

BACKGROUND

This project aims to educate current and future leaders in servant leadership to increase job satisfaction within the intensive care unit. Leadership support fosters trust and reduces burnout while increasing the intent to stay within the organization.

- Trust correlates directly with servant leadership, reduction of burnout, and increased nurse retention ¹
- Leadership style directly impacts nurses' mental well-being ²
- Positive leadership fosters learning and empowers nurses, directly impacting care delivery ^{1,3}
- Leaders create healthy work environments that allow employees to feel safe, cared for, and supported ^{1,4}
- Leadership is one of the most influential factors that contribute to an employee leaving ⁵

INTERVENTIONS

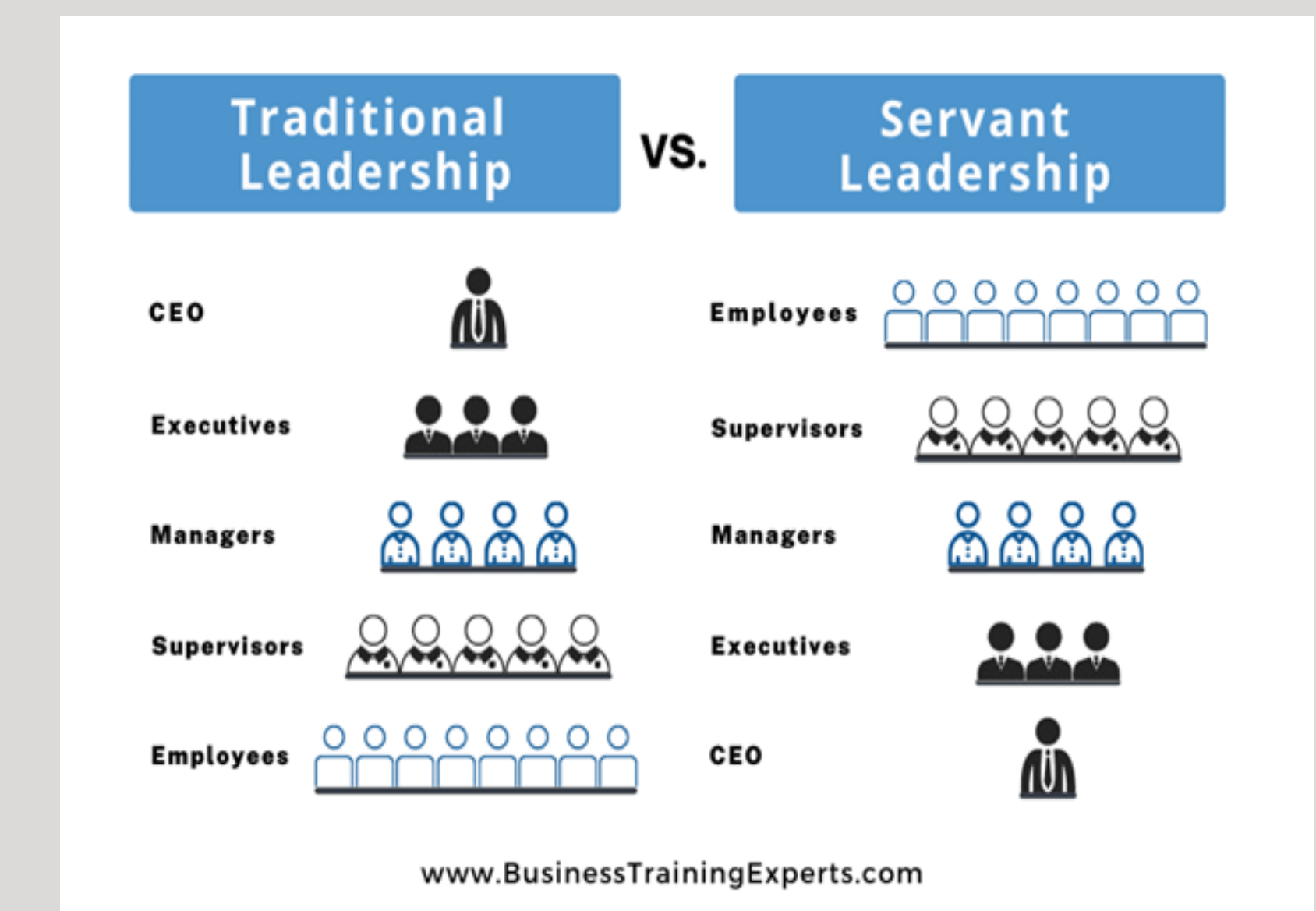
Staff will be introduced to the project and actively participate according to the deliverables outlined. Leadership will receive education and demonstrate competency. All caregivers will participate in pre-, random-, and post-survey assessments to measure project success and assist in achieving goals by implementing servant leadership.

- Step 1: A PowerPoint presentation will be presented to the administration for approval and to introduce staff to the project
- Step 2: Pre, random, and post-assessment surveys to assess the current environment and knowledge
- Step 3: Udemy education modules, assigned through the current learning platform will be assigned to leadership
- Step 4: Random surveys will be conducted to allow adjustments in the PDSA framework
- Step 5: Post-assessment surveys will be completed by all participants for a measure of success and reflection

IMPACTS

The implications of this project will directly impact recruitment, retention, and job satisfaction for all interprofessional team members.

- Reduction in expenditures to recruit and train new hires ⁴
- Promotion of a healthy work environment ⁴
- Increased job satisfaction among all staff and leaders ^{1,3}
- Increased empowerment at the bedside ^{1,3}
- Positive impact on RN's decision to remain within the organization ⁵
- Redesign the old hierarchy pyramid ^{1,4}



METHODS

Methods were developed using evidence-based guidelines for education. The PDSA framework with SMART goals will be utilized to ensure the appropriate development of current and future leaders.

Deliverables

- PowerPoint Presentation for introduction and buy-in
- Pre, random, and post-assessment surveys for bedside staff
- Pre-assessment survey for leadership to obtain a baseline of current knowledge in servant leadership.
- Udemy learning modules for leaders for education

REFERENCES

¹Bobbio, A., & Manganelli, A. M. (2015). Antecedents of hospital nurses' intention to leave the organization: A cross sectional survey. *International Journal of Nursing Studies*, 52(7), 1180–1192. <https://doi.org/10.1016/j.ijnurstu.2015.03.009>

²Boone, L. D., Rodgers, M. M., Baur, A., Vitek, E., & Epstein, C. (2023). An integrative review of factors and interventions affecting the well-being and safety of nurses during a global pandemic. *Worldviews on Evidence-Based Nursing*, 20(2), 107–115. <https://doi.org/10.1111/wvn.12630>

³Cummings, G. G., Tate, K., Lee, S., Wong, C. A., Paananen, T., Micaroni, S. P. M., & Chatterjee, G. E. (2018). Leadership styles and outcome patterns for the nursing workforce and work environment: A systematic review. *International Journal of Nursing Studies*, 85, 19–60. <https://doi.org/10.1016/j.ijnurstu.2018.04.016>

⁴Ulrich, B., Cassidy, L., Barden, C., Varn-Davis, N., & Delgado, S. A. (2022). National nurse work environments - October 2021: A status report. *Critical Care Nurse*, 42(5), 58–70. <https://doi.org/10.4037/ccn2022798>

⁵Boston-Fleischhauer, C., Malott, D., & Bierhoff, J. (2023, April 11). Charted: The impact of nurse turnover in 2022. <http://www.advisory.com/daily-briefing/2023/04/11/rn-turnover>

CONCLUSION

The implications of this project will directly impact bedside nurses' recruitment, retention, and job satisfaction while also improving leadership job satisfaction ⁵. Appropriate and continuous nurse education in servant leadership is crucial to changing leadership styles and job satisfaction.

Servant Leadership	
Benefits	VS. Disadvantages
Better Teamwork & Collaboration	Takes Longer to Make Decisions
Positive Work Environment	Increased Training Investment
Reduced Turnover	Unclear Direction in Times of Crisis
Companies are Agile	Leader's Role Diminished
Improved Innovation	Not Suitable for Large Organizations
Strong Culture	
Accelerated Learning	
Future Leaders Prepared	

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