INTRODUCTION / BACKGROUND:

S – Following physical safety programs and being de-sensitized to physical violence risk factors in the workplace, implementing a team method and early intervention strategies can improve staff safety protocols. Key elements of a culture of safety in an organization include the establishment of safety as an organizational priority, teamwork, patient involvement, openness/ transparancy, and accountability (Lamb, Studdert, Bohrer, Berwick, & Brennan, 2003). Ideas for workplace interventions:

- Developing a non-judgmental environment that fosters growth and takes into account knowledge base and individuality. OSHA (2017) believes that a well-written and implemented workplace violence prevention program, combined with efficient interventions, administrative controls and training can reduce the incidence of workplace violence in both the private sector and federal workplaces. Ideas for workplace interventions: acknowledge nursing abilities (Synergy model), each nurse’s unique personality and previous professional experiences

T - In a nursing culture of tolerance, nurses are able to learn from each other in an environment that fosters growth and takes into account knowledge base and individuality. OSHA (2017) believes that a well-written and implemented workplace violence prevention program can reduce the incidence of workplace violence in both the private sector and federal workplaces. Ideas for workplace interventions: acknowledge nursing abilities (Synergy model), each nurse’s unique personality and previous professional experiences

A – Being aware of the effects of bullying on nurses and the “call your young” motto was adopted by nurses of the tenure. The STAND method was then developed.

The creators of the STAND method identified the previous nursing culture not being align with Christiana Care’s Core Values and did not foster the growth of nurses and often the “call your young” motto was adopted by nurses of the tenure. The STAND method was then developed.

STAND Method:

STAND Method Effectiveness Rating

STAND Method: Changing Nursing Culture from the Bedside Up

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DEFINITIONS:

Safety is providing physical and emotional security. Providing safety will enable staff to thrive, learn, and increase favorable patient outcomes. Respecting others by stopping and listening to their concerns, will allow them to feel heard and valued. Creating a safe, non-judgmental environment for staff to ask questions will increase staff knowledge and help to minimize errors, thus creating a safe environment for patients. Supporting staff morale will aid in the psychological well-being of all staff members.

Tolerance is taking the time to listen to others’ point of view and letting them know you value their thoughts and concerns. Being empathetic to each other, will create an environment of acceptance for their strengths and weaknesses. Also, taking into consideration the variations in nursing abilities, personalities, and experience will aid in a supportive environment.

Acceptance is awareness of new staff and current evidence based practices to facilitate a positive awareness in the workplace. Accountability for own mistakes, workload, and professional behavior holds the bar high for others to do the same. Creating positive awareness in the workplace by being aware of how our words and behaviors affect others.

Nurturing is demonstrated by creating a non-toxic environment and is crucial in resuscitating a negative nursing culture. Promoting a non-judgmental environment will foster the mental and emotional growth of staff. Creating a team that is in synergy with each other will create an environment of peace for the patient. The end goal of never losing our sight of our purpose here, which is to best care for our patients, and can only be accomplished if we are emotionally, physically, and psychologically healthy.

Diversity is defined by developing strengths and cultivating differences among staff. Diversity is necessary since each staff member encompasses a unique set of skills, temperaments, past experiences, ethnicities, and cultural backgrounds. Defending against passive aggressive behaviors and active horizontal violence will set a standard of no tolerance for workplace violence. Delusional situations before they escalate and encouraging unprofessional behaviors will change a dysfunctional workplace environment into a functional one.

REFERENCES:


Lamb, Studdert, Bohrer, Berwick, & Brennan, 2003. Ideas for workplace interventions: acknowledge nursing abilities (Synergy model), each nurse’s unique personality and previous professional experiences

DISCUSSION:

Developing a safe and accepting environment where nurses can learn from one another is crucial to allow questions to be asked, allow growth of personal and professional knowledge, encourage self-development, create conflict and increase skill sets, and avoid errors. The goal is to increase the overall quality and create a better outcomes for patients, which is the aim of the STAND method.

Our first survey was investigational to identify the need for a culture improvement program. The key focus was to empower the change from within, meaning from the bedside up. The team then took the input from the nurses and developed the STAND method.

The STAND method was then deployed over a two year period utilizing all the methods discussed in the interventions section. During the program, it was realized that deploying the method was easy, however getting buy in and maintaining the momentum was a challenge. The post educational survey was built into a 5 point Likert scale to measure the effectiveness of the STAND method. After the one year of instituting the STAND method, a post survey was sent out.

RESULTS:

The post survey ascertained the effectiveness of the program, it integrated safety and work culture, how it aligned with Christiana Care Core Values/Magnet, how easy the method was to use, and would they recommend the method. Overall the method consistently achieved a success rating of at least 87% in all categories. The two participants had a negative survey did not leave any suggestions or comments. The team obtained what nurses participated in the program and completed the email survey.

CONCLUSION:

The challenge for nurses is to balance the needs of nurses in an environment that fosters professional growth and development without increasing workplace dynamics and powerlessness. A culture that values and rewards nurses need to band together and make conscious efforts in refining the current workforce. The ever changing nursing culture proves that stabilizing the profession lay in the hands and on the shoulders of our current workforce. The ever changing nursing culture proves that nurses need to band together and make conscious efforts in refining the current workforce. The ever changing nursing culture proves that stabilizing the profession lay in the hands and on the shoulders of our current workforce. The ever changing nursing culture proves that stabilizing the profession lay in the hands and on the shoulders of our current workforce.