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The Collaborative Support Model: On Boarding Using A Team Approach

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Citation

Kramer, Diane; Fuentes, Vivian; and Tugg, Kayce, "The Collaborative Support Model: On Boarding Using A Team Approach" (2016). *All Publications*. 1988.


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The Collaborative Support Model (CSM) is a proactive and individualized approach for providing safe, monitored and guided clinical experience during the nursing orientation process with a team approach.

N
Novice/Proficient


Collaborative Support Meeting: ED Preceptor _____ Name _____
 Date _____ Shifts worked _____ Married State Yes ___ No ___

Goal Key
 Communication _____ Delegation, report interdisciplinary shift


Collaborative Support Meeting: ED Preceptor _____ Name _____
 Date _____ Shifts worked _____ Married State Yes ___ No ___

Department _____ Core Competency: ☐ geriatric patient and caregiver needs

1	2	3	4	Barriers	Comments
Uncomfortable	Somewhat uncomfortable	Comfortable	Confident		
Strong Report Hearing Report _____ History to Patient _____ Assessment _____ Signs _____ Assessment Report _____ Discharge Home _____ Discharge _____ Orders _____ Critical Thinking _____ Teaching patient _____ Educating caregiver _____ Documentation _____					

Weekly Collaborative Support Meeting Preceptor _____ Name _____
 Date _____ Shifts worked _____ Married State Yes ___ No ___

Goal Key
 Communication _____ Delegation, report interdisciplinary shift, phone, documentation, chief of command, and interdisciplinary info.

Weekly Collaborative Support Meeting Preceptor _____ Name _____
 Date _____ Shifts worked _____ Married State Yes ___ No ___

Department _____ Core Competency: ☐ geriatric patient and caregiver needs

1	2	3	4	Barriers	Comments
Uncomfortable	Somewhat comfortable	Comfortable	Confident		
Strong Report Hearing Report _____ History to Patient _____ Assessment _____ Signs _____ Assessment Report _____ Discharge Home _____ Discharge _____ Orders _____ Critical Thinking _____ Teaching patient _____ Educating caregiver _____ Documentation _____					

Goal classification for the week **Action**

Communication ☐
 Critical Thinking ☐
 Skills ☐

Were goals met since last meeting? Yes ___ No ___ Why/why not? _____

Goal classification for the week **Actions - Strategies**

Communication ☐
 Critical Thinking ☐
 Skills ☐

Communication ☐
 Critical Thinking ☐
 Skills ☐

Were goals met since last meeting? Yes ___ No ___ Why/why not? _____

Goal for training in training geriatric and Strongly Agree ___ Agree ___ Undecided ___ Disagree ___ Strongly Disagree ___

What are your needs from the team _____

What is a worry you deal with your patients _____

Collaborating with physicians re critical values and patients plan of care _____

Please print name and signature of team members involved with support meeting _____

 Name: _____
 Title: _____
 Critical Learning Educator: _____

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“I like that it is a safe environment for discussing difficult topics”

“It makes sure preceptor, nurse, and all team members are on the same page”

“I really liked getting feedback often and weekly in each session”

“It helped me identify my goals and most importantly helped with critical thinking”

“I was able to discuss things I needed help on and come up with ways to improve”

“Able to see perspectives out of the box from team members”



The Collaborative Support Model begins with the nurse on the Clinical Unit and continues throughout their orientation. Meetings are attended by the Unit Manager, Clinical Nurse Educator, Clinical Learning Educator, Preceptor and Preceptee. This allows for “real time” strategizing and relationship building. Self assessment in key areas by the nurse is essential as well as constructive feedback from the team. This transparent process assists in developing the nurses’ goals for the following week.

E Education

[illegible]

The anonymous evaluations by preceptors and nurses reflect that the CSM process has enabled them to overcome obstacles in the clinical setting with formalized team support. The adaptation of the model for the graduate emergency nurses and newly hired experienced nurses demonstrates the adaptability potential of the CSM. Moving forward research has been initiated to validate the CSM for its impact on organizational cultural change.

ANCC approved class to disseminate and educate nurse leaders, educators, and staff.
Research and data collection is ongoing

