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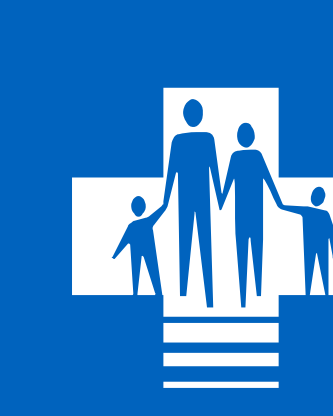
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# Acts of Random Kindness in a Level 1 Trauma Center

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## Background

Why Acts of Random Kindness?

- Random Acts of Kindness have been increasingly discussed to build societal feelings of connection and compassion.
- The literature has proven that establishing a culture of caring contributes to the reduction of staff burnout, increased employee satisfaction, decreased turnover, and improved patient outcomes (Burras-Sando et al., 2023).
- Kindness in the workplace leads to a butterfly effect and has long lasting benefits for a company (Cairns, 2023).
- The results point to the importance of a civility climate for ensuring and potentially improving experience of care (Oppel, 2020).
- In workplaces where acts of kindness become the norm, the spillover effects can multiply which leads to a culture of generosity in the workplace (Sezer et al., 2021).

## Purpose

- This project aims to foster a culture of kindness and encourage Random Acts of Kindness in the Emergency Department by providing a tool for staff to recognize and appreciate each other's kindness, thereby improving job satisfaction and creating a positive work environment.

## Goals/Objectives

### 1) Increase Acts of Random Kindness

- Educate staff on importance of Acts of Random Kindness and encourage participation.
- Launch a recognition system with drop boxes for kindness slips and weekly prize drawings.
- Track the number of recognition slips submitted weekly, aiming for an increase in submissions.

### 2) Improve Staff Morale and Job Satisfaction

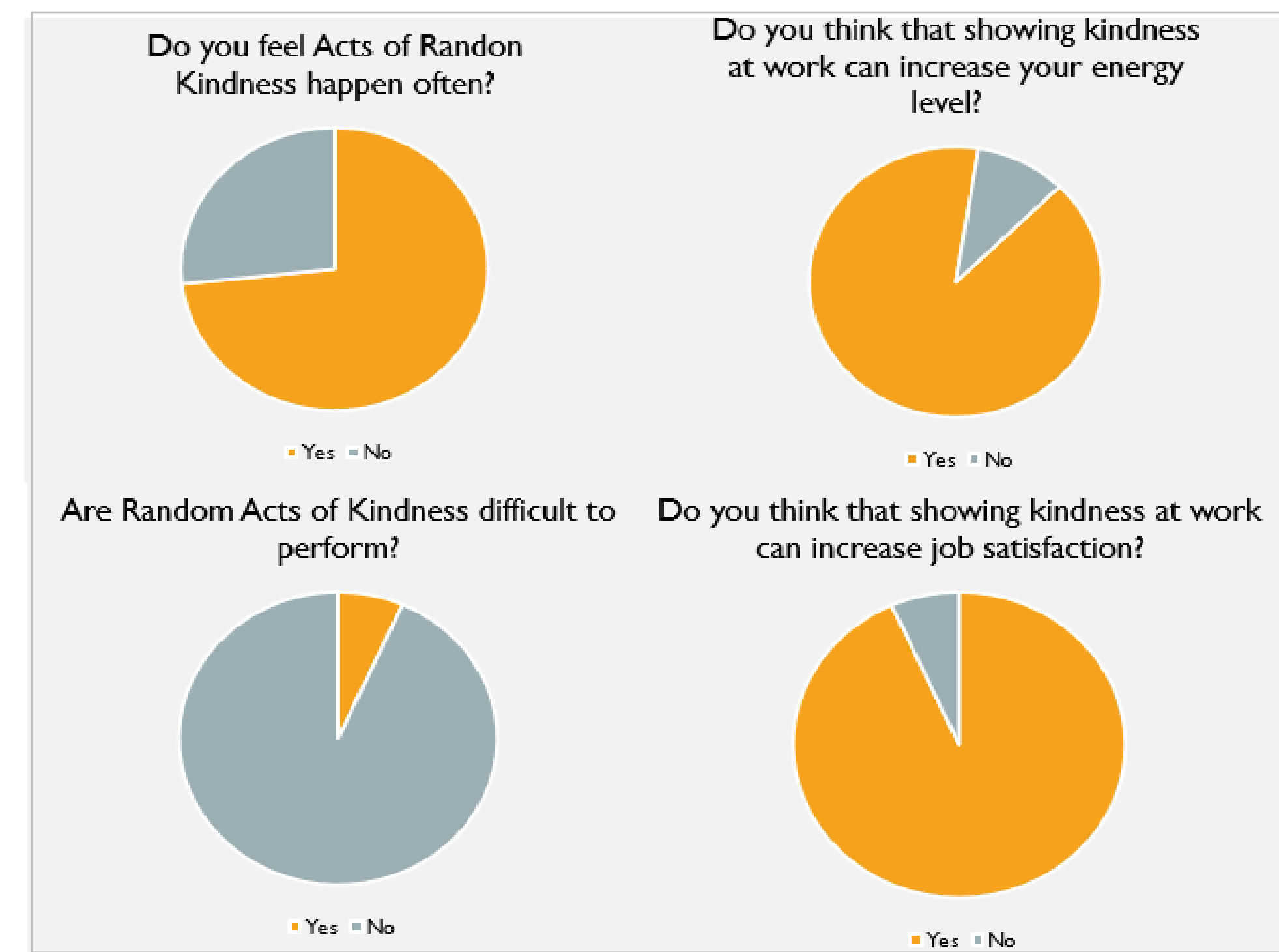
- Conduct post-survey to measure staff morale and job satisfaction.
- Use feedback from surveys and recognition results to refine the Acts of Random Kindness Program.

## Methodology

- Started on 4/12/23 ended 5/8/23 in the Emergency Department (ED).
- A team member started hinting at our Kindness Project early on and spoke about it during Daily Management System (DMS) huddles.
- Educational information was distributed to staff.
- Communication about the research project was sent to staff via email.
- We incentivized the team with recognition and a small prize.
  - If staff were observed doing a Random Act of Kindness, the person witnessing the act would fill out a recognition slip and place it in one of the boxes placed around the ED. This also was an entry to win a prize at the end of the week. The manager in the ED drew two winners weekly.
- We then tabulated the project results.
- Post-project staff survey conducted.

## Outcomes

- Week 1 - 54 employees were observed doing a Random Act of Kindness
- Week 2 - 43 employees were observed doing a Random Act of Kindness
- Week 3 - 35 employees were observed doing a Random Act of Kindness
- 77 employees completed the post-project survey



## Conclusions

- All outcomes measured show marked positive increases.
- Random Acts of Kindness had a positive impact on the staff in the Emergency Department.
- Acts of Kindness in the Emergency Department were associated with increased energy levels of the employees and job satisfaction. The acts were easy to perform and happen often in the department.
- Practicing kindness can lead to positive outcomes for both employees and the organization. This positive initiative can energize and engage the workforce and boost morale and job satisfaction, thus adding to the productivity of the workforce.

Considerations for the future:

- Potential for system-wide implementation. Implementing a culture of kindness in all the departments across the company will further elevate job satisfaction and productivity.

## References

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