

# CRACKS IN THE FOUNDATION

## Undermine Nurse Resilience

Hospitals and health systems have never been more committed to engagement, retention, and wellness. Yet nurses around the world are stressed, overworked, and burned out.



According to Maslow's hierarchy of needs, individuals can't reach their full potential if they are struggling with basic needs. In today's care environment, there are unaddressed needs, or "cracks in the foundation," undermining nurse resilience and leading to frontline burnout.

To build a more resilient nursing workforce, leaders must repair four cracks in the foundation of the care environment:

**1** Violence and **point-of-care safety threats** are now commonplace in health care settings.

**Challenge:**

Nurses don't feel equipped to respond to point-of-care safety threats. As a result, they often feel unsafe at work.

**Executive Strategy:**

Reduce response time to routine point-of-care threats.

**2** Nurses feel they have to make **compromises in care delivery**.

**Challenge:**

Staff feel they can't deliver safe care to their patients because they perceive that staffing levels are "unsafe."

**Executive Strategy:**

Surface and address frontline perceptions of "unsafe" staffing.

**3** Staff bounce from traumatic experiences to other care activities with **no time to recover**.

**Challenge:**

Nurses don't have time to recover from emotionally challenging situations, and they are too busy to use services that can help them debrief and process traumatic experiences.

**Executive Strategy:**

Make emotional support "opt out" only.

**4** New technology, responsibilities, and care protocols cause nurses to feel **"isolated in a crowd."**

**Challenge:**

The unintended consequence of electronic documentation and efficient care delivery is that nurses spend more time working in isolation, with limited opportunities to meaningfully connect with their nursing peers.

**Executive Strategy:**

Reconnect nurses through storytelling.

