

# 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, unaddressed needs, or "cracks in the foundation", undermine nurse resilience and lead 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 of staffing pressures.

**Executive Strategy:**

Surface and address sources of staffing-related distress.

**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** Fast-paced environments and incivility cause nurses to feel **"isolated in a crowd."**

**Challenge:**

Nurses spend more time working in isolation, with limited opportunities to connect meaningfully with their nursing peers.

**Executive Strategy:**

Restore nurse camaraderie on the wards.

