Utilizing the Nurse’s Voice to Improve Engagement During the COVID-19 Pandemic
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**Background**
- Nurse engagement is linked to quality, safety, and patient experience outcomes.
- A key driver for engagement is listening and responding to the nurse’s voice.
- **October 2020** engagement survey showed that only 37% of acute care caregivers felt engaged with the work they do.

**Methods**
- 356-bed community hospital
- Acute Care Registered Nurses
- Compared engagement scores from annual Caregiver Experience Survey (CES) by Willis Towers Watson from October 2020 and 2021
- During COVID-19 surge from December 2020 to February 2021, five Nurse Leaders:

**Results**
**October 2021** CES showed 61% of acute care caregivers felt engaged with the work they do—a 64.86% ↑ from the prior year.

**Discussion**
Utilizing the nurse’s voice during the COVID-19 surge:
- Provided a true shared governance approach
- Improved overall caregiver engagement

**Implications for Practice**
Utilizing the nurse's voice by increasing leadership visibility and communication is a feasible intervention to increase engagement, even during a pandemic.

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