

Nurse Satisfaction Survey

A Tool for Improving Leadership Capacity in Nursing



Presented by:

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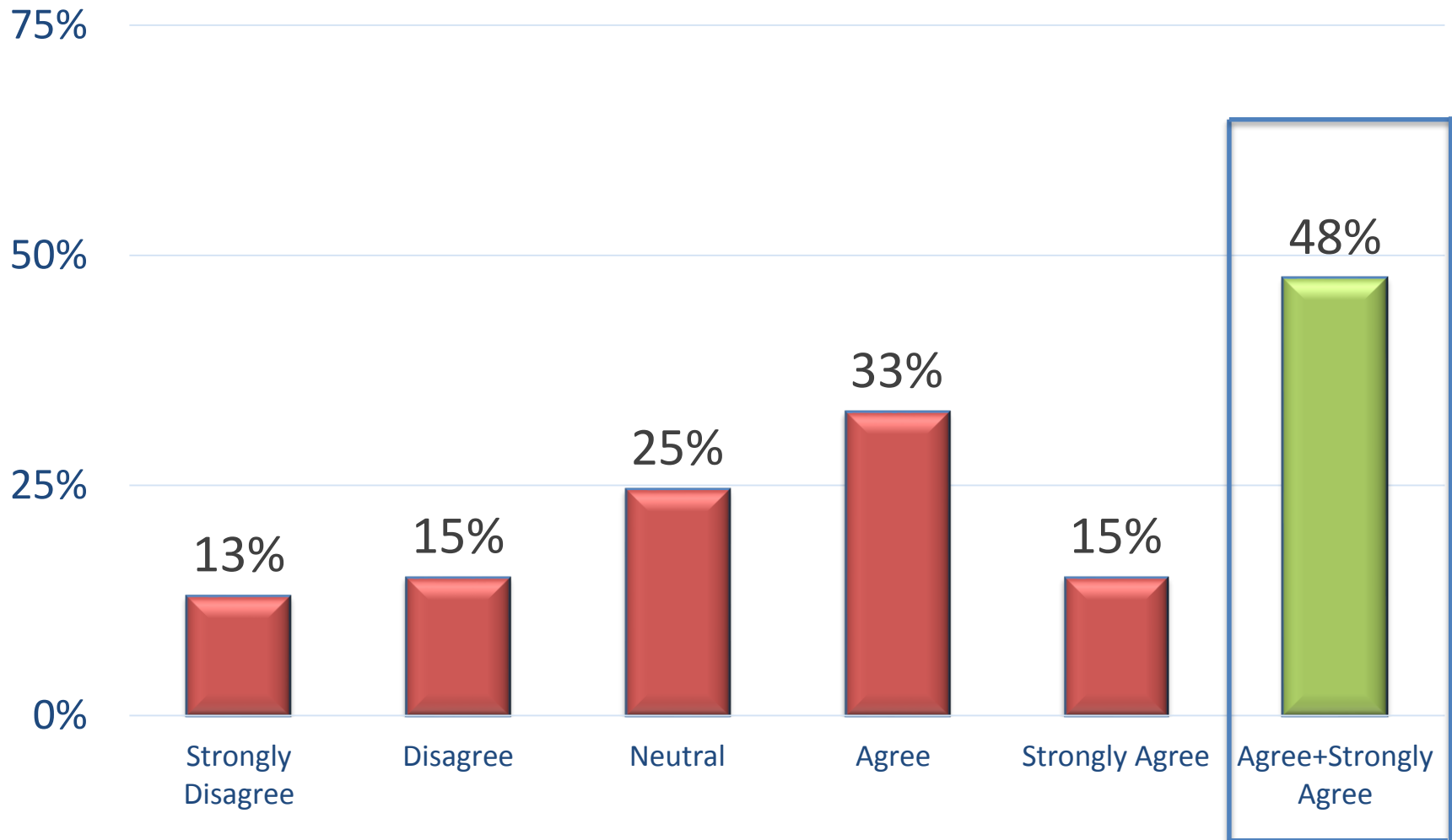


PLAN

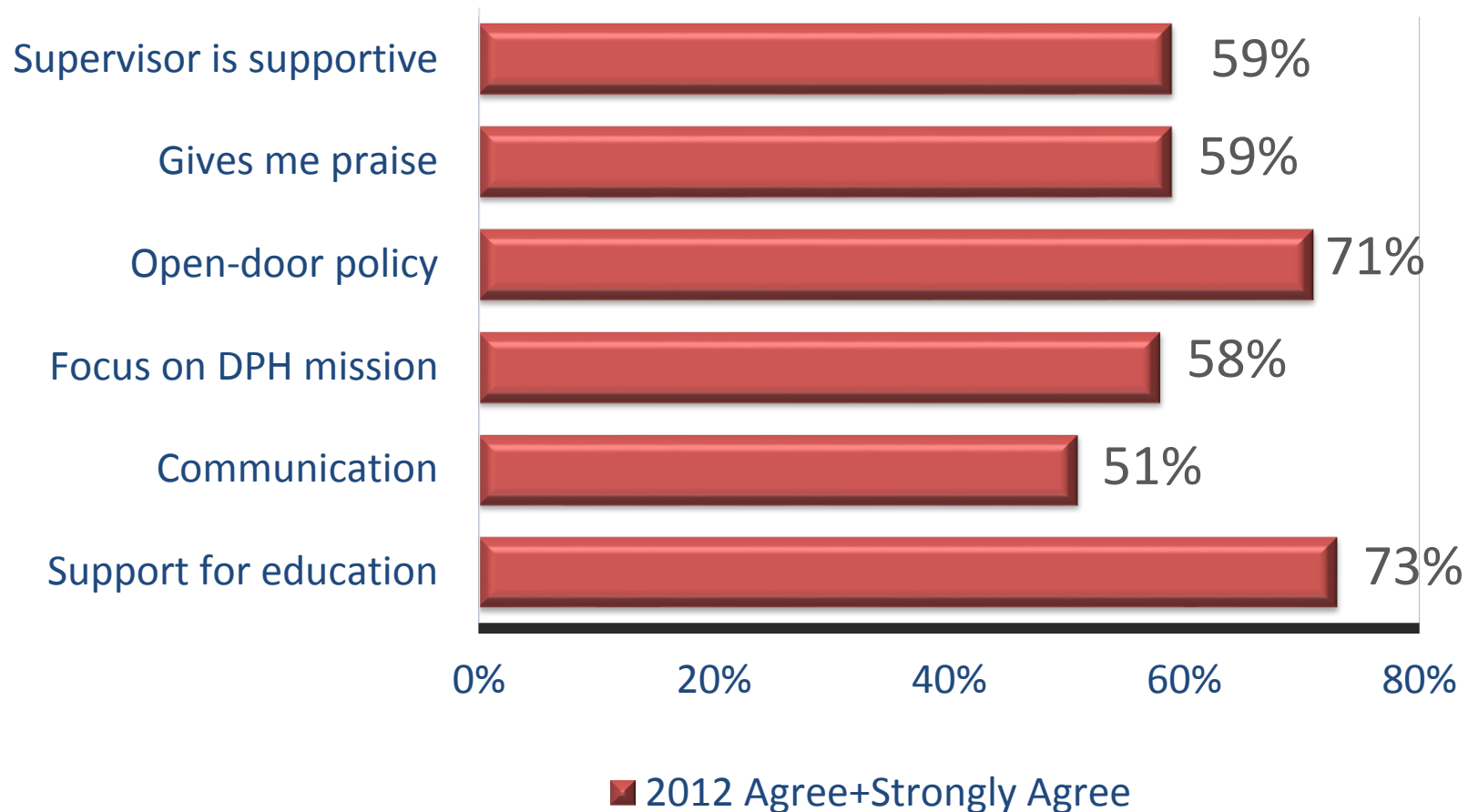
Identify an Opportunity & Plan for Improvement

- Nursing satisfaction survey conducted in 2012 assessed:
 - Job satisfaction
 - Positive work environment factors, and
 - Perceived level of support for professional development and growth

Satisfaction with Nursing Leadership



Satisfaction with Nursing Management



Snapshots of some of the results of the
Nurse Satisfaction Survey



PLAN

Identify an Opportunity & Plan for Improvement

- Results revealed four areas of improvement
 - **Leadership** ←
 - Communication
 - Workload/caseload
 - Career advancement

Goal: Develop, build and improve leadership skills of nursing managers and supervisors

Team & Process Used

- Nursing Administration
 - Literature review for evidence-based strategies
- NAN and PACT
 - Review of feasible evidence-based strategies
- First-line nursing workforce
 - Provided feedback on the list of strategies
- DPH Executive Team
 - Approved the selected strategies



PLAN

Approved Strategies

- Four Strategies
 1. Obtain funding and implement a nurse leadership training program
 2. Implement a 360° Feedback Trust Quotient assessment
 3. Create an emerging leaders' program
 4. Create a program that fosters mentorship within DPH

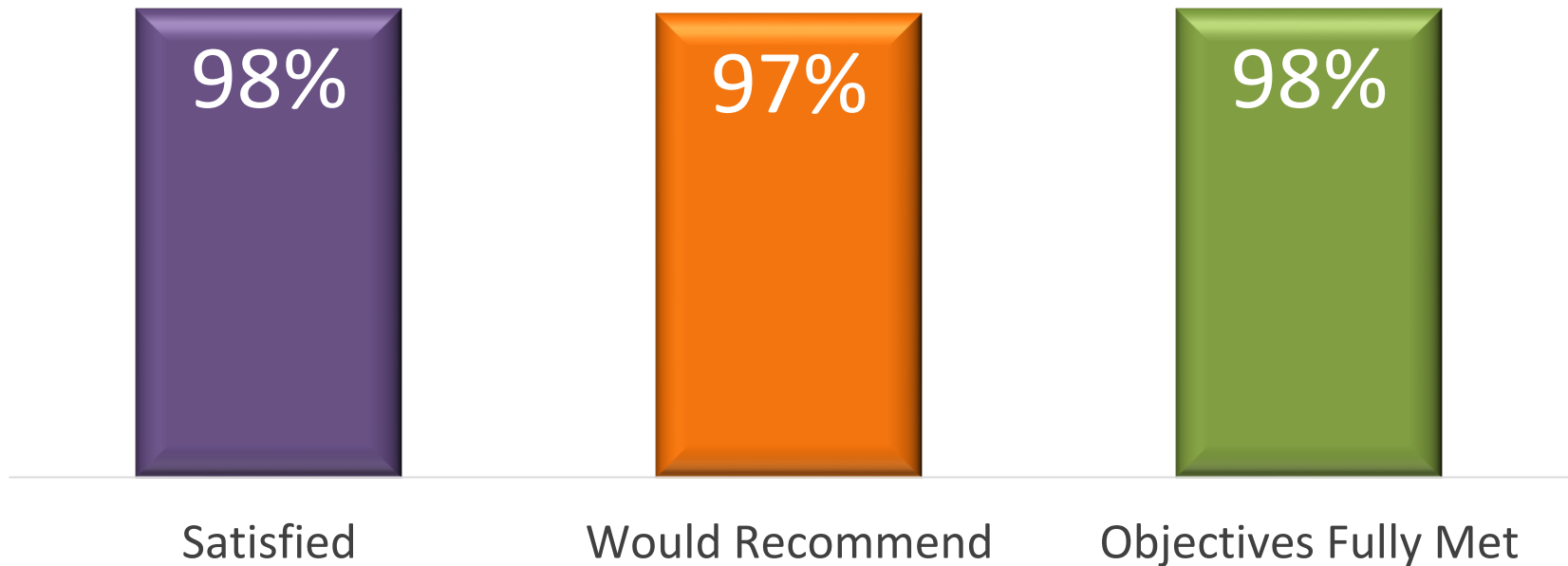


Essential Leadership Skills

- Nurse Leadership Development Program (NLDP)
 - Funding obtained
 - Curriculum developed by NADM, ODT and Franklin Covey
 - Six month program
 - Six primary courses
 - Facilitated by Franklin Covey
 - 360° assessments build into the curriculum
- Target audience
 - Five cohorts between January 2014 & June 2015
 - Nursing management
 - Frontline nurse supervisors



Participant Evaluation of NLDP



105 nurse managers and supervisors participated in the NLDP

95% Completion Rate

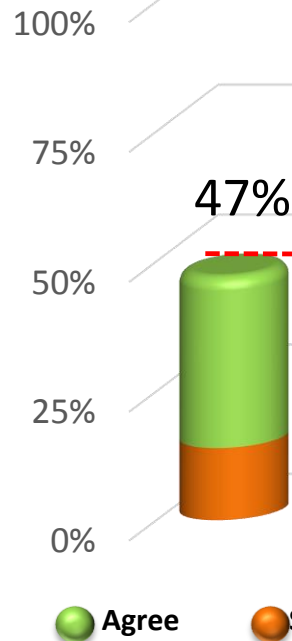
DPH Employee Satisfaction Survey – December 2015



Satisfaction with Nursing Leadership (2012) Compared to 2015

2012 Nursing Satisfaction Survey

Satisfied with nursing leadership in DPH

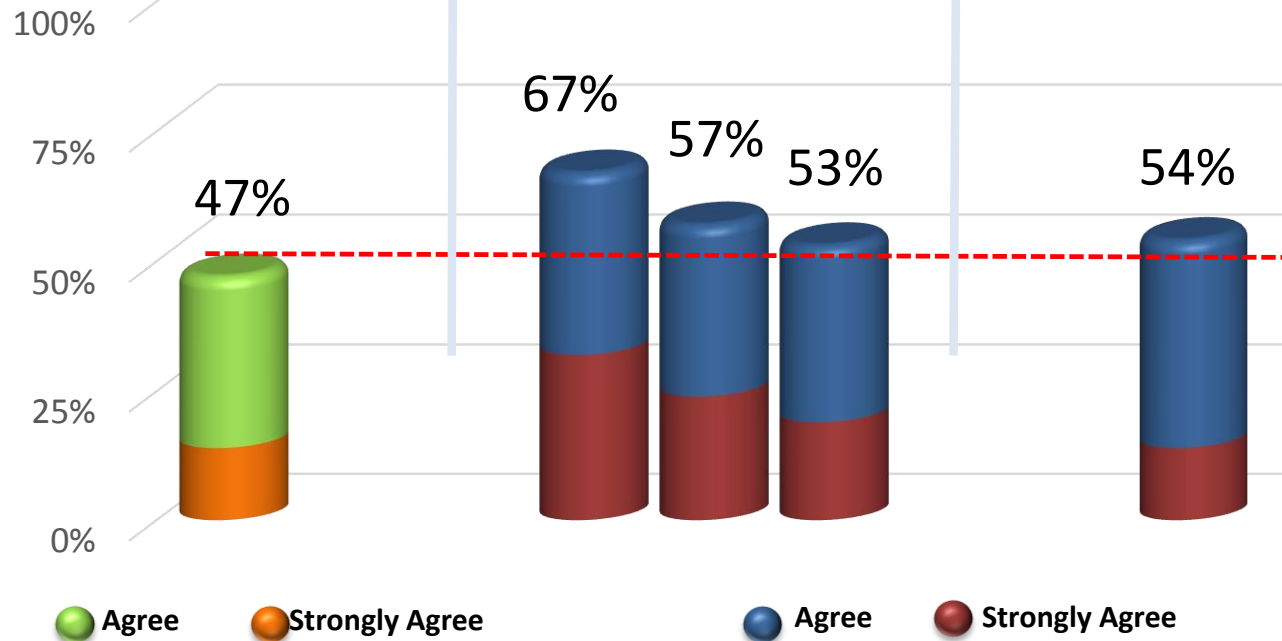


2015 DPH Employee Satisfaction Survey

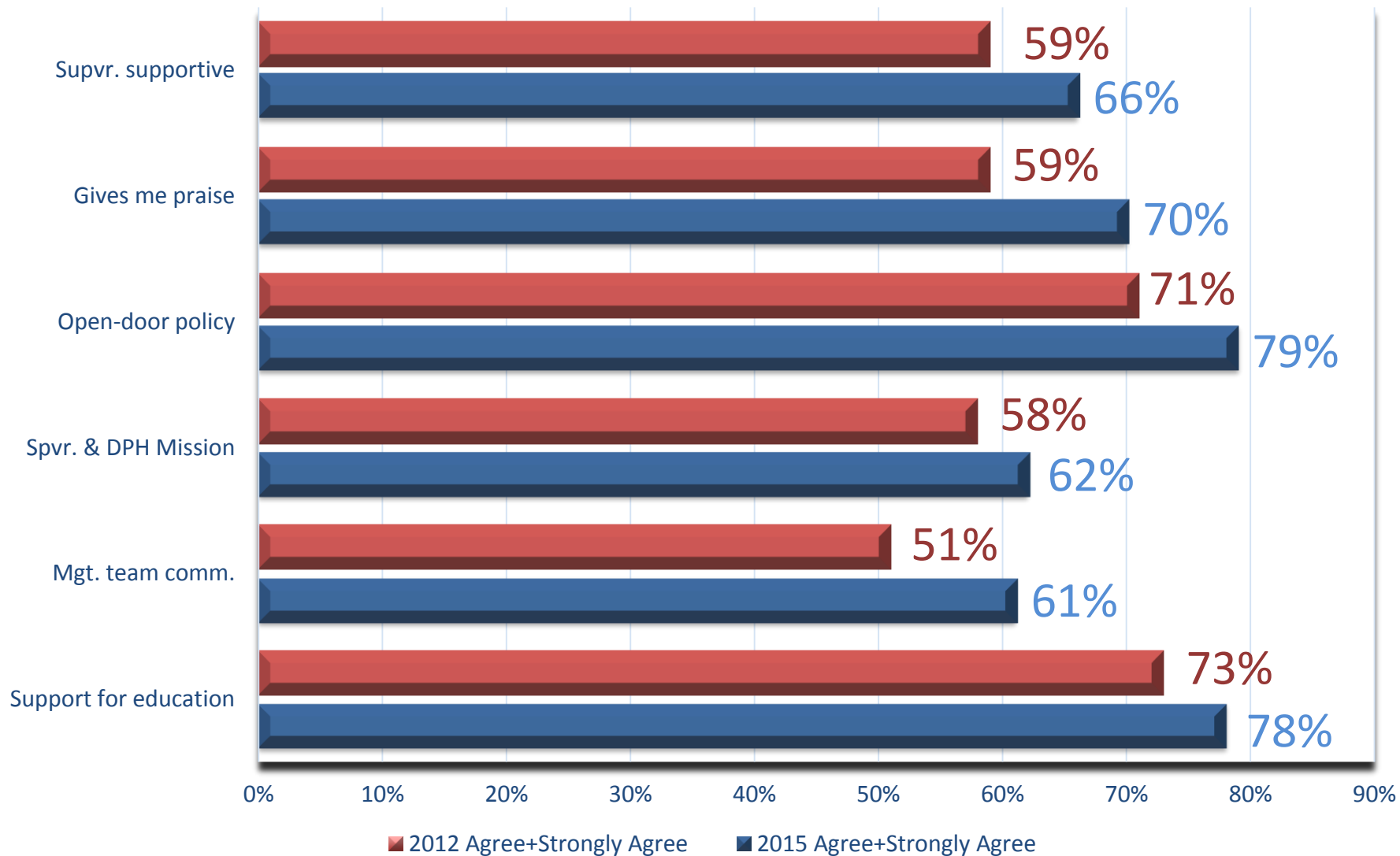
Satisfied with leadership in DPH

Satisfied with leadership skills

1st Level 2nd Level 3rd Level



Satisfaction with Nursing Management 2012 vs. 2015





Sneak Peak at 2015 DPH Employee Satisfaction Survey

