

Assessment 6: Final Project Submission

Name

Capella University

Course Name

Prof name

June, 2025

Final Project Submission

Abstract

This project is designed to help reduce nurse burnout and maintain the retention of nurses serving in intensive care, emergency department and medical-surgical units. Because of staffing shortages and emotional challenges, burnout greatly affects the safety of patients, the stability of the workforce and the standard of care. The strategy includes: on-site mental health support, mentoring by peers and adjusting the staff to evenly distribute work. With the help of transformational leadership, shared governance and Kotter's Change Model, the plan encourages workers to support one another. The team will assess success based on statistics and feedback from staff such as the Maslach Burnout Inventory, how many workers stay with the company and patient experiences. This plan is based on evidence and proves to be both sustainable and ethical for improving nurses' well-being and the performance of the organization.

Introduction

By focusing on this initiative, the hospital looks to address major staffing issues by helping registered nurses who work in emergency departments, intensive care units and medical-surgical areas avoid burnout. According to the American Nurses Association (2024), burnout among nurses is now very common and this can seriously hinder the safety of patients, the stability of the nursing staff and the delivery of healthcare. As a result of nurses feeling overstressed and mentally exhausted, there are more nurse resignations, more mistakes in care and less job satisfaction which puts healthcare systems under extra strain to help nurses and maintain proper operations.

The program designed by the consultant contains three main parts aimed at making nurses feel better, stay within the organization and do their duties more efficiently in that urban hospital. Plans involve offering workers on-site mental health services, offering peer

mentorship and leadership growth programs for growth and changing staffing levels to ensure everyone has equal work. The main idea behind these things is to cut back on nurse exhaustion, promote teamwork and raise the standard of nurses' services. Guiding the changes will be transformation leadership and shared control which brings nurses and staff together through participation and gives them more rights in decision-making. Kotter's 8-Step Change Model will ensure that this approach is followed and improvements remain in the organization.

The project will focus on evaluation by carrying out both formative and summative tests to check its progress. Some important indicators are less burnout, better retention of nurses, higher nurse satisfaction and better results for patients as measured by HCAHPS scores and incident reports. The program's impact will be checked using surveys, HR statistics and qualitative opinions. This program meets the urgent need to care for frontline nurses and also follows professional standards that highlight advocacy, ethical leadership and solutions based on evidence. Looking after nurse well-being allows hospitals to keep their staff, improve patient care and establish lasting standards of excellence.

Problem Statement (PICOT)

Need Assessment

This project addresses a quality improvement and management need related to the ongoing nursing shortage and burnout crisis in hospital settings. Nursing shortages and chronic burnout among registered nurses compromise patient safety, increase turnover, and strain healthcare systems' ability to deliver consistent, high-quality care. Addressing this issue is essential to improving nurse retention, workforce satisfaction, and patient health outcomes. According to ANA (2024), nearly 69% of hospital-based nurses reported symptoms of burnout, with staffing shortages cited as a leading cause. The urgency of this need is underscored by increased nurse attrition and patient care errors linked directly to high

workloads and inadequate institutional support, demonstrating that implementing effective nurse retention and wellness strategies is critical to improving healthcare system resilience.