

Auteur: Muriel Shewchuk

Vedettes péri-opératoires La joie du travail – votre environnement est-il étoilé de vedettes?

Qu'est-ce qu'un environnement étoilé de vedettes?

Un service péri-opératoire professionnel étoilé de vedettes est le rêve de chacun et de chacune. Anticiper votre arrivée au travail pour être accueilli par des experts bien informés et pleins d'enthousiasme mettant en évidence leur initiative, humour et attitudes positives, c'est exactement ce qu'il vous faut. À la fin de la journée vous rentrez chez vous enrichi, excité et comblé, et même si vous êtes épuisé également, vous anticipez avec plaisir ce que vous allez contribuer et apprendre le lendemain. Vos collègues professionnels sont des experts en soins aux patients, mentors, modèles de rôle, amis et travailleurs d'équipe. Telles sont les vedettes péri-opératoires comme dans un rêve. C'est à vous d'ajouter votre étoile personnelle à la constellation et d'aider ceux et celles autour de vous de se montrer à la hauteur de la situation pour que tout le monde puisse devenir une vedette!

Author: Muriel Shewchuk

The Joy of Working – Is Your Environment Star Studded?

What is a Star Studded Environment?

A star studded Perioperative professional department is everyone's dream. The anticipation of arriving at work greeted by enthusiastic, knowledgeable experts who demonstrate initiative, positive attitudes and humour are "just what the doctor ordered". At the end of the day you return home enriched,

excited and rewarded, even if exhausted, and look forward to what you will contribute and learn the next day. The professional colleagues you encounter are patient care experts, mentors, role models, friends and team players. These are the Perioperative stars dreams are made of. It's up to you to hang your personal star in the environment and help those around you rise to the occasion and let everyone be a star!

HOW DO WE ATTAIN AND SUSTAIN THIS ASTROLOGIC ENIGMA?

"Nurses want a work environment of Excellence, Safety, Goodwill and Learning with Supportive Leadership" – How Does That Look?

1. Excellence – Perioperative nurses who are stars all have a commitment to excellence in patient care. Remember, excellence has little to do with seniority, longevity or status of role. The young keeners may be a little short on experience, but the drive to move from novice to expert, armed with new and developing knowledge, based on evidence based practice is both refreshing and exciting. Guidance and mentoring of our young nurses can be an excellent opportunity to advance patient care and advocacy.

Technological acumen combined with advanced clinical knowledge and skills is a necessary combination for all our perioperative stars. Supervising, teaching and sharing of best practices for patient care is of utmost importance. Benchmarks of practice need to be understood so that there is a measure of performance – the question "how am I doing?" must be responded to with meaningful clinical discussion. There is no room for the standard response of "fine." Stars require a constant, consistent, and advancing learning environment that is valued, supported and sustained by colleagues and by all levels of leaders.

2. Safety – A star-studded environment is one of safety for all! Safety for patients is a prime responsibility and all team members are accountable. Appropriate and current policies and procedures are in place AND are followed by all team members including physicians –

DON'T FORGET TO STOP BY.

Ansell has a handful of good news for you.
The 19th ORNAC National Conference, May 2-4, 2005
It's a rendez-vous at booths #64, 65 and 68



Ansell

Pearls of Wisdom – CORL CORRAL (cont.)

there are no exceptions to the rules. A major cause of stress for stars is nurses who cut corners in their own practice and do not ensure all other members follow the required standard. The multiple “R’s” are paramount: right patient; right room; right surgeon; right consent; right site; etc.

Stars expect appropriately trained and responsible staff with the appropriate numbers and ratios to deliver safe patient care. In addition, enthusiasm and contribution to the effective team process is a must. There is no room for the lazy, disappearing, argumentative or arrogant type of individual in a star studded environment. Stars have no room for hoarders of information that presume to be superior, bully and intimidate.

Stars build, enhance, support and advance team skills. Stars understand the opportunity of an effective team over the power of one or a dysfunctional team. Stars support exiting team members and welcome new members with open arms and enthusiasm. Stars make no room for arrogance or elitism.

Stars excel in equipment, instrumentation, and technological knowledge, skills and handling. Excitement for stars is learning new skills, practicing a high level of advanced skills and teaching others. Pride is evident in every aspect of a star’s work.

3. Goodwill – Stars in the workplace show respect and can expect respect for their self worth, education, knowledge, technical and life skills regardless of their longevity or seniority in the department. Stars advance – they cannot be expected to live in the “new forever phenomenon” which is often entrenched in the perioperative environment. “Nurse consumption” by colleagues is the single most destructive power tarnishing our opportunity for a star studded world. It must STOP!

Fun, laughter and a good sense of appropriate humour are essential parts of every star. Social events, which may be small and frequent, are of utmost importance. An environment that enhances team building and acknowledges

friendship, support, goodwill and excellence is required to foster stars. Leaders must be a part of the goodwill and show recognition frequently.

4. Learning Environment – A learning environment does not only refer to formal in-service sessions or conferences. A learning environment requires a commitment to education at all levels and by all players. Management must ensure that the learning thread is woven throughout the organization including physician communication and expectations. There must be a learning culture based on value for both money and time spent. Assessment of results must include gains, benefits, process of sharing and outcomes. Learning opportunities must be seized by everyone and the resources must be used wisely for both the benefit of individuals and for the greater good. Formal analysis relative to the value of learning sessions should be undertaken, with commitment to improvement.

Stars will share learning through innovative means – i.e. mini in-services; structured three to five minute reports at shift change; e-mail messaging; journal clubs; communication bulletins attached to pay cheques – as well as formal teaching sessions. Professional stars need to invest consistently in their own education. Professional stars take responsibility for their own competence through learning.

5. Supportive Leadership – Supportive leaders are a key element in the development of current and future perioperative stars. The stars expect a leader who is credible and has a frequent and attentive presence. There is no room for superficial “absentee landlords”. The leader must be respectful, fair and equitable – remember, this is not necessarily equal. Open communication and active listening are of significant importance. Integrity is paramount. No one ever forgets a lie. Leaders need to remember that staff want to know what is happening. Stars need to know the broader context of their environment and understand the potential impact of what they are doing. Leaders should not filter information – stars will filter out any information they do not require.

Leadership occurs in the theatre, within the team, with the charge nurse, the educator, the managers and the executives. The leadership exhibited by each of you has major impact on the brightness of the star studded environment.

CONCLUSION

There are ten key professional attributes and influential characteristics of star performers. They are:

- ⊞ Excellent Communication Skills
- ⊞ Positive Leadership Skills
- ⊞ High Integrity
- ⊞ Professional Practice and Professionalism
- ⊞ Positive Personality Traits
- ⊞ Clinical Practice – Expertise to Expert
- ⊞ Embracing and Influencing Change
- ⊞ Participation and Contribution to Learning
- ⊞ Sense of Humor
- ⊞ Commitment to the Team!

Star perioperative nurses shine with knowledge, expertise, enthusiasm, initiative, expert skills, positive attitudes, leadership, eagerness and laughter. Star-studded perioperative nurses are patient care experts, preceptors, role models, mentors, friends and team players. Stars come in the form of staff nurses, charge nurses, managers and directors.

Make sure you are one of these stars How bright is your environment? Make it blindingly star studded – **it is up to you! Make it so!**

Acknowledgment: Muriel Shewchuk presented this topic at the October 2004 Alberta Provincial ORNAA Conference in Medicine Hat, in honour of the Pat Ferguson Memorial Lecture. 🍁

Live well, work well – at Providence Health Care in Vancouver



We are currently seeking

OPERATING ROOM NURSES

Nestled in the heart of downtown Vancouver is St. Paul’s Hospital, part of Providence Health Care. As a community, regional and health care organization, Providence Health Care is a recognized leader respected for outstanding care and services, and known by our mission and values.

Our Operating Room has a highly dedicated and skilled team of Nurses who work with our diverse patient population. We provide the support you need to provide compassionate care for patients in a dynamic and highly supportive environment.

We are currently seeking Operating Room Nurses with post basic training or an equivalent combination of education and experience.

Please forward your resumé to:

Human Resources
Providence Health Care
1081 Burrard Street,
Vancouver, BC V6Z 1Y6
Fax: 604-806-8144
email: jwade@providencehealth.bc.ca

For more information about these and other opportunities, call Jennifer Wade at 604-806-8858 or visit our website at:

www.providencehealthcare.org

How you want to be treated.
www.providencehealthcare.org



Holy Family Hospital | Mount Saint Joseph Hospital
St. Paul’s Hospital | St. Vincent’s Hospitals: Brock Fahmi Pavilion,
Langara | Youville Residence