Improving Outpatient Clinic Staff Engagement and Teamwork

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Abstract

In recent years, there has been a dramatic decline in staff engagement in the healthcare industry. Engaging staff can be problematic and challenging for healthcare organizations and leadership. Therefore, the DNP purpose was to show the direct correlation between using mock code exercises and increasing staff engagement and teamwork in an outpatient clinic setting. The practice change project was guided by Bandura's Self-efficacy theory (1994) and the Clipse model. Employees' perception of staff engagement was evaluated by pre- and post-questionnaires developed by the DNP student specifically for this clinic. The statistical data results revealed a 90% increase in gradual learning, staff engagement, and teamwork in basic lifesaver (BLS) skills. The staff recruited were employed at a small women's health clinic in South Texas, for a period of 2-weeks, and participation was voluntary.

Keywords: staff engagement, teamwork, outpatient clinics, BLS, and mock code