Reflect & Reset Check In: Cultivating Care, Connection, and Culture

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Project Purpose

The purpose of this project was to implement and evaluate the Reflect and Reset (R&R) Check-In Model as a structured end-of-shift intervention designed to reduce nurse burnout, improve collaboration, and enhance psychological safety within routine clinical workflow.

Background

- High prevalence of nurse burnout in inpatient settings
- Emotional exhaustion leads to turnover & reduced staff retention
- Persistent cognitive and emotional demands during 12-hour shifts
- Traditional end-of-shift workflows emphasize task completion
- Limited opportunities for emotional decompression
- Structured debriefing=psychological safety & team communication
- Need for feasible, low-cost, unit-based intervention

Theoretical Frameworks

Donabedian Model



Duffy's Quality Caring Model

Emphasizes relationships, caring interactions, and emotional connection in nursing practice

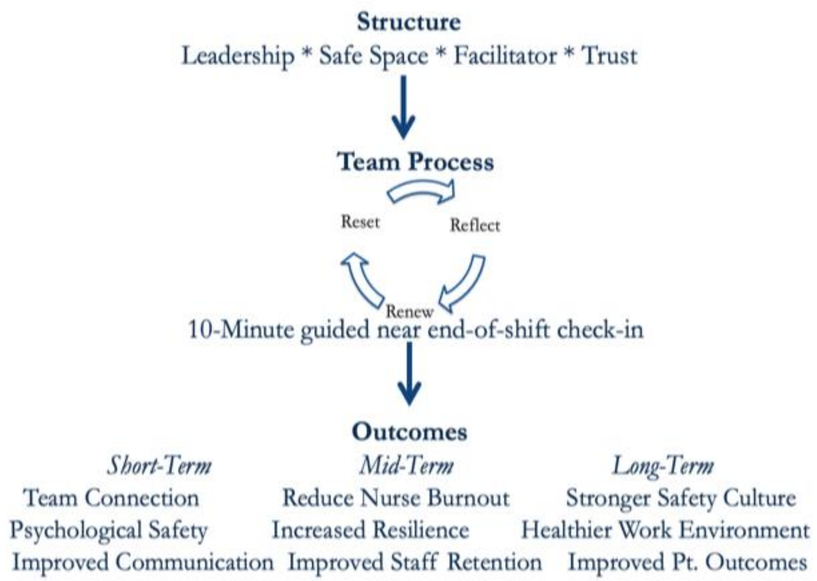
Methodology

Participants
- Nurses
- Patient Care Techs
- Direct Care Staff
- 2 Inpatient Units

Interventions
- 5-Week period
- 10-min near end-of-shift R&R Check-in
- Facilitated by trained staff
- Standard prompts

Data Collection
- Pre/Post surveys
- Psychological safety measures
- Qualitative reflections
- Participation tracking

Reflect & Reset Model



Implementation / Process

- **Prepare:** Leadership approval, facilitators selected and trained, tools created, baseline data collected.
- **Daily:** R&R Check-In conducted near end of shift (~4:30am/pm); 10-minute guided prompts to support reflection and communication
- **Emotional Stoplight:** Red/Yellow/Green for start/end-of-shift emotional state.

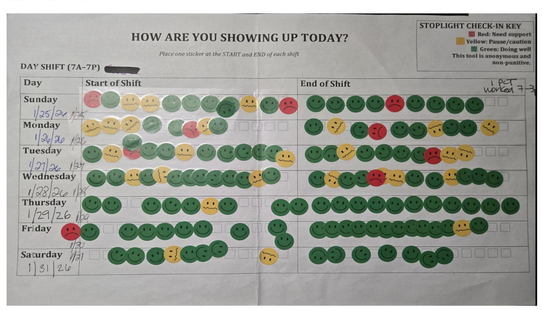


Figure 1: Emotional Check-in board demonstrating staff reported emotional state before & after the shift

- **Monitor:** Attendance tracking, weekly facilitator huddles, leadership rounding
- **Close-out:** Post-intervention surveys, data analysis, Results shared with leadership

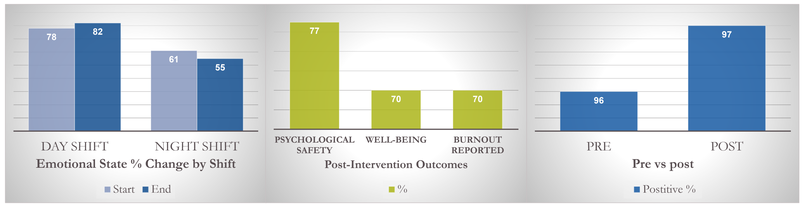
Results

Process Evaluation

27 pre-surveys completed |**23 post-surveys** completed
47 shift check-ins performed | **235 total responses** from both shifts
Consistent engagement across day & night shifts
Facilitated by trained staff + **leadership rounding**

Quantitative Evaluation

97% Positive Responses (51% Strongly Agree + 46%Agree)
Minimal Neutral (~3%) | <1% Negative
Indicated **strong staff buy-in & perceived value**



Qualitative Evaluation

Themes:
- Improved communication: "Discussing need for help"
- Effective end-of-shift decompression: "All task completed on time"
- Value of Recognition: "Checked in with co-workers to offer help."
- Stronger Teamwork: "Great teamwork; kudos for showing up!"

Opportunities: Need for consistency, workflow timing adjustment, staffing challenges

Key Takeaways

- R&R Model improved emotional well-being on day shift
- Night Shift shows increased burnout indicators
- Model demonstrates high feasibility and staff acceptance

Implication / Recommendation

- Structured debriefing is feasible, low-cost & supports well-being
- Improves emotional recovery, psychological safety
- Adopt R&R Model as a universal workforce support strategy
- Integration promotes sustainability without adding burden
- Strengthen leadership engagement & visibility on night shift
- Incorporate into organization's wellness & pt. safety priorities
- Monitor outcomes & continue to evaluate impact

Acknowledgments

The authors would like to thank Dr. Ellen Buckner, Dr. Faye Williams, & Bridget Coleman, MSN for their guidance & mentorship. Appreciation is also extended to the unit leadership & the staff that participated & supported the project implementation.