Don’t be a Lone Star: Collaborate!
Session # C939
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WVU Medicine ~ Morgantown, WV
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We are WVU Medicine
Morgantown, WV
Interdisciplinary Collaboration in Nurse Residency:

Objectives

1. Identify the IOM recommendations for collaboration in nursing
2. Discuss how interdisciplinary collaboration can benefit nurse residency curriculums
3. Review the interdisciplinary collaboration evaluation data in the nurse residency program at WVU Medicine
4. Explain the positive outcomes of interdisciplinary collaboration/shadowing experiences at WVU Medicine

Opening the Door to Collaboration: Why Collaborate in Nurse Residency?
Collaboration

“To work with another person or group in order to achieve or do something” (Webster)

IOM Recommendations

Recommendation 2:
- Expand opportunities for nurses to diffuse collaborative improvement efforts
- Expand opportunities for nurses to lead AND manage collaborative efforts
- Conduct research and redesign practice environments and health systems

Recommendation 3:
- Implement nurse residency programs
- Health care organizations should take actions to support nurses’ completion of a transition-to-practice program (nurse residency)

QSEN Recommendation

Nurses:
- Function effectively within an interprofessional team
- Foster open communication, mutual respect, and shared decision-making to achieve quality patient care
Why Collaborate?

- IOM Recommendations
- QSEN Recommendations
- Safety of Patients
- Patient-Centered Care
- Patient Outcomes
- Patient Satisfaction

Interprofessional Education

Research Reports

<table>
<thead>
<tr>
<th>Higher Education</th>
<th>Reality</th>
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<tbody>
<tr>
<td>Improved Communication</td>
<td>Lack of understanding of roles</td>
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<tr>
<td>Increased Confidence</td>
<td>Interprofessional education is intermittent, optional</td>
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<tr>
<td>Mutual Respect</td>
<td>Professional Tribalism</td>
</tr>
<tr>
<td></td>
<td>Non-assessable</td>
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<td>Little value</td>
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What do you see?
Why…Collaborate in Nurse Residency?

- Increase Confidence is required for effective engagement in interprofessional collaboration
- Higher patient Satisfaction, higher nurse retention (O’Leary, et. al, 2012)
- Electronic Medical Record (EMR) has changed work-flow and may result in less synchronization and feedback during collaboration (O’Leary, et. Al, 2012)

Why Use Collaboration/Shadowing?

- Build effective interprofessional team workers
- Real-life examples of interprofessional team working
- Reflects on how nursing is involved in the total patient experience
The Nurse Residency Program at WVU Healthcare

Summer 2014 Cohort

Visual Program Overview

First Year Long NRP Program

March 2014 Interdisciplinary Collaboration Implemented

June 2014 Collaboration Data

July 2013 First Year Long NRP Program

July 2012 Pilot Program

July 2012
Nurse Residency Program

Curriculum
- SharePoint Site
- Group Discussion
- Interprofessional Communication
- Patient Advocacy
- Patient Satisfaction
- HCAHPS Score Education
- Patient Education
- Failure to Rescue Ethics
- Cultural Competence
- Stress Management
- Compassion Fatigue
- Evidence Based Practice
- Group Evidence Based Practice Project
- Resource/Time Management
- Conflict Management
- Lateral Violence
- Professional Development
- Interdisciplinary Collaboration
- EBP Poster Presentation
- One-to-one Transition Coordinator/Residency Coordinator Support

Nurse Residency Interprofessional Collaboration

- **Purpose:** Increase awareness among new graduate nurses regarding how all disciplines and departments work together to improve patient care
- Requires a deliberate commitment by each profession to create an experience that focuses on improving patient care and quality outcomes

Networking and Collaboration
Goals of Collaboration/Shadowing Experience

- Create positive attitudes toward other professions
- Identify barriers to patient care between departments/professions
- Explore how nursing can work more effectively with other departments to deliver superior patient care.
- Provide resources for nurse residents to use in practice.
- Provide a network of personal resources throughout the organization.

Partners in Collaboration

Respiratory Care
House Supervisors
Diabetes Education Center
Nutrition Services
Pain Management Practitioners
PICC Nurse
Ostomy Care
Pharmacy
Adult Palliative Care
Pediatric Palliative Care
Stat Nurse
Rehabilitation Services

Collaboration/Shadowing Methods

- 141 Nurse Residents
- 12 Partners in Collaboration
- 4 shadowing experiences
- 2 hours in length
- 870 opportunities
- Evaluated each experience using a likert score and questionnaire
-Qualitative & Quantitative Data
Areas Evaluated

Overall Courtesy of the Collaborative Department

Perceived Value of the Experience

Knowledge gained will increase the quality of patient care

Overall Experience

Areas Evaluated

Nurse Residency Overall Evaluations

303 evaluations were returned.

93.4% of Evaluations rated the average experience a 4 on a Likert Scale where 1 was dissatisfied and 5 was extremely satisfied or greater in all areas.

Out of that 93.4%, 196 (64.7%) of those evaluations rated a 5 in all areas assessed.

3.9% of evaluations show the average experience as 3

1.9% of the evaluations show the average experience as 2

0.8% of the evaluations show the average experience as 1

Overall Evaluations 2014-2015

Overall Evaluation Data by Question

- How Satisfied were you with this department’s courtesy 4.83
- How satisfied were you with your overall shadowing experience in this department 4.63
- This experience was a valuable opportunity to collaborate with another department within the organization 4.70
- Based on my experience today, I have a better understanding of how nursing and this department can work together to improve the quality of care that we provide to our patients 4.73
Top Evaluation Averages by Collaborative Departments

<table>
<thead>
<tr>
<th>Department</th>
<th>Average</th>
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<tbody>
<tr>
<td>Pediatric Palliative Care</td>
<td>5.0</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>4.84</td>
</tr>
<tr>
<td>Stat Nurse</td>
<td>4.93</td>
</tr>
<tr>
<td>House Supervisors</td>
<td>4.89</td>
</tr>
<tr>
<td>Pain Management Practitioners</td>
<td>4.82</td>
</tr>
<tr>
<td>Adult Palliative Care</td>
<td>4.84</td>
</tr>
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Favorite Experience!

I always knew the pharmacy was a busy place, but this shadow experience really helped me grasp how busy they are.

Ignorantly, I assumed this team dealt with terminal patients and their families, however, they maintain contact with those that are also merely there for an extended period of time.

Now I know of more patients that would benefit from this team.

This was a great learning experience!!

Very interesting to see how the hospital works.

437 comments were recorded!!

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Qualitative Data: Looking at Trends

- Overall 92% of the comments were positive.
- 62.5% of written comments were related to ways that the Nurse Resident had increased knowledge and skills.
- 5% of written comments were suggestions for program improvement.
WVU Medicine Nurse Residents

Challenges

• Experiences are limited to 2-3 hours in length
• Availability of some experience is limited
• Difficult for the Nurse Residents to meet requirements related to unit staffing needs

Summary
References


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