

# QQ ≠ PIN

*Quietly Quitting ≠ Professional Identity in Nursing*



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# Objectives For This session:

1. Discuss the phenomena of QQ and how it impacts the healthcare workforce.
2. Describe the four domains--Values/Ethics, Knowledge, Nurse as Leader, Professional Comportment--of professional identity in nursing.
3. Explore strategies to foster students' professional identity formation as nurses in each of the four pillars (domains).

# Disclosure

- The presenters are members of the Advisory Council of the International Society for Professional Identity in Nursing (ISPIN)

# Definition of QQ

- “Quiet quitting is where you’re not outright quitting your job, but you’re quitting the idea of going above and beyond” (Krueger, 2022)
- Recent surveys report quiet quitters comprise at least 50% of the U.S. workforce (Harter, 2022)
- Mentally checking out of work while you are physically there
- Not accepting additional work without pay

# Why QQ?

- Covid- lifestyle
- Change in culture/expectations
- New adopted behaviors: Doing bare minimum (silent resignation)



# How can you tell someone is QQ?

- Work within designated hours
- Will not accept new responsibilities to go above and beyond
- “Working to live versus living to work” mindset
  - “Leave work at work”



# QQ- Impact on the Healthcare Workforce

Less empathy provided  
Decreased communication

Burnout  
Moral Injury

IMPACT

Risk: Increased errors

Decreased patient  
satisfaction

# Professional Identity in Nursing

A sense of oneself, and in relationship with others, that is influenced by characteristics, norms, and values of the nursing discipline, resulting in an individual thinking, acting and feeling like a nurse.

Godfrey & Young, 2020



# Domains and Definitions

## Values & Ethics

- A set of core values and principles that guide conduct

## Knowledge

- Analysis and application of information derived from experiences, critical reflection, and scientific evidence

## Nurse as Leader

- Inspiring self and others to transform a shared vision into reality

## Professional Comportment

- A nurse's professional behavior demonstrated through presence, words, and actions

## Values and Ethics

- Integrity
- Caring
- Empathy

## Nurse as Leader

- Advocacy
- Committed to Excellence
- Trustworthy
- Effective Communicator

## Knowledge

- Recognizing Cues and Patterns
- Clinical Judgement
- Ethical Awareness

## Professional Comportment

- Respectful
- Engaged
- Self-awareness
- Motivated
- Resilient

# QQ $\neq$ PIN

How do we help our students come to understand that these are incompatible concepts?

# The Challenge



- How do we create effective strategies for learning in this Affective Domain?
- How do we help students EMBRACE professional identity and all it entails?
  - As a care provider AND as a colleague/worker?
  - Not just knowing stuff to give “good” care



**Let's Discuss!**

# Values/Ethics

- What are the values and ethics of nursing that run counter to QQ?
- What teaching/learning strategies can be used to help students embrace these values and ethics?

# Knowledge

- What nursing knowledge runs counter to QQ?
- What teaching/learning strategies can be used to help students embrace this knowledge?

# Nurse as Leader

- What aspects of leadership run counter to QQ?
- What teaching/learning strategies can be used to help students embrace these leadership qualities and responsibilities?



# Professional Comportment

- What aspects of professional comportment run counter to QQ?
- What teaching/learning strategies can be used to help students embrace these professional behaviors and attitudes?

# How to Help Embrace Domain to Avoid QQ



## Values and Ethics

- Role modeling
- Heightened focus on ANA Code of Ethics
- Case studies
- Trigger films/Discussion of clinical scenarios



## Knowledge

- Curricular integration—didactic/clinical/simulation
- Situational awareness
- Instill pride in knowledge and contributions

# How to Help Embrace Domain to Avoid QQ

## Nurse as Leader

- Role modeling
- Guest speakers
- Self-reflections
- Engagement with CNOs, safety officers, and nurse leaders

## Professional Comportment

- Engage with strong role models
- Reading on impact of QQ, disengagement
- Practice conflict resolution
- Link behavior to personal and professional values
- Discuss link to patient safety and organizational outcomes

# In Conclusion

- Be aware of QQ and how it can manifest among students and the healthcare workforce.
- Recognize what PIN is and how YOU as an educator can help grow the profession and lead students.
- Implement strategies for success to help embrace PIN and reduce QQ behaviors.



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**Thank You!**



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