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The Collaborative Support Model: A Unique Process to On-board Oncology Infusion Nurses

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THE COLLABORATIVE SUPPORT MODEL: A UNIQUE PROCESS TO ON-BOARD ONCOLOGY INFUSION NURSES

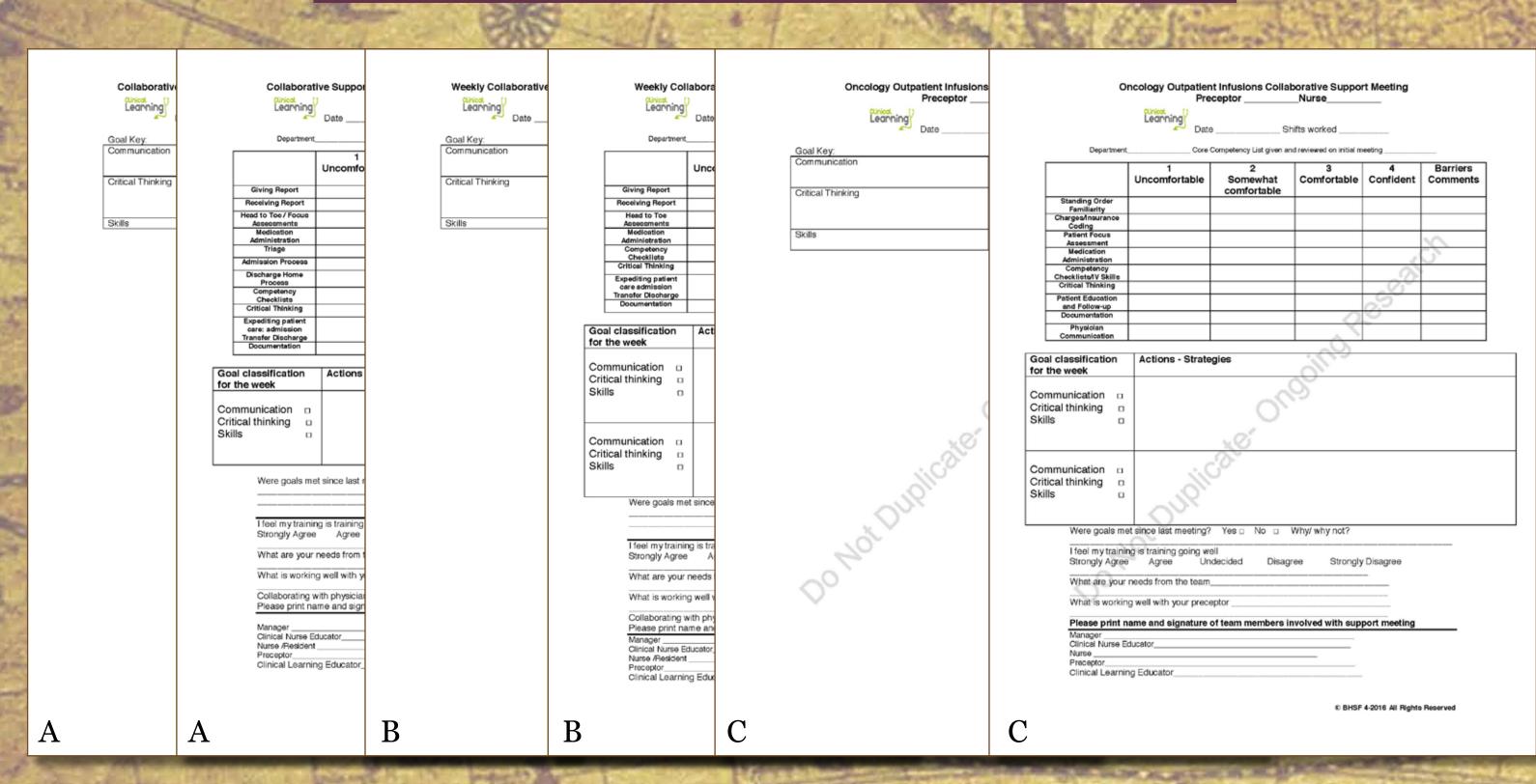
Miami Cancer Institute



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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.

TOOLS USED AT EACH MEETING



A. Emergency Department B. Medical-Surgical C. Oncology Infusion

PRIOR UNIT NURSES TESTIMONIALS

"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"



INTRODUCTION TO THE COLLABORATIVE SUPPORT MODEL PROCESS

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.

EVALUATION TOOL FOR NURSE, MANAGER, PRECEPTOR, EDUCATOR AND SUPERVISOR

	Clinical Learning Baptist Health			Clinical Learning Baptist Health			ing	Clinical Learning Baptist Health						
Post 18 Week Evaluation of Collaborative Su				Post 18 Week Evaluation of Collaborative Suppor				<u>Post Orientation Evaluation of Collaborative Support Meetings by the</u> <u>Resident RN</u>						
Manager/Supervisor/Clinical E Please rate the following items below, sharing any comm were able to impact your role in the clinical orientation of weeks using the Collaborative Supp				Please rate the following items below, sharing any comr were able to impact your role in the clinical orientation weeks using the Collaborative Supp The following key areas we reviewed				Please rate the following items below, sharing any comments and feelings about how we were able to impact your clinical orientation over the past 18 weeks using the Collaborative Support Meetings. The following key areas we reviewed every meeting						
		ey areas we re e1 = Strongly		The f Using a scale o						e of 1-5 where 1 =				
Areas we reviewed every Collaborative	Strongly	Agree	Unde	Areas we reviewed every Collaborative Support Meeting	Strongly Agree	Agree	Unde		Areas we reviewed every Collaborative Support Meeting	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
Support Meeting Married state of	Agree			Married state of Precepting					Married state of Precepting					
Precepting				Giving Reports					Giving Reports					
Giving Report				Receiving Report					Receiving Report Head to Toe					
Receiving Report				Head to Toe Assessments					Assessments					
Head to Toe Assessments				Medication			\vdash		Medication					
Medication				Administration					Administration					
Administration				Expediting Patient					Expediting Patient Care					
Expediting Patient				Care Documentation					Documentation			+		
Care Documentation				Critical thinking					Critical thinking		7			
Critical thinking			 	Goals for the week					Goals for the week					
Goals for the week				Were the goals met					Were the goals met					
Were the goals met weekly				weekly As a r	esult of th	e Collaborati	ve Sup		weekly As	a result of the Co	ollaborative Su	ıpport Meeting	js:	
As a result of the Collaborative Sup I feel an increase confidence in my role as a Manage Educator. Strongly Agree - Agree - Undecided - Disagree - S Please explain				I feel an increase confidence in my role as precepto Strongly Agree				I feel an increase confidence transitioning into my role as a staff member. Strongly Agree □ Agree □ Undecided □ Disagree □ Strongly Disagree □ Please explain						
I feel an increase in my skill set level as a Manager/\$ Strongly Agree □ Agree □ Undecided □ Disagree □ S Please explain				Please explain I feel these sessions assistance me with the ability t				Strongly Agree = Undecided = Disagree = Strongly Disagree = Please explain						
I feel these sessions assisted me with the ability to torganizational skills. Strongly Agree - Agree - Under Disagree - Please explain				organizational skills. Strongly Agree - Agree - Unde Disagree - Please explain What suggestions do you have to improve this				I feel these sessions assistance with my critical thinking and organizational skills. Strongly Agree □ Undecided □ Disagree □ Strongly Disagree □ Please explain						
What suggestions do you have to improve this proc				process? What did you like most or least about this process?				What suggestions do you have to improve this process?						
What did you like m	ost or least a	about this pro	ocess?						What did you like m	ost or least abou	ut this process	1?	E E	
												-		

SUMMARY OF PRIOR UNITS

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.