Building a psychologically safe and collaborative working environment on L&D

Shant H. Adamian
Callie Cox Bauer
Nicole Salvo
Deb Simpson
Jennifer Vollstedt

See next page for additional authors

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Authors
Shant H. Adamian, Callie Cox Bauer, Nicole Salvo, Deb Simpson, Jennifer Vollstedt, and Cynthia Wick
BUILDING A PSYCHOLOGICALLY SAFE AND COLLABORATIVE WORKING ENVIRONMENT ON L&D

Shant Adamian, DO, Callie Cox Bauer, DO, Nicole Salvo, MD, Deborah Simpson, PhD, Jennifer Vollstedt, RN, Cynthia Wick, RN
Ob/Gyn Residency Program, Milwaukee, Wisconsin
Q1. What did you hope to accomplish?

**AIM:** create a collaborative, interdisciplinary learning environment where team members feel **confident to speak up without** fear of being put-down or **retribution**.

- Utilize SBAR to create practice scenarios for residents and nurses
  > Allow individuals to provide an assessment and recommendation to ensure collaboration

- Shift live in-person SBAR practice scenarios to virtual mediums
  > Short < 2-minute videos distributed via links to a YouTube channel
  > Half-page written SBAR scenarios handouts placed in L&D team meeting room
Q2. What were you able to accomplish?

- **PRE-COVID**: created role play scenarios and enacted them live with resident/faculty and a nurse during am transitions
- **DURING COVID**: produced and disseminated SBAR videos and handouts both highlighting effective/ineffective uses of SBAR
- **RESULTS**: Increased interprofessional dialogue during transitions of care using SBAR
  > Collaboration/teamwork with nurses in providing Assessment and Recommendation
  > From Baseline (November 2019) to Present (February 2021) improvements were noted in all Clinical Learning Environment Quick Survey (CLEQs) items

<table>
<thead>
<tr>
<th>Survey Items</th>
<th>Overall (N=40)</th>
<th>Nurses (N=20)</th>
<th>Residents (N=9/12)</th>
<th>Faculty (N=6/9)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MY SBAR use has increased by ____%</td>
<td>39%</td>
<td>58%</td>
<td>25%</td>
<td>17%</td>
</tr>
<tr>
<td>OTHER's SBAR use has increased by ____%</td>
<td>31%</td>
<td>57%</td>
<td>26%</td>
<td>17%</td>
</tr>
<tr>
<td>Use of SBAR on L&amp;D has ___ influenced achievement of project aim (collaborative learning environment) (1=Very Negatively to 5 = Very Positively)</td>
<td>3.7 (.56)</td>
<td>3.9 (.50)</td>
<td>3.5 (.50)</td>
<td>3.3 (.45)</td>
</tr>
</tbody>
</table>

Q3. Knowing what you know now, what might you do differently?

- Be prepared for team member departures/changes:
  > Two of early nursing leads changed roles/left the organization, residency program director transitions/maternity leaves, etc.

- Actively Engage Team members:
  > Enlist more help and identify specific roles for each team member with accountabilities supported by their supervisors

- Attempt to ensure that the same team members are surveyed pre and post to have most accurate data
Q4. What surprised you and why?

- Difficulty of effecting change in communication without being able to complete interventions face to face
- Strong support of nurse educators for the project
- Nurses self-reported SBAR increased use and improvement was juxtaposed with residents still perceiving communication challenges.
- Adaptability of project during a pandemic that restricted interpersonal interactions
  > Alternative mechanisms of dissemination of information
Q5. Cohort One – Success Factors

- *The most successful part of our work was...*
  - Ability to adapt and pivot project with impacts of Covid-19 on no face-to-face meetings
    - *Result:* endurable resources (videos, handout)

- *We were inspired by...*
  - Tenacity and resilience of resident project leader in continuing the project and willingness of others to participate in the face of multiple competing demands
## Results: Clinical Learning Environment Quick Survey

<table>
<thead>
<tr>
<th>ITEM</th>
<th>SCALE</th>
<th>Mean 08/20</th>
<th>Mean 02/21</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel supported by team/unit members in my/team’s everyday ongoing learning.</td>
<td>1 = Strongly Disagree 3 = Neither Agree nor Disagree 5 = Strongly Agree</td>
<td>3.85</td>
<td>4.24</td>
<td>0.39</td>
</tr>
<tr>
<td>People in this work area/unit treat each other with respect, trust each other and are inclusive.</td>
<td>1 = Strongly Disagree 3 = Neither Agree nor Disagree 5 = Strongly Agree</td>
<td>3.74</td>
<td>3.90</td>
<td>0.16</td>
</tr>
<tr>
<td>The inter-professional teams in this area/unit work together effectively using ongoing communication, collaborative decision making and coordinated team-based care.</td>
<td>1 = Not at All Effective 3 = Somewhat Effective 5 = Extremely Effective</td>
<td>3.38</td>
<td>3.66</td>
<td>0.28</td>
</tr>
</tbody>
</table>

### Average Responses to CLEQS

![Average Responses to CLEQS](chart.png)

<table>
<thead>
<tr>
<th>Role</th>
<th>08/20 (N)</th>
<th>02/2021 (N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident</td>
<td>14</td>
<td>11</td>
</tr>
<tr>
<td>Attending</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>Nurse</td>
<td>43</td>
<td>24</td>
</tr>
<tr>
<td>Total</td>
<td>61</td>
<td>42</td>
</tr>
</tbody>
</table>