Title: Nurse-Nurse Collaboration: A Reliable Scale to Describe Collaboration Among Clinical Nurses

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Keywords: Conflict Management, Nurse-Nurse Collaboration and Reliable Instrument Development

References:


Abstract Summary: This project demonstrates use of a reliable instrument to describe nurse-nurse collaboration. Conflict management between clinical nurses was identified to have a low level of correlation with all subscales of collaboration. An intervention addressing conflict management may support collaboration, therefore decreasing errors, improving patient outcomes, and increasing clinical nursing satisfaction.

Learning Activity:
LEARNING OBJECTIVES |EXPANDED CONTENT OUTLINE
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1) The learner will be able to understand and analyze theoretical and conceptual underpinnings of the development of the Nurse-Nurse Collaboration Scale and adaptation of the scale for hospital wide use among clinical nurses. |1) exposure to NNC 2) exposure to NNC-HW 3) discussion of significance of collaboration in clinical arena and impact on errors, patient care outcomes, and nurse job satisfaction.

1) The learner will be able to develop a process for application of the Nurse-Nurse Collaboration Scale or Nurse-Nurse Collaboration Scale-Hospital Wide in their practice environment. |1) discussion of process for adapting instrument 2) discussion of data collection process 3) discussion of application of evidence generated from project to improve collaboration hospital wide

Abstract Text:

**Purpose:** To describe the level of collaboration among clinical nurses in a semi-rural, MidAtlantic, hospital.

**Background and significance:**

Collaboration among nurses has been recommended to reduce errors, improve patient care outcomes, and increase job satisfaction. Previously nurse to nurse collaboration had been measured as a component of organizational structure. The Nurse-Nurse Collaboration Scale (NNC) (Dougherty, Larson, 2010) is a valid and reliable instrument developed to measure the level of collaboration among intensive care nurses. NNC measures the 5 domains of collaboration: conflict management, communication, shared process, coordination, and professionalism. This project adapted, piloted, and utilized the Nurse-Nurse Collaboration Scale-Hospital Wide (NNC-HW) to describe the level of collaboration among clinical nurses hospital-wide.

**Design:** This descriptive-correlational study implemented the electronic survey method to implement the NNC-HW. Data was collected from 136 clinical nurses working in acute care settings at a semi-rural, MidAtlantic region hospital.

**Methods:** First, the NNC-HW was piloted using Cronbach’s alpha for reliability testing. Then, NNC-HW was implemented hospital wide. Again, Cronbach’s alpha was used for reliability testing. ANOVA was calculated to test differences among means of 5 subscales. Pearson Correlations coefficients were used to test for existence of relationships between the 5 subscales.

**Findings:** Reliability was identified as excellent for subscales communication, shared process, coordination, and professionalism (α=.94-.98). reliability was identified as good for subscale conflict management (α=.88). Nurses described the highest levels of collaboration existed between the subscales shared process and communication (r=.80), and coordination and professionalism (r=.81). However, nurses descried the lowest levels of collaboration among all subscale correlation with conflict management (r=.41-.47).

**Conclusions:**

The NNC-HW was established as a reliable instrument for describing clinical nurse to nurse collaboration in the hospital setting. Conflict management was revealed as a subscale of collaboration that warrants further investigation and is an opportunity for intervention.
Clinical relevance:

An intervention addressing conflict management may support collaboration, therefore decreasing errors, improving patient outcomes, and increasing clinical nursing satisfaction.