

NESAs BN Programs Learning Plan Exemplar (Draft)

Exemplar	NURS 5000	2012
Name	Course #	Practice Year
Utopia	Alice in Wonderland	
Practice Setting	Instructor	

LEARNING GOAL: To enhance my communication skills and collaboration within the nursing practice environment		
NPS: 4.2: The registered nurse uses communication and team building skills to enhance client care.		
Learning Objectives	Learning Activities & Strategies	Evidence of Learning
<p>1. Increase my understanding of the role of each member of the multidisciplinary team (RT, PT, OT, Dietitian, Lab Technician, Pharmacist, Transition Nurse, Charge Nurse, Physician) to ensure appropriate and timely engagement of services specific to client and family needs (K)</p>	<ul style="list-style-type: none"> • Observe / shadow members of the multidisciplinary team as they engage in client services • Communicate with various members of the multidisciplinary team, inquiring about their roles and responsibilities specific to client and family needs using resources located on the nursing unit, in nursing textbooks, nursing journals, or using evidence-based websites. • Verify the process to access the multidiscipline team member or service on behalf of the client / family (nursing referral form, note in chart, physician order). • Interview a member of someone from a different discipline and reflect on how their role might impact your work as a nurse • Attend multidisciplinary meetings • Research the benefits of working as a multidisciplinary team in 3 scholarly journal articles found on CINAHL. 	<ul style="list-style-type: none"> • Journal and verbalize to peers and instructor understanding and benefits of the roles and responsibilities of the various members of the multidisciplinary team. • Development of a 1 page document that outlines the 5 W's regarding multidisciplinary teams in nursing practice (who, what, where, when, why and how) • Score a C (competent) on "Communication with health care team members, agency personnel, instructors, and peers" in the NESAs Practice Evaluation Tool • Able to recognize when it would be appropriate to involve a MDT member and does so without prompting • Present findings of communication and collaboration journal articles to peers during post-conference • Attended MD meetings and reflected on the learning, either through discussion or written reflection
<p>2. Reflect about how my communication is being received by clients/families in an attempt to establish a safe environment for client/family engagement (A)</p>	<ul style="list-style-type: none"> • Demonstrate active listening skills and therapeutic communication techniques during client/family interactions. • Consider my body language and message it conveys to others. Document a positive and negative • Observe client / families response to my entrance into the room and communication strategies. Document the observations and brainstorm ways to improve / enhance my body language and communication strategies. 	<ul style="list-style-type: none"> • Insightful reflection on communication skills in one reflective journal and obtain feedback from instructor on journal. • I will have 2 documented examples of self reflection related to client / family response to my initial communication, including suggestions for improvement. • Use therapeutic communication with my clients and score a C (competent) on "Communication with clients, agency, family or significant others" in the NESAs Practice Evaluation Tool

<p>3. Consistently engage in thorough and concise reports when 'handing off' client care, working with the team, and communicating with other staff/HCP's (A,S)</p>	<ul style="list-style-type: none"> • Write a daily reflection of the relationship that you developed with your patient - what you did and how you felt • Reflect on my communication skills with clients and families in one reflective journal this semester. • Find three articles that offer insight on how to communicate more effectively with patient and consciously employ those strategies in your clinical practice. <hr/> <ul style="list-style-type: none"> • Practice both written and verbal reporting skills making effort that report is thorough and concise by seeking out opportunities to offer formal reports (calling unit, transfer patients, end of shift report, etc.) • Have instructor/peer listen to your report hand-off and invite them to offer feedback for improvement • Demonstrate effective reporting techniques with other members of the multidisciplinary team when leaving for breaks, returning from breaks, and at end of shift. • Engage in conversation with experienced nurses to determine what they perceive is essential information to report. • Refer to and employ the SBAR strategy • Develop a personal strategy (template) to ensure thorough reporting in a concise manner and practice using the template with my peers in the practice setting. 	<ul style="list-style-type: none"> • I will have engaged in discussion with my peers about my body language and communication skills. • Patient reports satisfaction with communication offered during care • Reflective journal provided to instructor and feedback regarding same received • Produce articles found r/t communication and be able to discuss how that research affected your personal practice <hr/> <ul style="list-style-type: none"> • Written and verbal reports on all assigned patients reflects accurate, concise, clear information • Consistent engagement with the multidisciplinary in taking the lead role in offering patient status reports • Feedback from instructor and peers utilized to consistently provide effective reporting • Models patient report following observation and discussion with experienced nurses on the floor • Development of a 'fill in the blank' template to guide my reporting process in the practice setting. This template will help me develop confidence and consistency in communicating essential information in my nursing practice.
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Reflections of Learning (please date all narrative entries)

Day 5 – in the process of identifying and documenting the multidisciplinary team at hospital X I have come to realize not all services are available 24 / 7. Some services such as OT are only on site once a week which makes it difficult for my client to receive therapy. I have come to realize that nurses need to develop some basic skills and ask +++ questions of the various professionals when they are on site so we can ‘bridge the gap’ for our clients between site visits. Perhaps this is why I enjoy rural nursing so much, we get to be a jack of all trades and master of none! I love the variety in this placement.

Day 7 – Nailing down what information is essential to convey in a report is not easy. I have talked to 3 nurses and they all have a different opinion. One nurse showed me an outline she uses but it did not seem to be as organized as I like to have my information. What I have learned so far is that nursing is an art – I need to find my own creative way to report information that is thorough and concise in the absence of a policy or procedure. I’m going to explore two different templates for reporting, after practicing with my peers I will have a better idea of what I need / want.

Day 9 – I had a very interesting conversation with a peer today, what I perceived to be communication strength, she perceived it as a negative or area for improvement. I like to talk and ask lots of questions which I believe helps people open up and talk to me. My peer suggested that sometimes I talk *too much* hence don’t allow time for the clients to talk or ask questions. For example, I guess I am so excited about my upcoming wedding that I have been telling everyone about it. What I neglected to realize was that my client is going through a very stressful divorce after a short and horrible marriage. I always thought people get excited about weddings so that’s why I talk about with my clients, I never thought that someone could experience a negative marriage and perhaps experience emotional trauma from it. I honestly did not realize how I was creating an uncomfortable environment, no wonder when I go in the room now she just roles over. Although I feel bad, I have learned how important it is to create an environment for clients to talk, share, and ask questions. I have also learned how valuable it is to collaborate with a peer to enhance my learning, her honesty and genuine desire to help me was greatly appreciated.

Day 10 – Finally I have developed a template for providing a thorough and concise report when handing off my clients. It took longer than I thought to become comfortable and confident in using the template, I struggled with wanting to provide more detail and extraneous information. Today I received a compliment from a nurse which totally validated I’m on the right track!

Day 19 – Today I successfully reported off my client without having to use my template. I didn’t even realize I did it until the nurse that gave me the compliment pointed it out to me. I was so busy this AM and was rushing off for break that it just flew out of my mouth. I had details on my assignment sheet I referred to but I did not have to sit down and script it out before going to the nurse! This is the first time I feel like I have fully accomplished what I set out to learn this semester.