New Graduate Nurses report emotional and moral distress working with patients with challenging behavior. Moral distress and job dissatisfaction are markers for job turnover or disengagement. Turnover and disengagement is expensive and negatively impacts morale.

1/3 of direct caregiver RNs have been hired within the last 4 years through the RN Residency and Fellowships Program.

Patient Centered Communication (PCC) is fundamental clinical social work knowledge. Increasing number of patients admitted have a behavioral health comorbidity and/or are under resourced.

### SITUATION

#### New Graduate Nurses
- Report emotional and moral distress working with patients with challenging behavior.
- Moral distress and job dissatisfaction are markers for job turnover or disengagement.
- Turnover and disengagement is expensive and negatively impacts morale.
- 1/3 of current direct caregiver RNs have been hired within the last 4 years through the RN Residency and Fellowships Program.
- Patient Centered Communication (PCC) is fundamental clinical social work knowledge.
- Increasing number of patients admitted have a behavioral health comorbidity and/or are under resourced.

### PREPRIORITIES & INTENDED OUTCOMES

- Identify most valuable content to learners.
- Identify most valuable method to educate learners.
- Identify and engage committed stakeholders and content experts.
- Develop measurement method of educational effect and effect duration for PCC.
- Develop process and resources to support PCC skill growth of preceptors and experienced staff.

### PCC SKILL DEVELOPMENT

- Teach and support approximately 105 Residency and Fellowship RNs in 2017 ($33/hour times # learners).
- $10,000 for 8 hour class day for 25 PDSs’ and Sim Techs’ skill development.
- Content experts to present and facilitate class sessions.
- Manager engagement and investment in developing PCC skills in their staff.
- $5,000 for use of a tool to measure and analyze empathy scores.
- Longitudinal cohort study of intervention effect and duration of effect.

### OUTCOMES

- Short-term:
  - New Grads and Fellows know the signs, symptoms, and interventions for selected compromised patients, or will call for help.
  - PDSs are competent with facilitating simulations, evaluating PCC performance, and providing insightful and actionable feedback.
  - Learners will be confident in their practice.
  - Practice variations surface.
- Medium-term:
  - Preceptors and experienced staff demonstrate accurate assessment and intervention for patients with behavioral compromise.
  - Feedback from PDSs will encourage skill development.
- Long-term:
  - New Grads and Fellows will demonstrate accurate assessment and intervention for patients with behavioral compromise.
  - Learners will be confident in their practice.
  - Practice variations surface.

### EXTERNAL FACTORS

- Swedish cares for patients with behavioral health diagnoses in many inpatient units and departments.
- Management of behavior is not limited to behavioral health units.

### EVALUATION

- New Graduate Nurses will report fewer examples of emotional and moral distress working with patients with challenging behavior.
- Examples will include fewer incidents of Code Gray response.

### OUTCOMES

- New Grads and Fellows will demonstrate accurate assessment and intervention for patients with behavioral compromise.
- Learners will be confident in their practice.
- Practice variations surface.

### ACTIVITIES

- Teaching and support approximately 105 Residency and Fellowship RNs in 2017 ($33/hour times # learners).
- $10,000 for 8 hour class day for 25 PDSs’ and Sim Techs’ skill development.
- Content experts to present and facilitate class sessions.
- Manager engagement and investment in developing PCC skills in their staff.
- $5,000 for use of a tool to measure and analyze empathy scores.
- Longitudinal cohort study of intervention effect and duration of effect.

### LEARNERS

- Patient Centered Communication is a skill set. Skills are teachable, learnable, and measurable.
- Preceptor dependence to teach this skill set will perpetuate the current skill level.
- Expert instructor lead, centrally based education, and standardize the messages and improve skill set.
- Exposure, practice, and insightful and actionable feedback enhances skill development and self-confidence.

### ASUMPTIONS

- New Grads and Fellows will demonstrate accurate assessment and intervention for patients with behavioral compromise.
- Learners will be confident in their practice.
- Practice variations surface.

### ADMIN/STAFF

- Admin staff
- Content experts
- Data Analyst
- Educators
- Managers
- New Graduates and Fellows
- Preceptors
- Professional Development Specialists (PDSs)
- Shared Leadership committees
- Simulation Technologists

### RESOURCES

- Clinical Social Worker
- Critical Care, Telemetry
- Fellowships Program
- Fellows on selected units/specialties
- Psychosocial Foundations class for Residents and Fellows.
- Skill development class for PDSs in Critical Care, Emergency, Departments, MedSurg, and Telemetry.
- Clinical Social Worker support for PDS skill development with opportunity and debrief skill development.

### RESOURCES

- Patient satisfaction feedback
- Privacy and security
- Staffing levels will be maintained despite retirements.
- Seclusion and restraint incidences will be reduced.
- Participant turnover will be reduced.

---

Prepared by Beth Wierman and Susan Jones; Adapted from the Wisconsin Logic Model, Retrieved from [http://fyi.uwex.edu/programdevelopment/](http://fyi.uwex.edu/programdevelopment/)