satisfaction and poor retention
 - Nurse empowerment
 - Educational level of the nurse
 - Nursing leadership and supervision
 - Magnet environment

BUT.....

- The work environment strongest predictor of decreased nurse satisfaction and retention

More clues from the evidence....



- Nurse satisfaction most strongly correlates with:
 - Perceived degree nurse-physician collaboration
 - perceived degree of job stress
- **Practice environment strongest predictor of perceived job stress**

(Zangaro & Soeken, 2007)

- **So how do we put all those pieces of evidence together to come up with an effective strategy?**

A fresh new look at the evidence!



- Thousands of articles are written addressing nurse retention and job satisfaction
- Myriad of causes
- Multiple improvement strategies ranging from basic to very innovative
- Adopting strategies from the literature may not be transferable
- But most importantly, staff perception is an important piece of evidence!

Step 1

Know your staff!



- **NDNQI Practice Environment Survey is PIVOTAL in understanding where to start**





