Engaging Nurses Through Clinical Supervision

Calvary

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Continuing the Mission of the Sisters of the Little Company of Mary
Caring compassionate Nurses who love their job

How can a nurses be truly engaged if they don’t have **reflective practice skills**?

How can they develop a team if they don't have **self awareness**?

How can they solve problems if they don’t have **critical thinking**?
Continuing the Mission of the Sisters of the Little Company of Mary
‘Being for others’
Significant changes in the unit impacted staff engagement

Best Practice Australia (BPA)
Staff Survey 2013
Neuroscience research from UTS 2013 shows brain function and state of mind

**SUPERMIND**
Quantum Effect
(Small, subtle connections = big impact)

**FOCUSED MIND**
Flow

**FRAGMENTED MIND**
Flux

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- Supermind
- Imagination
- Free flow
- Idea Space
- Visionary
- Inside-Out Thinking

- Not triggered
- Reasoned Problem Solving
- Open to adaption
- Good Relationships because more headspace to relate

- Anxious/stressed
- Triggered
- Survival mode
- Driven by

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Calvary Health Care Kogarah
Aim:
- To help nurses develop reflective practice skills
- To promote staff well-being
- To improve patient centre care
- Test the effectiveness of using an external facilitator
Clinical Supervision Project 2014

Method:
- Using the ‘Reflective’ model in ‘HETI Superguide: A Continuum for Nurses and Midwives’, clinical
- 3 groups weekly 1 hr sessions for 8 weeks with 6 per group
- The Myers Briggs Type Indicator (MBTI) to increase self awareness
- Pre and post evaluations and attendance measured effectiveness
**Emotional Intelligence** is the “ability to accurately identify and understand one’s own emotional reactions and those of others. It also involves the ability to regulate one’s emotions, to use them to make good decisions and to act effectively” (Mayer, Salovey, and Caruso 1998)

Nurses with a higher level of self awareness felt more confident in themselves and their ability to handle stress, workloads and team dynamics
Clinical Supervision Project 2014

Results
- 24 sessions held 74% attendance
- Nurses reported MBTI increased self-awareness of communication styles
- 80% reported high levels of satisfaction
- 85% reported improved interaction with patients, consumers and other staff
- 70% reported their nursing practice changed
“Getting a lot out of it, working better as a team. Understanding each other’s problems and helping out each other more. Also working through very relevant and impacting issues”

“Myers Briggs assisted me to explore myself and thinking deeply to be aware of my behaviours at work which affect others” NUM/CNE

“When we know each others working style, it may improve our teamwork and provide better patient care”

“Found it really helpful. It helps you work through how situations occur and how you can improve. Make me more aware of my colleagues thoughts and feelings.”

“I realise my decisions impact on others more than I thought. I could now ask colleagues questions to help them reflect on situations”
Clinical Supervision Project 2014

“Getting a lot out of it, working better as a team. Understanding each other’s problems and helping out each other more. Also working through very relevant and impacting issues”
IRU Nurse post program survey

Benefits
- Increased Self Awareness
- Improved Team Work
- Improved Critical thinking and decision making
- A shift in the perspective about the work environment
A dramatic increase in engagement

Your %age in an Engagement Cycle

The chart below shows the %age of your respondents who are in each Cycle - Engaged, Swinging Voter and DisEngaged. If this has been measured in any previous survey, then this chart will also show how this is trending over time. The additional charts to the right give some comparisons from BPA’s workforce database.

Nursing - IRU/DRU (CHCS Kogarah)

All respondents from this cohort.

- Engagement Cycle: 62.3%
- Swinging Voters: 4.9%
- DisEngagement Cycle: 32.9%

Mar_2009: 50.3%
Mar_2011: 49.6%
Mar_2013: 42.4%
Mar_2015: 36.7%

Best Practice Australia (BPA)
Staff Survey 2015

Calvary Health Care Kogarah
Reflective Practice is the key component to nursing practice success in the future.

The key to reflective practice is self awareness and this has such a huge effect on oneself, team, patients even home life as well as their leadership.
2014 Clinical Supervision
Inpatient Rehab Unit

Continuing the Mission of the Sisters of the Little Company of Mary
References

• Myers, K., Briggs Myers, I and Kirby, L (1998) Introduction to Type, CPP Inc. Australia