Title

Speak your truth: Building confidence with peer review

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SPEAK YOUR TRUTH: BUILDING CONFIDENCE WITH PEER REVIEW
E8 Medical Surgical Specialty Unit

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Background

Nurses carry a distinctive role in advocacy in health care organizations.

- Nurses must be able to communicate concerns about patient care and their working environments (Garon, 2012).
- 30-bed medical/surgical specialty unit
- 55 day and night staff members
- Varying nursing experience and diversity
- RN communication scores not met

Root cause analysis of suspected and observed causes:

- Improve quality and safety of patient handoff
- Improve peer review
- Empower nurses to have crucial conversations.

Purpose

The purpose of this project was to provide nurses with the communication skills necessary when giving and receiving feedback in a hospital environment and Improve RN communication scores.

Methods

Main interventions:

- Two-week pre intervention seven question via Qualtrics with QR code likert scale questionnaire
- Socialized via safety huddle, email, flyers, and direct staff reminders
- Two-week power point/educational video highlighting communication skills and strategies during patient shift handoff
  - Utilizing Just in Time coaching. LEO communication strategies, and teach back techniques
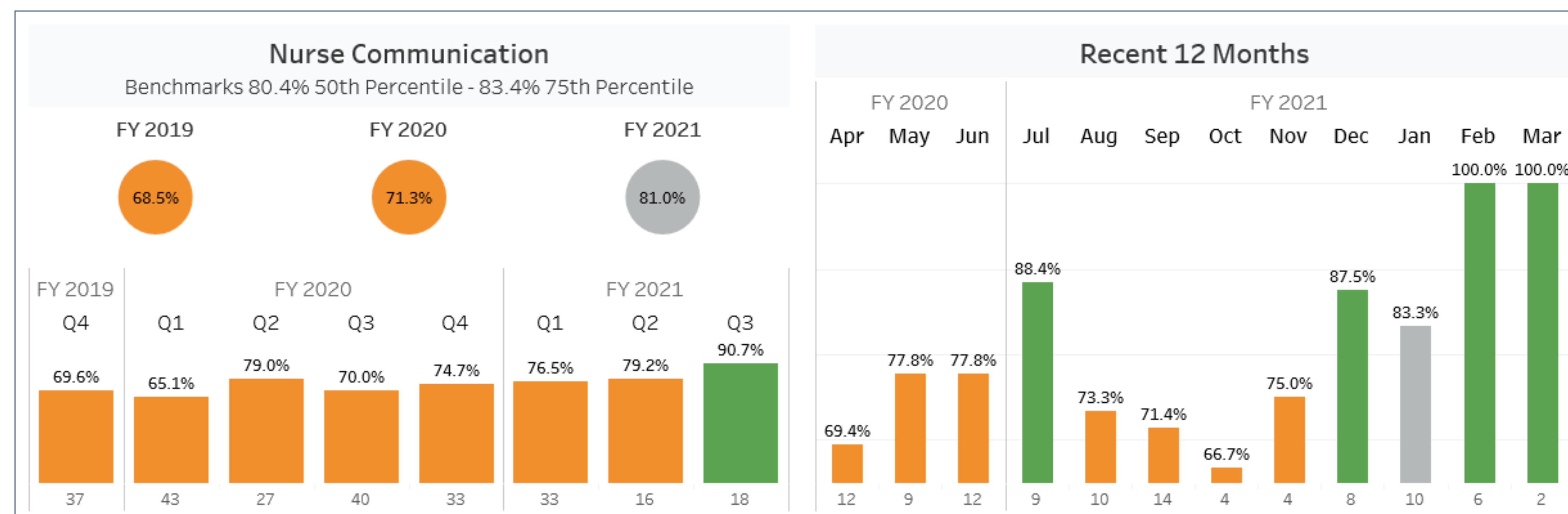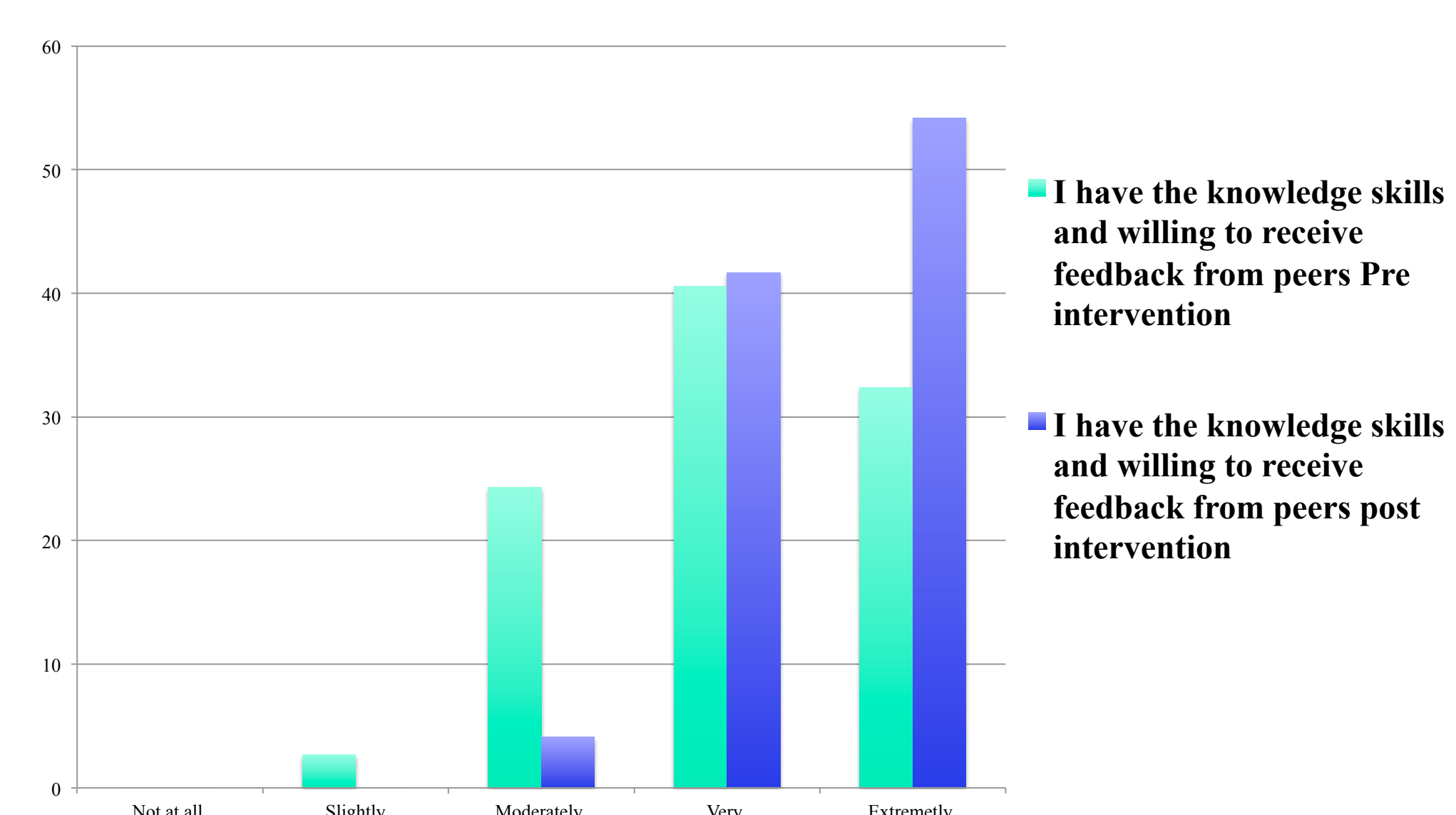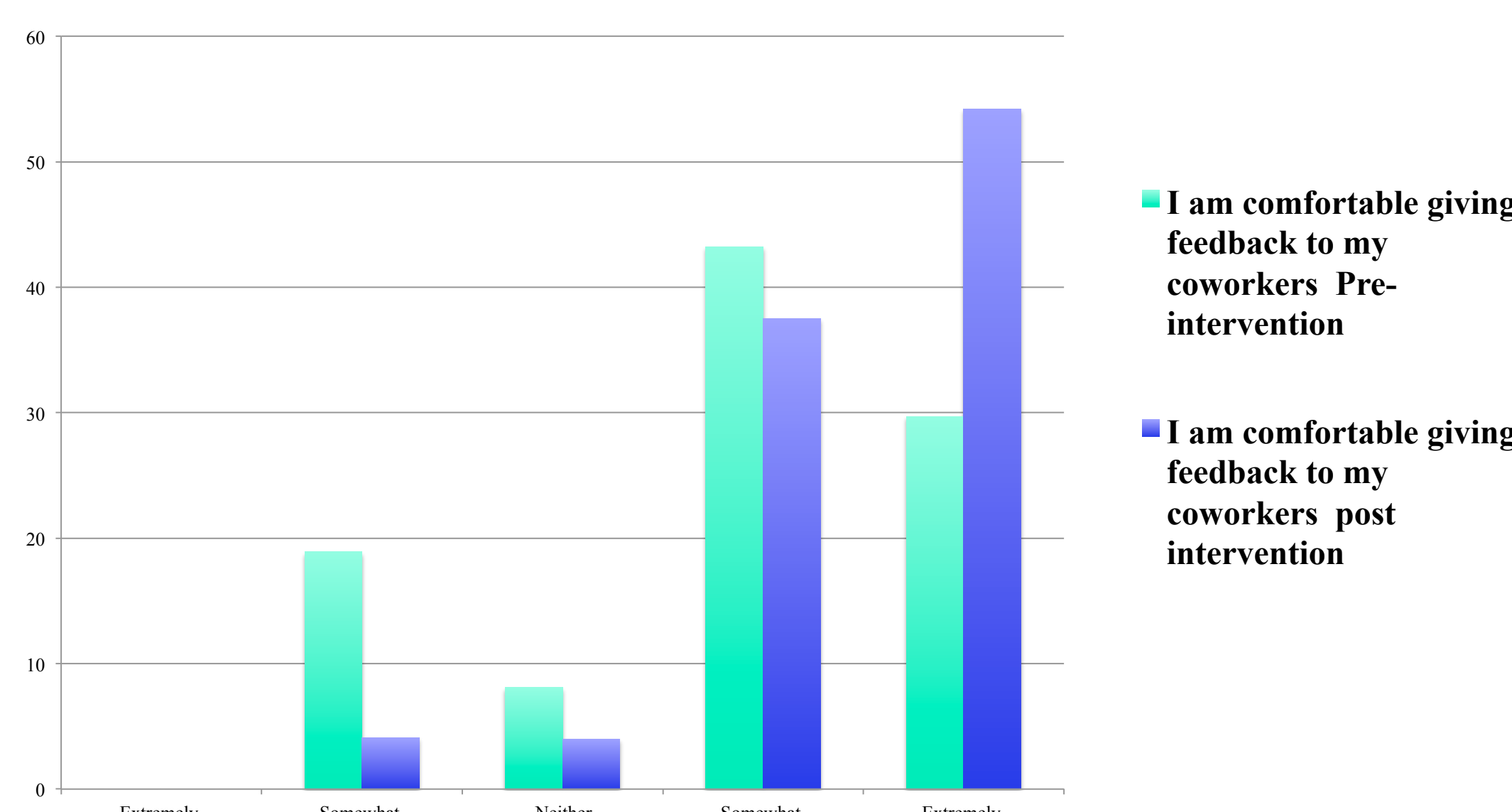- One and ½ -week post intervention survey using the same Qualtrics questionnaire

Implementation
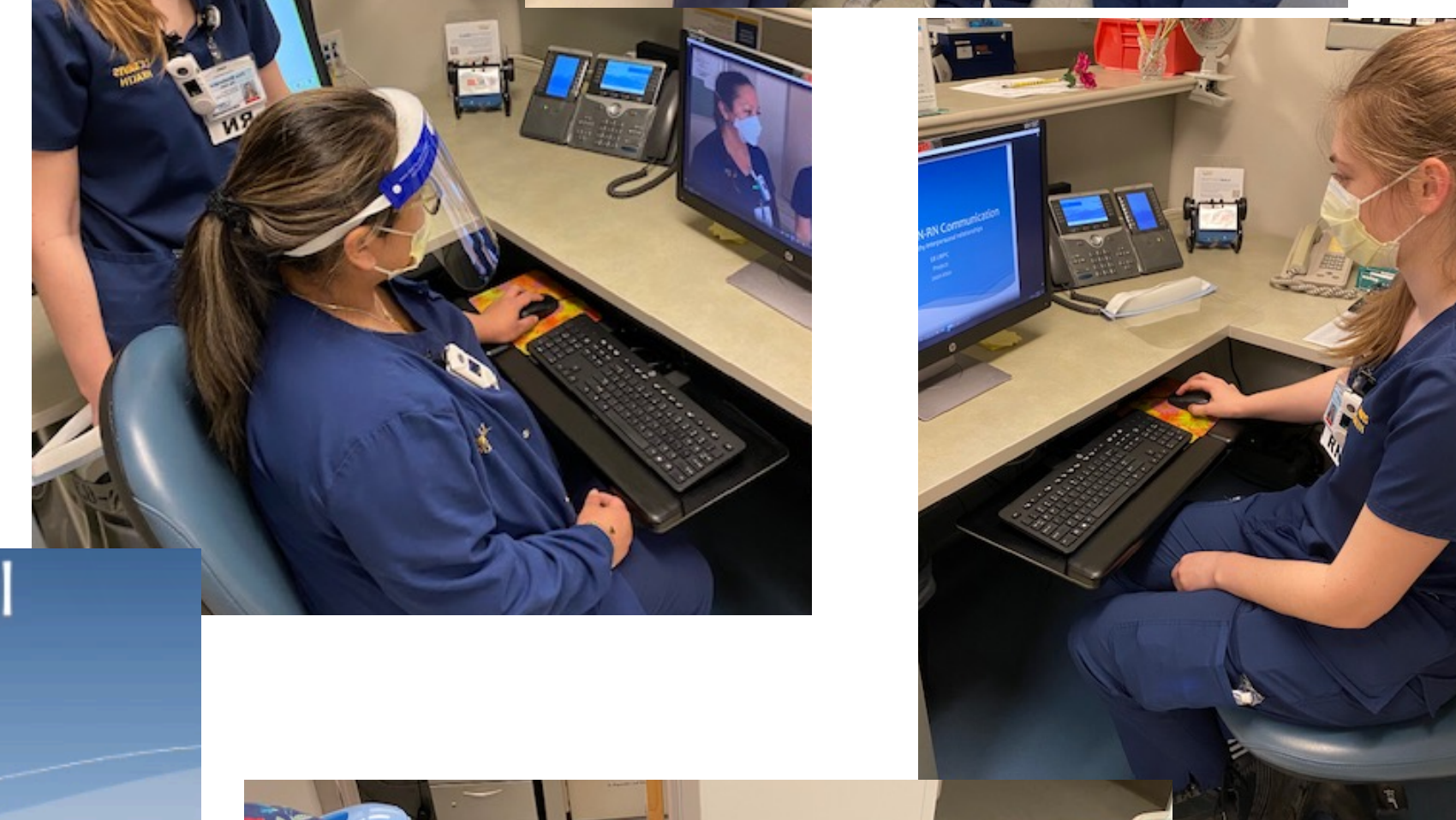
When having to face crucial conversations

- Start by assessing your own heart
  - Is my intention to help? What is mine to own?
- Create clear expectations
  - What is needed to create emotional safety?
- Clarify what do I really want/do NOT want:
  - for myself? For this person? For others impacted? For this relationship?
- Evaluate what is appreciated about the conversation

Results

I am comfortable giving feedback to my coworkers Pre-intervention

I am comfortable giving feedback to my coworkers post intervention

I have the knowledge skills and willing to receive feedback from peers Pre intervention

I have the knowledge skills and willing to receive feedback from peers post intervention

Nurse Communication
Benchmarks 80.4% 50th Percentile - 83.4% 75th Percentile

	FY 2019	FY 2020	FY 2021
	68.5%	71.3%	81.0%

FY 2019		FY 2020			FY 2021		
Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
69.6%	65.1%	79.0%	70.0%	74.7%	76.5%	79.2%	90.7%
37	43	27	40	33	33	16	18

Recent 12 Months

FY 2020			FY 2021								
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
69.4%	77.8%	77.8%	88.4%	73.3%	71.4%	66.7%	75.0%	87.5%	83.3%	100.0%	100.0%
12	9	12	9	10	14	4	4	8	10	6	2

Conclusion

- Increased confidence in their ability to have crucial conversations
- Feeling comfortable about giving/receiving feedback to coworkers
- RN Communication post project improved.

Implications

- Communication tools changes the culture of the unit by being able to convey the important information with less conflict
- Expand on the knowledge gained in this project
- Focus our efforts on sustaining nurse confidence.
- Create a standardized communication tool
- Incorporate this model in the unit's annual skills lab

Limitations

- Less staff completed the post intervention survey (37 pre and 23 post)
- Time and access needed on the education/ video for all staff to view
- Time constraints
- Video technological and audio constraints

References

1. Garon, M. (2012) *Journal of Nursing Management* 20, 361-371 Speaking up, being heard:registered nurses' perceptions of workplace communication

Acknowledgements

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