

Introduction

Employee Engagement and the Patient Experience is a four-hour continuing education course designed for front line nursing leaders. This course equips charge nurses with the skills needed to embrace a leadership role while improving employee engagement and the patient experience. During the course, participants examine and discuss the following concepts:

- ❖ The link between nurse engagement and patient satisfaction.
- ❖ The productive influence of a charge nurse with a positive and professional attitude.
- ❖ Modeling key skills that influence employee engagement: Effective feedback, active listening, and service recovery basics.

Course Learning Objectives

- ❖ Recognize key drivers of employee engagement and patient experience.
- ❖ Understand the link between employee engagement and patient experience.
- ❖ Analyze the role of charge nurses in promoting employee engagement.
- ❖ How to assess personal proficiency in promoting employee engagement.
- ❖ Employ effective feedback, active listening, and service recovery skills to improve employee engagement and the patient experience.

Course Summary

Participants learn how to improve their leadership skills to bolster both employee engagement and the patient experience within their workplaces. By doing so, participants also examine the personal benefits of improving upon their leadership skills.

Students will learn key skills that positively influence employee engagement and the patient experience which can be immediately applied within the workplace. Enhancing the leadership skills and patient facing behaviors of participants produces more effective frontline workers who promote a positive work environment. Instructor-facilitated activities allow participants to practice their engagement, leadership, and patient care methods in real time.

The Role of the Manager

As the supervisor of course participants, your role is integral in ensuring that classroom concepts are successfully applied to workplace scenarios. This document provides exercises that reinforce the use of classroom concepts within the workplace.

Successful supervisors:

- Create appointments with their employees to discuss their learning.
- Complete one or more exercise in this coaching guide to reinforce the application of course content to the work environment. Provide insight and feedback to help the participants accelerate their application of skills to the workplace.

Choose Your Activity

The three activities below reinforce course content and encourage participants to apply course concepts to workplace scenarios. Select the activities that work best in your situation.



ACTIVITY A
Discuss Workbook Activities and Action Plan



ACTIVITY B
Identify a New Assignment or Project to Promote Skill Practice



ACTIVITY C
Ask the Participant to Teach Others



TIP – Promote CNEs

Remind your employee that this course is approved for continuing nursing education (CNE) credit. If they haven't already done so, remind the employee to complete the course evaluation and knowledge assessment on the NCharge Portal. Once completed, the CNE certificate of completion will be available for download.



ACTIVITY A

Discuss Workbook Activities and Action Plan

Instructions:

1. Schedule an appointment with the participant to discuss the course. Focus on the Personal Application and Self Assessment activities (see below). **Ask employee to bring the Participant Workbook to this meeting.**
2. Ask the employee if they would like your input and offer additional ideas you may have.
3. Set a follow-up date to discuss successes or obstacles they experience on the job.

Discussion Questions

See Self Assessment: How Engaging am I? on page 12 of the Participant Workbook.

1. In which areas does the participant excel at creating an engaging work environment?
2. Discuss the skills that the participant could improve upon to increase employee engagement and patient satisfaction within the unit.
3. Together, create a personal action plan for the participant with specific steps towards improvement upon the skills learned in this course.

See Activity: Personal Application – Who Will I Recognize Next? On page 20 of the Participant Workbook.

1. Discuss question 1: Describe a recent situation in which a team member deserved to be recognized.
2. Consider how this team member would prefer to be recognized and discuss with participant.
3. What recognition tools or programs should be utilized to show gratitude toward the employee? How can I, as your manager, provide support to successfully recognize team members?

MANAGER TIP: Create a follow up appointment on your calendars so you don't forget!



ACTIVITY B

Identify a New Assignment or Project to Promote Skill Practice

Instructions:

1. Review the employee's performance goals and consider current challenges in the unit.
2. Identify an assignment that will require the participant to apply to the workplace the skills they learned from the course. Projects related to team leadership, improving patient safety, reducing hospital-acquired conditions, or utilizing nursing quality dashboards are all relevant.
3. Set an appointment with the participant to discuss how they will apply the course concepts to the completion of the task.
4. Monitor progress and meet regularly to check-in during the project.
5. At the completion of the project, schedule a date and time to discuss what went well, the challenges encountered, and what the employee learned from this experience.

ASSIGNMENT / PROJECT PLAN:

ISSUE TO BE ADDRESSED:

CURRENT SITUATION:

DESIRED OUTCOME:

KEY PEOPLE AND/OR DEPARTMENTS TO INVOLVE:



ACTIVITY C

Ask the Participant to Teach Others

Instructions:

1. Schedule time to discuss **Topic 1** with the participant. Discuss what the participant learned about key drivers of patient satisfaction and their impact on HCAHPS scores. Then, request that the participant go to www.medicare.gov/hospitalcompare to compare your hospital with 1 or 2 other local hospitals.
2. Gather information related to nursing communication to prepare an informative presentation to give to the team. Additional information regarding your hospital's HCAHPS scores can usually be obtained from the Quality Department or other similar department.
 - a) Notify team members that they're invited to an interactive and informative discussion about HCAHPS and patient satisfaction.
 - b) Make copies of the Hospital Compare results to share with team members.
 - c) Distribute two post-it notes to each team member. Have them write two ways in which they can individually improve patient satisfaction within their unit. Post the encouraging notes in your break area as a reminder to team members.
3. Discuss the time needed for the presentation then set the date and time. Typically, 15 to 30 minutes will provide enough time to teach a key learning point for this topic.
4. Follow up by asking the employee for feedback about how the presentation was received by others.

PLANNING A COMMUNICATION STYLES PRESENTATION

KEY LEARNING POINTS:

TIME NEEDED TO PRESENT:

DATE TO BE COMPLETED: