

Problem Statement

- Nurse leaders must use communication to better understand problems, provide support, and create clear expectations
- Crucial conversations can cause stress and therefore be avoided
- High nurse leader turnover and decreased staff satisfaction
- Lack of leader confidence with crucial conversations
- Nurse leaders who are trained and successful at compassionate crucial conversations can lead to lower leader turnover rates and an increase in employee-leader trust
- Lack of follow-up for crucial conversations can create a staff workforce commitment and retention problem
- Nurse leaders must increase confidence while incorporating compassion in crucial conversation

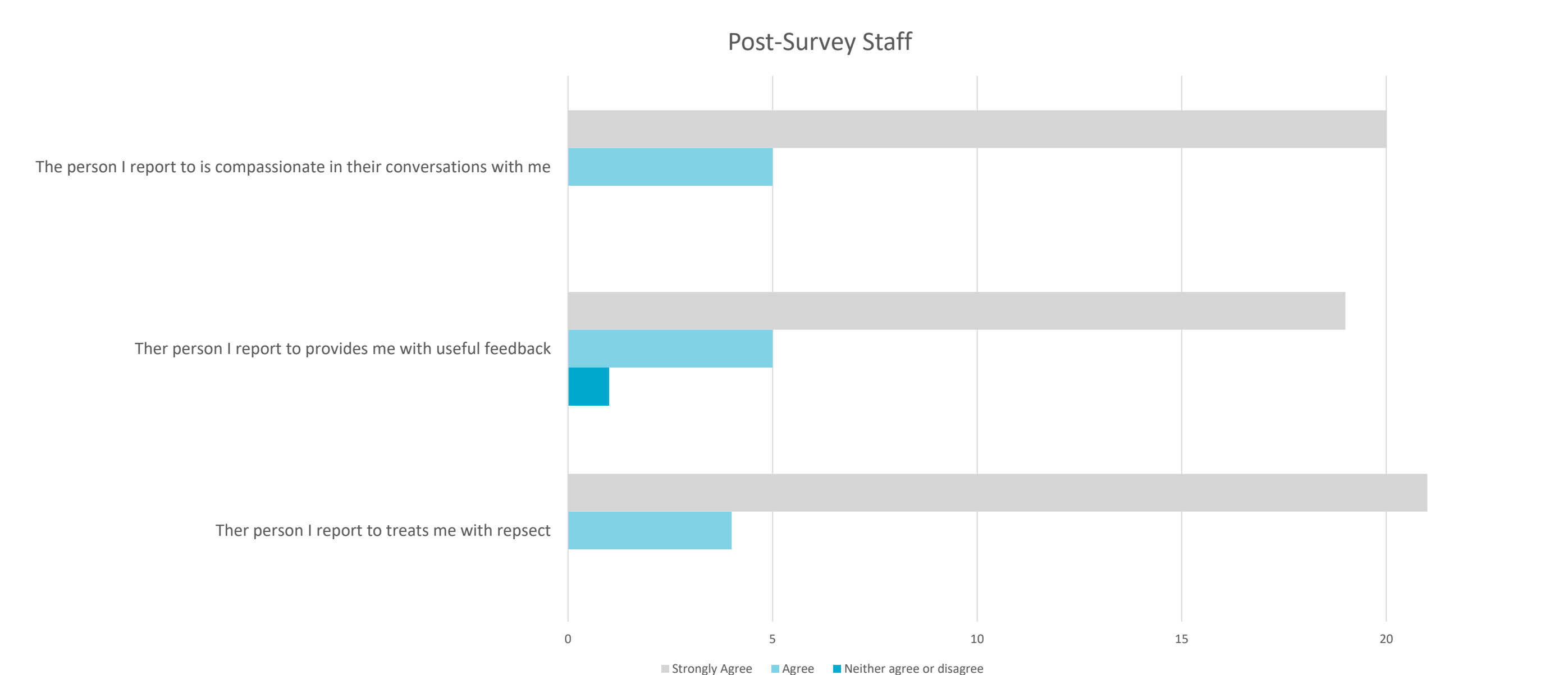
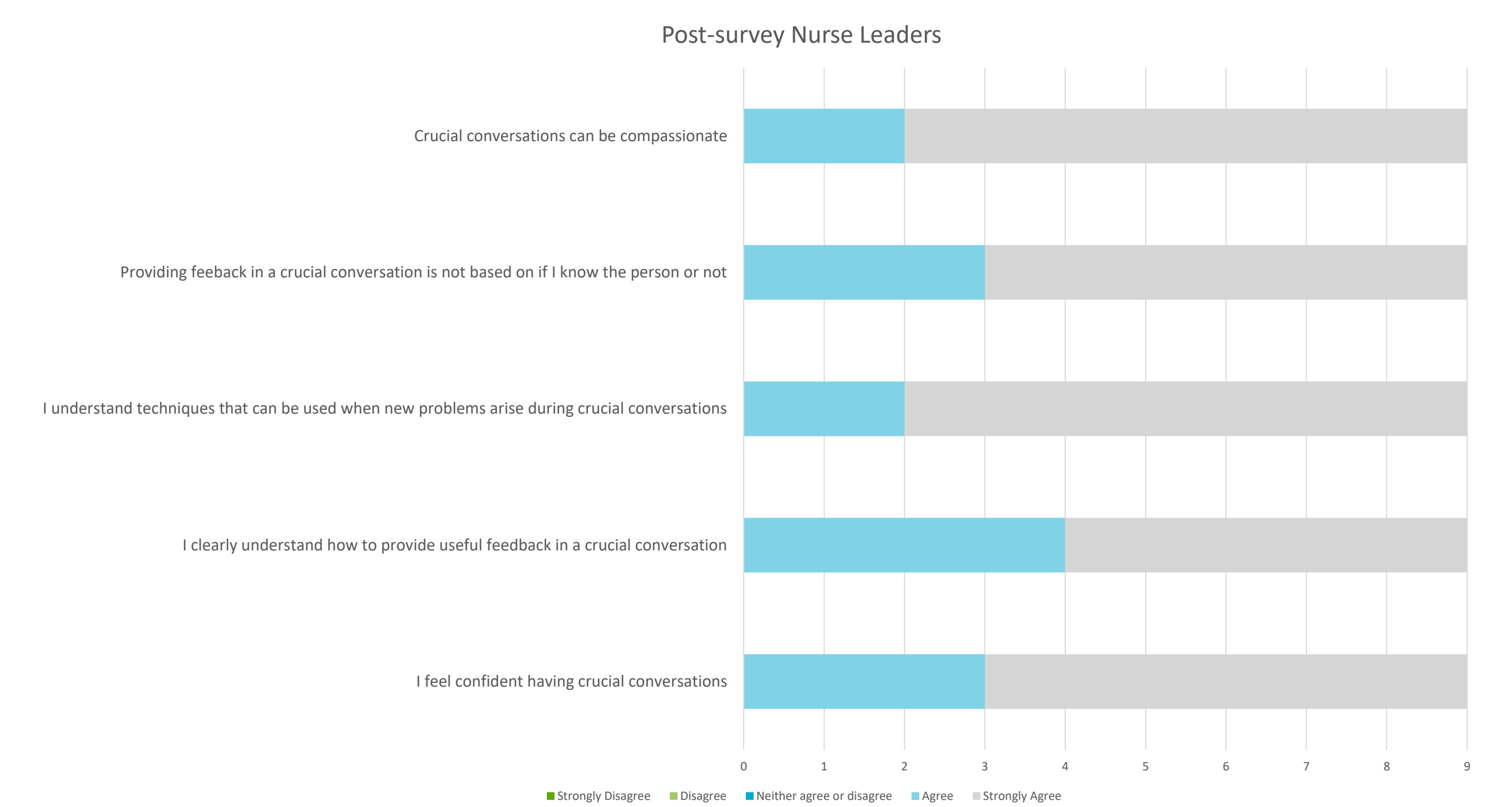
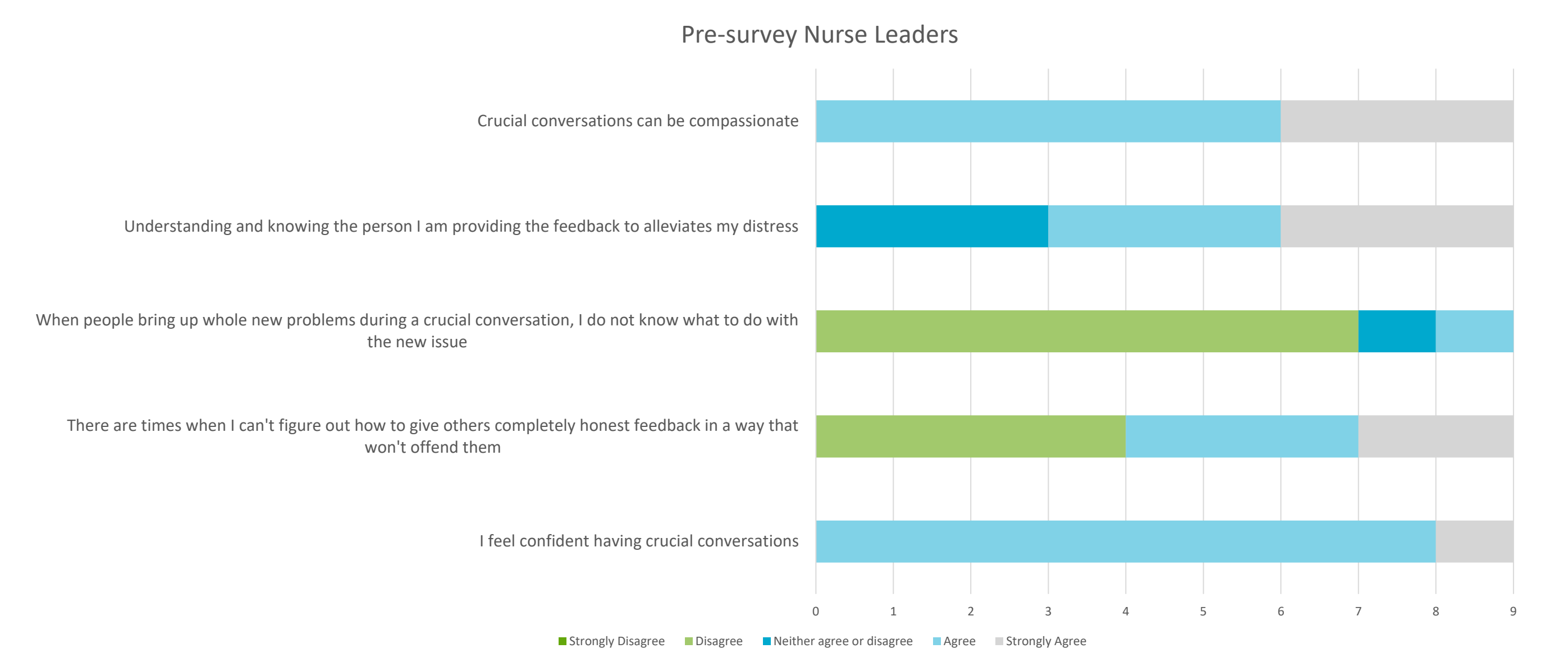
Project Purpose

- On a medical-surgical unit in a Midwestern Level II Trauma Center, does education and training on crucial conversations improve nurse leader confidence?
- Increase nurse leaders on a medical-surgical unit confident after the implementation of the pilot project by 50%
- Increase staff perception of the respect and effective communication from nurse leaders on the medical-surgical by 50%
- Validate each nurse leader on the medical-surgical unit had a minimum of one encounter with the staff using crucial conversations through Nobl software

Methodology

- Setting: 150-bed, Level II Trauma Center located in the Midwest
- Population: 10 nurse leaders, 75 staff members
- Implementation Strategy: ARCC Model (Assess, Identify, Develop, Implement) to test the viability of incorporating compassion into crucial conversations on a single nursing unit.
- Education and training for nurse leaders was developed and implemented
- Crucial conversations were completed and documented by nurse leaders

Outcomes



Discussion

- Met 2 of 3 objectives
- Increased nurse leader confidence in crucial conversations by 55% - met
- Increased staff perception of respect and useful feedback from leaders to 100% - not met
- 100% of nurse leaders completed at least one crucial conversation and entered into Nobl - met
- Limitations: sample size, delay in nurse leader access to Nobl

Conclusion

- Effective communication is one of the most essential skills leaders can possess
- Nurse leaders must have the knowledge, skill, training, and follow-up on crucial conversations with staff
- Incorporating compassion into crucial conversations ensures effective communication when topics are difficult or controversial
- Increasing nurse leaders' confidence and experience with crucial conversations will benefit staff members

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