Implementing Crucial Conversations in a Fast-Paced, High-Stress Environment

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Study Purpose

- To improve the work culture in a high-acuity and high-stress environment
- To improve attitude toward, and effectiveness in, holding difficult conversations with other staff

Implementation and Data Collection

Pre-test for participants
- Assess attitudes, knowledge and communication abilities
- Interventions for participants

- Experimental group
  - Receive educational course related to crucial discussions during orientation
  - Provider-directed, learner-paced method (online-education only)
  - Provider-directed, provider-paced method (classroom and simulation education)

- Control group
  - Receive standard departmental orientation
- Post-test for participants
- Assess for retained knowledge in experimental group participants
- Assess comfort level with engaging in critical or difficult conversations with other staff

Long-term outcomes (3-6 months)

- Assess for retained knowledge in experimental group participants
- Assess comfort level with engaging in critical or difficult conversations with other staff

Practice Change

The goal would be to obtain a positive culture change within the department towards workplace civility with less barriers to effective communication present.
- Increase staff assertiveness and self-esteem
- Increase staff productivity
- Increase job satisfaction
- Decrease turnover rate
- Increase opportunities for collaboration and interdisciplinary learning experiences

References