

Staff engagement in decision making process within the Department of Critical Care

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Background

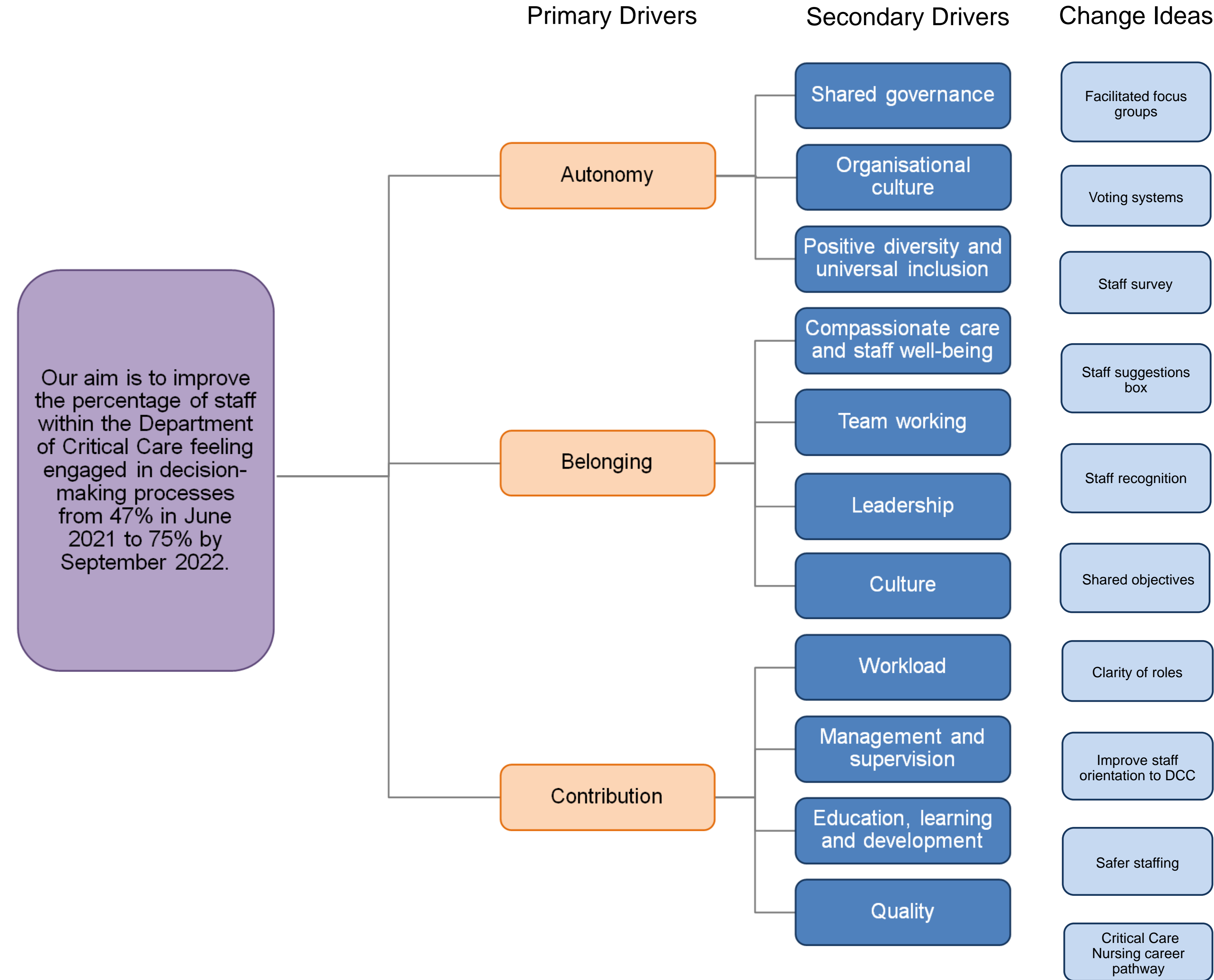
The Department of Critical Care team consists of intensive care consultants, and more than 140 critical care nurses across the two departments. Due to a large number of staff, decision making were done mostly by the senior management. Nurses at lower levels have limited autonomy and decision-making authority, leading to reduced engagement and job satisfaction.

Evidence has demonstrated the benefits of shared governance structure in a professional nursing structure (Oss *et al.*, 2021). It supports nurses' professional autonomy, control of their practice environment and communication (Church *et al.*, 2008). Fully engaged nurses improved patient and nurse satisfaction, greater nurse retention, and enhanced clinical outcomes (Lewis-Hunstiger, 2013).

Aim

To improve the percentage of staff within the Department of Critical care feeling engage in decision making processes from 47% in June 2021 to 75% by September 2022.

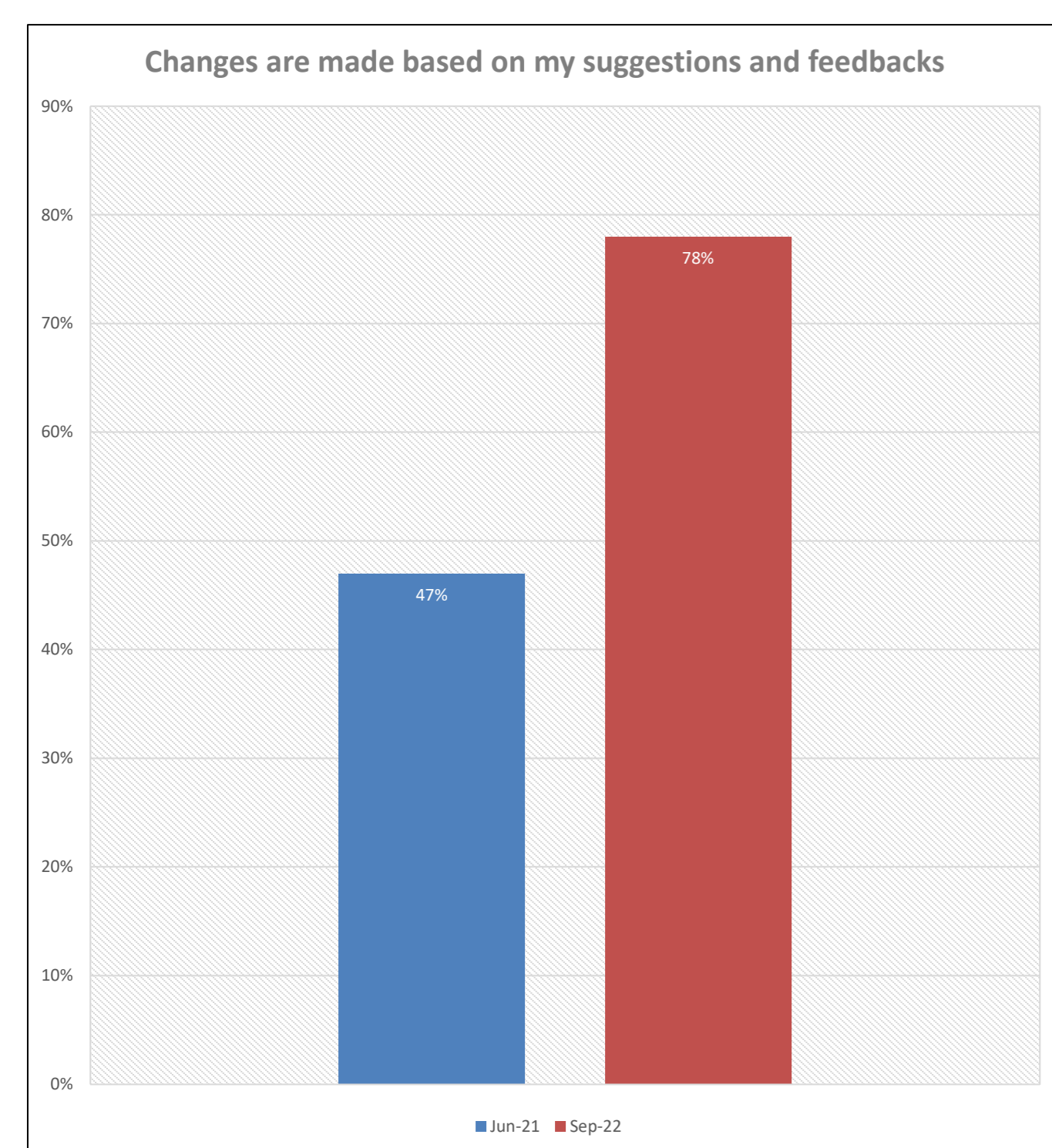
Driver Diagram



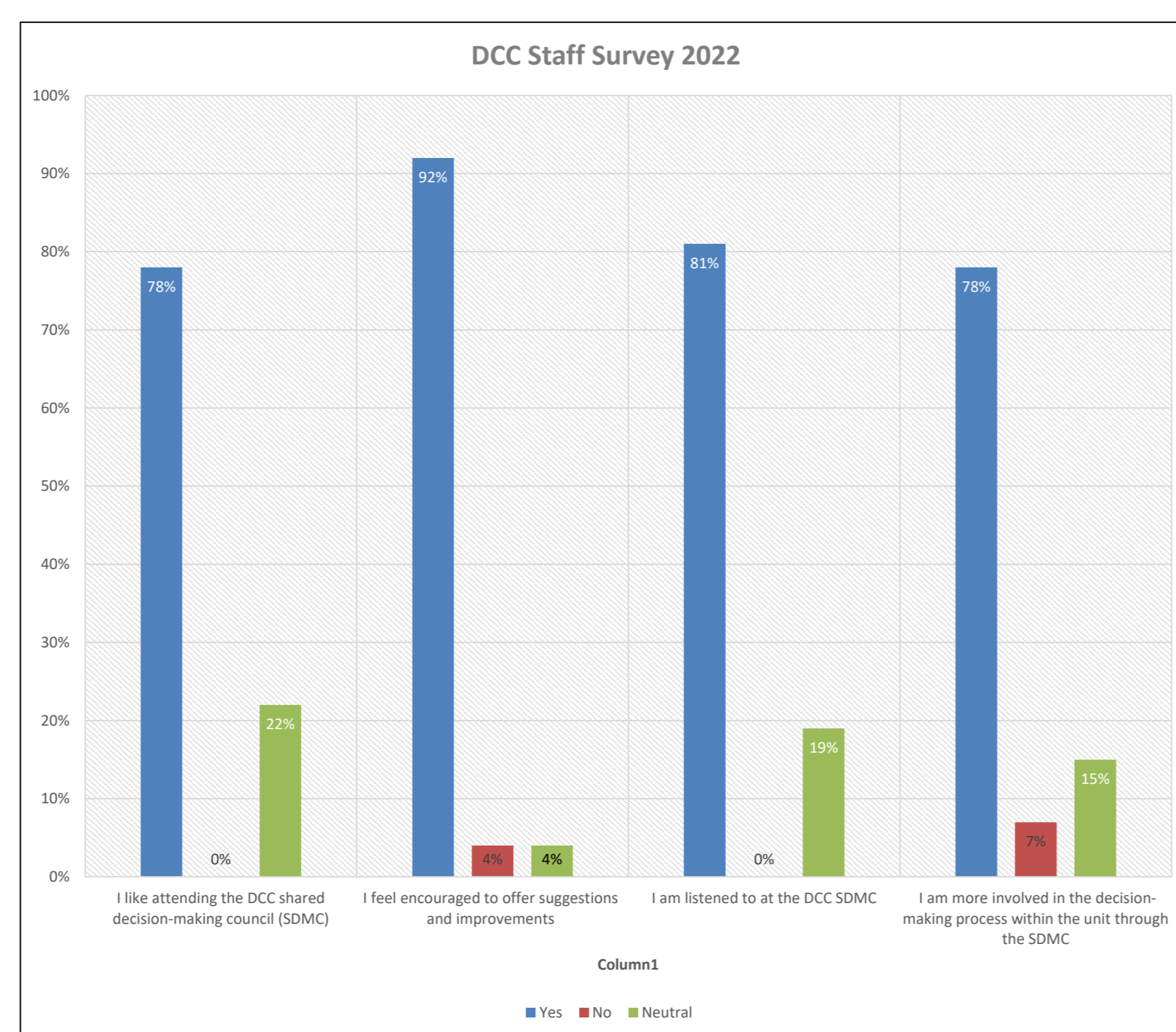
Results

There was an increase of over 75% in the number of staff nurses who felt they were listened to, more involved in the decision-making process, encouraged, and saw changes made based on their suggestions and feedback after attending the Shared decision-making council.

Pre and Post intervention



Survey post intervention



Method

- 1: DCC Staff survey
- 2: Shared governance through the implementation of the Shared decision-making council.
- 3: Regular virtual meetings via Microsoft Teams amongst staff in DCC for 60-90 minutes every month
- 4: Setting up of Agenda for discussion
- 5: When a vote is carried out amongst DCC staff, all staff will be given the opportunity to vote. Consensus has been agreed at 51% or more

Barriers / Challenges

- At times meetings were cancelled due to the high acuity of the unit.
- Staff that attended the council were mostly Band 6s and Band 7s.

Lessons Learnt

Shared Decision-Making creates opportunities for staff nurses to network, collaborate, share ideas, and be involved in decision-making.

Next Steps

- Continuing to hold the council every month.
- Incentives for staff joining the council