

BACKGROUND

The COVID pandemic has greatly affected healthcare workers. During a very stressful time social media was not so kind or considerate of wait times with so many requiring care. During the journey to find a way to improve satisfaction scores leadership observed high stress levels as well as tension from staff trying to accommodate patients. An idea was emerged to look at an indirect approach through employees to improve satisfaction scores.

PURPOSE

Using evidence- based clinical practice and nurse initiated protocols, the Ambulatory Leadership team revised the current hospital initiative “Quite at Night” This will show the Impact of Aromatherapy and the C.A.R.E. channel improvements on staff and patient wellbeing in the Ambulatory care setting. This will allow for improvements in patient satisfaction scores and to help provide an overall stabilization of tranquility in the ambulatory care settings that occur due to increased visits and wait times.

METHODS

The aim is to lead in the development of best practice and validate through use of the John Hopkins Nursing Evidence-Based Practice (JHNEBP) Model.



Stakeholders:

Anthony Wiggs RN

Daniel Adney LPN

Nydia Wilson LPN

Ashley Werdal LPN

Becky Dierschke RN MSN

RESULTS

The initiative began in the Ambulatory Care Clinics between February and May of 2022. Education to the teams to have a full understanding of Aromatherapy were assigned. The initiative involved 3 parts; diffusers in the registration and nursing station areas with a citrus blend to create a calming but uplifting work area; lavender essential oil available to a selected adult population based on a nurse driven assessment; and the C.A.R.E channel network broadcasts in the lobby as well as patient exam rooms, work areas, and ability for patient to take home for continued support. The addition of the initiative has helped increase social media reviews as well as promote a positive work environment for staff

Spring Valley improved their social media reviews beginning with 2.5 stars in May and ending with 3.7 stars at the end of August.

CONCLUSIONS

The Ambulatory division has improved the working environment through utilization of this best practice as well as improved the overall satisfaction of patients and employees

REFERENCES

Aromatherapy Use in the Hospital Setting: Considerations for Nurses. (n.d.). LNC. Retrieved September 8, 2022, from <https://www.nursingcenter.com/ncblog/april-2021/aromatherapy-use-in-the-hospital-setting>

Farrar AJ, Farrar FC. Clinical Aromatherapy. Nurs Clin North Am. 2020 Dec;55(4):489-504. doi: 10.1016/j.cnur.2020.06.015. Epub 2020 Sep 28. PMID: 33131627; PMCID: PMC7520654.

HealthLeaders. (n.d.). Aromatherapy in Hospitals Gains Momentum as a Valid Nursing Intervention. HealthLeaders Media. Retrieved September 8, 2022, from <https://www.healthleadersmedia.com/nursing/aromatherapy-hospitals-gains-momentum-valid-nursing-intervention>

