The Power of the Tu Tu:
Together We Can Change Healthcare

Peggy Bone, MSN, RN, CIC, CSPHP
peggy.bone@va.gov

Renee Neidhardt, MSN, RN-BC
renee.neidhardt@va.gov

Objectives

• Recognize the opportunity to champion improvements necessary to support a safety culture
• Define eccentric and relevance of a Tu Tu to changing culture
• Illustrate how effective communication is a dance
• Provide samples of crucial conversations in healthcare
• Provide samples of SPHM rounding questions to support communication and safety culture

There is Opportunity for a SUPERINA
Dancing for Patient and Worker Safety to Champion the Dance and own it!

The Power of the Tu Tu
Breaking Down Barriers

Courtesy of Joe Dimaggio Children’s Hospital, Hollywood, FL
Safety SUPERINA

- Ballerina with Superpower
- Willing to dance to the safety beat
- Leader, Superhero or Champion
- Crusader, Rescuer, Fighter, Protector for Change
- Eccentric: Deviating from conventional or accepted usage or conduct especially in odd or whimsical ways

There is Beauty in Dancing With Others on the Team

- There is synergy in dancing together for safety
- Safe Patient Handling has multiple benefits to patient and employee safety and quality of patient care
- Patients can feel more secure and comfortable with safe patient handling
- Right equipment, Right time, Right place, and Right Knowledge support safety solutions
- Learning to speak openly and effectively can improve personal relationships necessary for a safety culture

Focused on the Dance

- Organization sets priority for workers, patients, and environment
- Organization commits resources to safety related initiatives and equipment
- Organization promotes safe behaviors
- Scope includes patients, staff, employees, visitors, family
Synchronized Dancing

- It is a beautiful dance when safety crosses all service lines
- No silos or differentiation between hospital and patient safety, quality and safety initiatives
- Recognizing impact of patient safety on employee safety and vice versa

Effective Communication is a Dance

- To dance together you must communicate and share learning opportunities from close calls or events
- Engage staff in strategies to improve communication
- Break the silence – master difficult conversations
- Encourage others to join in the dance and champion change
- Utilize frontline peer leaders to reinforce safety culture and provide feedback on safety issues
Samples of Crucial Conversations in SPHM – Opposing Opinions

• New students – change in practice for new employees
• Cutting corners- using draw sheets
• Sufficient SPHM equipment to eliminate manual handling tasks
• Lack of priority for funding or replacing equipment
• Specialty sling or slide sheet inventory- Logistics asks do you really need this?
• Dedicated FTE/Lack of support for SPHM Program

Learn to Dance on your Toes – Communicate

• Be aware of strong opinions and strong emotions - take a deep breath
• Create a safe space for conversation
• Open yourself up to different perspectives and other solutions that may benefit others
• Don’t lose your Tu Tu. Handle conversations with power and grace

Superina Dance Steps

1. Set the tone upfront for safety & respect
2. Explore : What are the real issues?
3. Explore why does issue matter? What makes it important to you?
4. Invent a mutual purpose that is motivating to everyone (hint: safety, safety, safety )
5. Brainstorm to find a solution
6. Agree to a plan and follow up
Focus on Getting Dance Steps Right

- First 30 seconds of conversation sets the tone
- Confront with safety to avoid defensiveness
- Set the tone with I CARE conversation
- Make it clear you want to help, not attack
- Permission to assist in problem solving

The Final Dance

- Agree to a dance or mutual solution
- Action Oriented Conclusion:
  - Who
  - Does “what”
  - By When and
  - Follow up

Dancing Together: Rounding For Safety

- SPHM Leadership Rounds lay the foundation for good communication
  - Builds trust and connections
  - Employees trust leaders who are engaged and visible
  - Rounding is an effective way to hear first hand what is going well and issues to be addressed with staff
  - Provides the opportunity for everyone to have a voice
Example of Staff Questions for SPHM Leadership Rounds

- Do you have what you need to support safety for patient handling tasks?
  - Equipment?
  - Slings?
  - Specialty slings? (ex: every 2 hour turning schedule)

- Who is the SPHM UPL(s) for this unit and shift?

Sample Rounding Topics

- Integrate SPHM into Environment of Care Rounds
- Are there mobility aids/SPHM equipment available for specialty patients? (bed, bedside toilet or other SPHM equipment)
- Specialty patients include:
  - Bariatric patients?
  - Mobility impaired patients?
  - 1:1 patients who are high risk for fall or fall injuries?
  - Repeat fallers?

Summary

- Effective Communication is a Dance
- Establishing mutual purpose and effective communication supports the synergy necessary for a safety culture
TOGETHER WE CAN CHANGE
HEALTHCARE

https://youtu.be/ZnjJpa1LBOY

ROLE PLAY

Dance Steps for Case Scenarios

1. Set the tone upfront for safety & respect
2. Explore : What is the issue?
3. Explore why does issue Matter? What makes it important to you?
4. Invent a mutual purpose that is motivating to everyone (hint: safety, safety, safety)
5. Brainstorm to find a solution
6. Agree to a plan and follow up
Crucial Conversations

Case Scenarios

Case Scenario #1

- Mr. Smith is a 350 pound amputee who has fallen in the bathroom. You observe two staff members manually lifting the patient up from the floor to his wheelchair.

Case Scenario #2

- The SPHM Coordinator scheduled a SPHM Unit Peer Leader meeting for 12 Noon today. There are 3/40 attendees. In follow up the SPHM Unit Peer Leader for 4Main shares that she is too busy to attend meetings. Additional information noted is that the Nurse Manager has instructed staff that she does not support SPHM Unit Peer Leader attendance at meetings. Patient care is priority #1.

Case Scenario #3

- The SPHM Coordinator notes a request in EER system for an exam table for the Primary Care Clinic. Desired features listed on the request do not include adjustable height, powered height/ back features or arm rails. In follow up with the requester, the Administrative Officer for the service he shares that the Nurse Executive for the Service provided strict instructions that there is not a budget for luxury exam tables.
The Power of the Tu Tu: Together We Can Change Healthcare

Questions?

Peggy Bone, MSN, RN, CIC, CSHP
peggy.bone@va.gov

Renee Neidhardt, MSN, RN-BC
renee.neidhardt@va.gov

References

11 Tenets of a Safety Culture. Courtesy of The Joint Commission retrieved March 1, 2018 from https://www.vapulse.net/docs/DOC-74550


Veterans Patient Experience VA Pulse Page , WECARE Leadership Rounding Retrieved February 20, 2018 from https://www.vapulse.net/login.aspx?referrer=%252Fgroups%252Fva-patient- experience%252Fcontent%252F%25257B%25255BsiteID%25255D%25257D%25257Bpublish%25257D%25257BCategory%25257D%25257Bwecare-leadership-rounding%25257D