



**GLOBAL SURGICAL
CONFERENCE & EXPO**

**AORN GLOBAL SURGICAL
CONFERENCE & EXPO**



International Panel

**Nuturing Nurses:
Strategies for Strength**

AORN Global Relations Committee Members:

- Anne Marie Herlehy - United States of America
- Jaana Perttunen - Finland
- Cassie Scott - New Zealand
- Bruno Teixeira - Portugal

AORN GLOBAL SURGICAL
CONFERENCE & EXPO



THE POWER OF COMMUNICATION

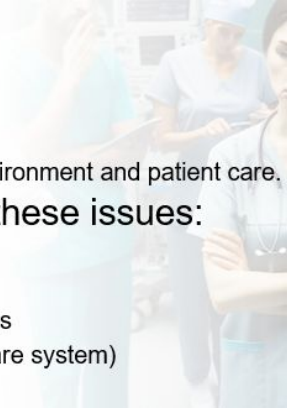
ENGAGING THE AUDIENCE

- This presentation gave a global perspective and update on current workforce challenges and strategies implemented internationally to create a culture of growth, that focuses on building a strong and stable team where staff feel valued and supported.
- Discussed initiatives implemented to foster a culture of wellbeing.
- Recognize the barriers that can prevent a resilient and supported workforce.
- Identify strategies to strengthen and promote recruitment and retention.



Focuses and factors related to incivility in Portugal

- Types of incivility:
 - Bullying
 - Lack of respect
 - Poor communication
 - How they impact the work environment and patient care.
- Factors contributing to these issues:
 - Workplace culture
 - Stress
 - Performance Appraisal process
 - Systemic challenges (healthcare system)



Unmasking the Challenge: The Faces of Incivility in Healthcare

Category	Factors
Stress and Work Pressure	High workload and tight deadlines; Lack of adequate resources and support
Poor Communication	Ineffective communication among team members; Misunderstandings and breakdowns in information sharing
Negative Organizational Culture	Hostile or competitive work environment; Lack of appreciation and recognition for employees
Leadership Issues	Ineffective or authoritarian leadership; Lack of support and guidance from management
Personal Factors	Personal issues affecting workplace behavior; Lack of interpersonal or conflict resolution skills
Pressured Healthcare System	Budgetary and administrative constraints; Unrealistic performance expectations

- Resilience as a Strategy for Nursing Profession (USA)
- Themes that impact resilience:
 - Experience, but not age
 - Satisfaction attained
 - Positive attitude
 - Sense of faith
 - Feeling of making a difference
 - Leadership strategies
 - Support from colleagues
 - Insight and ability to recognize stressors
 - Maintain work-life balance.

Strategies to Improve Resilience

- Knowledge and skill in time management, crisis intervention, prioritization
- Improving work satisfaction
- Positive attitude, making a difference or a sense of faith
- Belief for making a difference, close relationships, and preparing environments to share experiences
- Using strategies such a debriefing, validation, and self reflection
- Support from colleagues, mentors, and fellow team members
- Identifying depressive agents and their negative effects
- Options such as exercise, rest, social support, and interests

(Finland)

- Positive factors on work motivation in OR
 - The ability to do my job well
 - Development as a specialist in surgery
 - Good social relations with colleagues
 - Positive feedback from leaders
 - Salary received at work
 - Possibility of flexible work hours
 - Familiarization with work tasks
 - Possibility to pause work
- Offer training courses organized by employer for specialist (certification). Hospitals offer maximum of 15 months education where staff member is paid \$3500 month.
 - Maternity leave for 9 months w/ \$2200 month. Childcare through 3 years w/\$400 a month. Partial care allowance, working less than 30 hours when child starts school.
 - Newly graduated nurses' transition to working life can be supported with programs that include skills and competence development through, among other things, lectures, seminars, simulations, reflection exercises, extended orientation, and mentoring.



(New Zealand)

- 85% of staff are Internationally Qualified Nurses (IQN)
- Each has a relocation champion
- Immigration & Settlement Support Coordinator
- Regular communication during lull period between jobs.
- Weekly progress meetings with education team.
- Electronic procedure log training.

How we support and value our team:

- “Speak Up”- Kindness project & other QI projects
- Open and transparent leadership
- Weekly team newsletter
- Protected monthly SIMS sessions & education time
- Self-allocation of out of hour shifts and on-call rosters
- Intensive orientation program
- Department “Bake Off’s” & International Food Festivals”
- Free counselling sessions through external providers
- Social Club activities



HOW CAN YOU HELP GROW AND STRENGTHEN YOUR TEAM

Take 30 seconds to reflect on each question about your own experiences in your work environment.

1. Why is it important to know your team? (How does this help you be a better nurse?)
2. How well do you know your team?
3. What support does your workplace need to make this happen? (Think of specific challenges and considerations for your community and workplace.)
4. What opportunities are there in your workplace to get to know your colleagues better?



Transgender Care: A Door-to-Door Experience with a Keen Focus on the Perioperative Setting

Making Your Mark

JD Buchert, MSN(s), M.Ed., MS, RN, CNOR
 Greg Jeter, RN, CNOR, CNAMB, CAPA

AORN GLOBAL SURGICAL CONFERENCE & EXPO

WORKPLACE VIOLENCE: HOW TO TACKLE THE EPIDEMIC BEFORE THE PANDEMIC

Karen Garvey MPA/HCA, BSN, RN, DFASHRM, CPHRM, CPPS, J.D. Buchert MSN, M.Ed., MS, RN, CNOR, Melissa Fletcher

Background

- Workplace violence (WPV) prevention legislation in Texas tackles the increasing concerns related to the physical and psychological effects healthcare workers face every day.
- Consequences of WPV are directly related to a decrease in job satisfaction, increased burnout, emotional staff turnover.
- WPV can have a negative impact on the workforce, the healthcare setting, and patient outcomes.
- In 2022, 38% of all healthcare workers have been affected by a WPV. An estimated annual economic cost of \$120 billion is associated with WPV in the United States.

Method

- Restructuring and development of aligned systemwide WPV policies and procedures through an interdisciplinary focus.
- Emphasis on patient responsibilities, system wide implementation, communications, and educational programs.
- Patient facing signage revisions based on patient feedback.
- 16 employee focus groups including nursing, frontline staff, physicians, operations/administration and PATIENTS.
- Systemwide implementation of trauma informed care.
- Strengthening patient adherence to responsibilities.
- Systemwide distribution of personal alarms adding a layer of local protection.
- Creation of several committees such as Workplace Violence Executive Oversight (WPVEOC), Promoting a Safe Environment (interprets WPV committee), Preserving the Environment of Care (patient case reviews), Behavioral Alert Vulnerability Risk Assessment (physical safety), ED and Correctional Health Workplace Violence Task Forces.
- Onboarding workplace violence education with executives.
- Workplace violence questions added to HR exit interviews.
- Systemwide education on reporting of workplace violence.
- Peer support program developed and deployed.

Aim

- The integration of WPV legislation into the healthcare our community by strengthening our healthcare system, and leads to creating actions that protect our greatest assets: OUR WORKFORCE!

Conclusion

- Since the full integration began mid-November 2022 through mid-May, we have worked on:
 - 18 requests to modify services for specific patients.
 - 162 behavioral warning letters to address patient specific behaviors.
 - 11 patient terminations for the health system.
- Thus far, the greatest result we have seen is the feedback from our workforce. Verbal feedback is they feel safer and supported in their work environments.
- There have been many challenges that have come with this legislation, however, we have consistently worked to better focus on the need and the wants of our workforce, as our workforce is the most valuable asset that we have.

Acknowledgements

- This team would like to acknowledge their dedication and commitment to workforce safety. We are committed to the safety of our patients, caregivers and the entire workforce. The dedication of the Parkland Executives, Board of Managers, the Division of Quality & Safety Operations, Parkland Foundation, Parkland Legal Department, and Parkland's Environment of Care. We all collaborated for a successful integration on workplace violence prevention and workplace violence.

Nurse Testimony, Nurse Day Results and the Importance of Nurse Involvement



Board of Directors (three to be elected)

Amy Brunson, J.D. Buchert, Debra C. Callender, Donna J. Doyle, Carole 'Get' Mayes, Leslie, Rebecca 'Becca' K. Vortman

Nominating Committee (three to be elected)

Gerry Y. Atuncion, Erica Basora, Susan Lynch, Roderick D. McArdle, Jr., Joanne D. Kluyton

2024 Candidate Election Results will be announced at the Second House of Delegates on Tuesday in Hall A.



CANDIDATE FOR AORN BOD



Board of Directors
(three to be elected)

 Amy Brunson	 J.D. Buchert	 Debra C. Callender
 Donna J. Doyle	 Carole "Gert" Mayes	 Leslie A. Petruzzelli
 Rebecca "Becca" K. Vortman		

Nominating Committee
(three to be elected)

 Gerry Y. Asuncion	 Erica Basora	 Susan Lynch
 Roderick D. McArdle, Jr.	 Joanne D. Muyo	 Melanie Perry

2024 Candidate Election Results will be announced at the Second House of Delegates on Tuesday in Hall A.



SEE YOU IN BOSTON!

