

IPCE Panel: Lessons from the Real World

A panel presentation & discussion




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Professional Development

July 18 - 21, 2017

Real People with Real Solutions

After this panel presentation and discussion, the NPД practitioner will be able to **collaborate** with and within an educational team of multi-disciplinary nurses and interprofessional healthcare educators, while **emphasizing the strengths of the team**


Panelist will be introduced at the beginning of their portion



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Introduction to IPCE & Inter-disciplinary Professional Development




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Panelist

- Sally Morgan, MAEd, BSN, RN
Duke University Health System
sally.morgan@duke.edu
- Kim Cheramie, MSN, RN-BC
K&B HealthWork, LLC.
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NPD: Standard 13 Generalist

- Communicates with healthcare personnel and key stakeholders
- Forms partnership to effect change and generate **POSITIVE** outcomes
- Collaborates in the planning and implementation of lifelong learning activities




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Harper, M. G., & Maloney, P. Eds. (2016). Nursing professional development: Scope and standards of practice (3rd ed.). Chicago, IL: ANPD

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NPD: Standard 13 Specialist

- Develops partnerships to enhance health care through interprofessional initiatives
- Develops collaborative partnerships for interprofessional continuing education
- Evaluates the effectiveness of collaborative endeavors



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Evolutionary Process of Team

- Common goal
- If we have to work together toward the goal, we should learn from and with each other, as a team...
- Who is part of the TEAM? Interprofessional or interdisciplinary?



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Paving the Way for Team-based/IPCE



Venturing out and Collaborating



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Panelist

- Heather Gunn MSN-Ed, RN, CSPHA
Nurse Education Specialist- Inpatient
- Ashley Wechsler MSN, RN
Nurse Education Specialist- Ambulatory



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Creating the Perfect Team

Pediatric Fiducial Markers

- WHO
- WHAT
- WHY



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Creation of the Interdisciplinary team

- Physician
- CRNA
- ASU Pediatric Clinical Instructor
- Child Life Specialist
- POE Clinic Nurse
- Preop/PACU Educator
- Surgical Services Educator
- Emergency Room Unit Educator
- Nurse education Specialists
 - Inpatient (Preop nurses)
 - Ambulatory (Recovery nurses)



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Outcomes

- Content experts brought in colleagues who became interdisciplinary learners
- Initial learning objectives unveiled multiple education and process gaps which led to even more collaboration and learning opportunities
 - Simulated codes with entire team (RNs, MAs, CRNAs, MDs)
- One originally planned education session led to more than 5 education sessions covering a multitude of topics
- Resulted in planning for ongoing education for multiple disciplines involved



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A Social Worker in the Professional Development Department- Really?



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Panelist

- Kathy Czyzewski LCSW, SEP
Professional Development Specialist
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Northwestern
Medicine

- Gina Reid Tinio PhD, MS, MPH, RN- BC
Director, Professional Practice
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NPD Model Inputs

- **Environmental Scanning**
 - Professional Practice Department (PPD) began receiving increased requests for education on soft skills content i.e. *Compassion Fatigue & Building Resilience, Moral Distress, Crucial Conversations, Lateral Violence, Self-Care Strategies*
 - Survey data
 - Greater than 76% of respondents reported moderate to strong level of need for education related to content above
- **Team Needs Assessment**
 - Current NPD Specialists lacked content expertise

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NPD Model Throughputs

- **Role Development**
 - January 2015 - Meeting with Health System Executive Leadership to discuss addressing need
 - June 2015 - Grant Application submitted to hospital Foundation Board requesting position support for 1 year
 - September 2015 - Grant approved and work began September 28, 2015

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NPD Model Throughputs

- **Role Development (cont.)**
 - Vision for position: *soft-skill development is directly related to self-awareness/self-care, effective teamwork, safe and compassionate practice, employee engagement, and ultimately patient satisfaction*
 - Enhance the skill set of the emotional and social aspects of professional caregiving through education & consultation
 - House the position under PPD versus Employee Assistance infrastructure to destigmatize and bring credibility to staff professional development in this area (development vs. corrective/counseling)

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NPD Model Throughputs

- **Education**

Self-Care Basics

- Stay hydrated
- Stay fueled - eat!
- Take bathroom breaks
- Take a break - stretch even or off the clock
- Stretch
- Sipping or Stand, Standing is Sit
- Breathe!
- Pause and act with intention
- Connect to your environment
- Stay connected to your body
- Feel feet on the floor
- Massage
- Supportive touch
- Connect with colleagues

When communicating:

Create a culture of respect!

Crucial Conversations

Rounding on Staff

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NPD Model Throughputs Collaborative Partnerships

Human Resources
Nurses
Clinical Director
Executive Leaders
Care Techs
Employee Assistance
Patient Relations
Spiritual Care
NPD Practitioner
Clinical Director
Nurses
Executive Leaders

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NPD Model Outputs Move to Optimal Care and Health of our Caregivers Change & Learning

- Significant increase in ED staff self-care awareness over 6 and 12 months along with consistent mention of self-care practices in daily huddles.
- OR/Perioperative Services demonstrated increased respect and reduced gossip after 2 and 6 months and has sustained this change for 12 months.

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NPD Model Outputs Move to Optimal Care and Health of our Caregivers Change & Learning

- At 6 months post education, the NICU & Peds units reported an improvement in respectful communication, praising others, and more confidence in speaking directly to the person with whom they have an issue.
- Medical/Surgical units reported greater awareness of their own and their colleague's communication style when hosting conversations.

Outcomes provided evidence to support fully funding the Social Worker position in the NPD Operational budget !!

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NPD Model Outputs

Self-Care is a
priority and necessity
- not a luxury -
in the work that we do.

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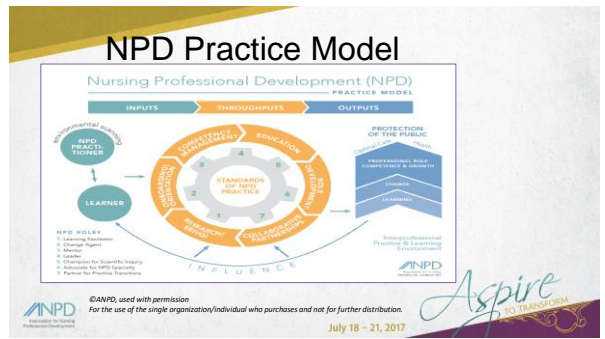
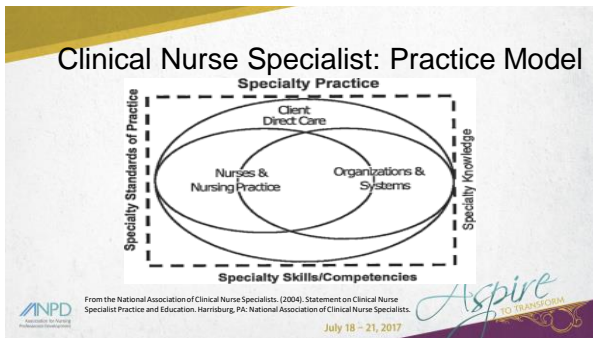
Creating Allies: Collaboration between the NPD Specialist and the Clinical Nurse Specialist

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Panelist

- Cathleen Hedges, MS, RN, BC
NPD Specialist
Stanford Children's Health | Lucile Packard Children's Hospital Stanford
- Lisa Walker-Vischer, RN, DNP, CNS
Clinical Nurse Specialist- Pediatrics/PICU
Santa Clara Valley Medical Center
SANTA CLARA VALLEY MEDICAL CENTER

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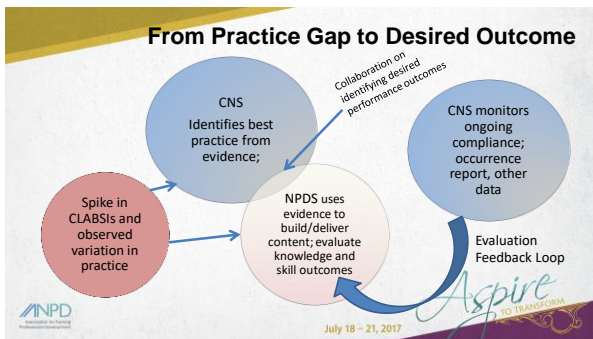
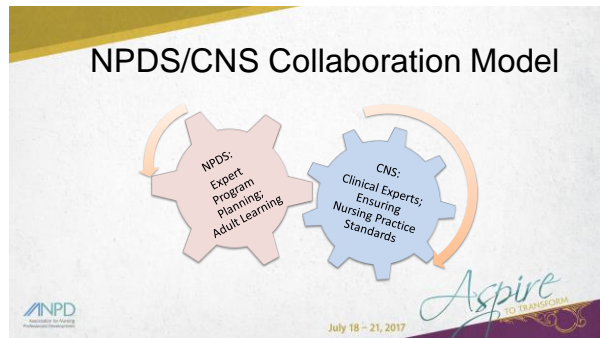


Standards of Practice

NPDS = 'Learning Specialist' focuses on education and professional development. CNS = Clinical practice and clinical expertise; ensuring standards of nursing practice.

Standard	NPDSpecialist	CNS
Assessment of Practice Gaps	Analyzes issues, collects data related to education need or issue.	Collects data from 3 spheres of influence = system and organization, nurses and nursing practice, and patient and family
Identification of learning needs	Consults/analyzes data to determine needs of individuals, organizations	Analyzes data to determine needs in all 3 spheres
Outcomes Identification	Identifies desired performance outcomes of the educational plan	Identifies expected outcomes on local, regional, and system levels.
Planning	Establishes a plan to achieve expected outcomes	Develops plan to attain expected outcomes
Implement	Implements the plan Coordination/Coordination of initiatives and activities Learning and Environment: Promotes positive learning environment. Consultation: Consults to influence plans and enhance the ability of others, effect change.	Implements intervention identified in plan
Evaluation	Evaluates progress toward achieving outcomes.	Observes clinical practice and evaluates progress toward attainment of expected outcomes.

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- ### Lessons Learned
- When both roles work together so much more can be achieved.
 - Each role has a unique strength and contribution to the care of children and to nursing practice at Lucile Packard Children's Hospital.
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Maximizing Unique Contributions

- ✓ Practice Standards drive collaboration
- ✓ Role clarity and defining the partnership reduces ambiguity and redundancy of work
 - ✓ Among nursing leaders
 - ✓ Among clinical staff
 - ✓ Among physicians and allied health providers
- ✓ Collaborative model maximizes efficiency and continuous improvement.



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Q & A

What are your real world experiences?
Successes or Lessons Learned?



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