

Nurse-Resident Shadow Program

Heather Horak RN, Joelene Van Zile RN, Julia Roetzer RN, Lauren Bennink RN



Upstate University Hospital Nurse Residency Program

Introduction

Interprofessional communication is a gold standard in healthcare. It is essential for overall patient outcomes and safety. Over the past year there have been challenges with effective communication with 1st year residents.

PICO Question:

Among nurses and 1st year residents in the intensive care setting, will implementing a nurse shadowing program improve interprofessional communication and collaboration?

Goals

- Enhance interprofessional communication to improve patient outcomes and satisfaction
- Provide a mutual role understanding
- Improve nurse and resident job satisfaction

Literature Review

Studies show that poor communication and team dynamics leads to decreased work satisfaction and poor outcomes in the patient including an increase in sentinel events and mortality (5). A major cause is physicians lacking understanding of the nursing process (3). Critical care nurses and physicians are interested in efforts to improve collaboration (2). Enhancing teamwork between disciplines improves job satisfaction (4). After participating in shadow programs first year residents gain a greater understanding of the nursing role and workflow (1). Evidence reflects that effective collaboration leads to improved care quality, patient satisfaction, nurse and physician retention, as well as decreased length of stay, readmissions, and costs (4).

Methods

- Previous shadow programs conducted in pediatric and medical-surgical settings
- Participants ranged from 44 to 148 residents and 33 to 75 nurses
- Shift shadowing length ranged from 4 to 12 hours
- Goals and talking points provided to nurse and resident prior to shadowing
- Five-point Likert surveys and the Interprofessional Collaborative Competency Attainment Survey with open ended qualitative data
- Only one study had nurses shadow residents additionally

Results

- Residents and nurses had more enjoyment (4)
- Residents felt all first years should shadow nurses
- Nurses had improved workflow after discovering scheduling issues with physician orders (1)
- Nurses and residents felt more empowered to express concerns, share opinions, and discuss plan of care (5)
- These results are sustained up to six months after their 4 -hour shadowing experience (5)
- Improvement in the overall quality of communication, teamwork, professionalism, respect, understanding of role duties, peer support, and handoff communication

Implementation

- 1st year residents will shadow a nurse (4 hours per unit they will be practicing in)
- Pre-determined discussion points developed by nurses
- Pre and post Likert surveys immediately following, at 6 months, and one year of practice
- Measuring both RN and MD communication and satisfaction.

Conclusions

- Provided an environment for mutual learning and interdisciplinary relationship-building
- Are wanted and recommended by nurses and residents
- Promote better understanding of roles, workflow, and barriers to communication for interprofessional team members
- Helped to identify opportunities for future interventions to improve communication and promote safe patient care.
- Strengthen the relations between nurses and physicians

References

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Category	Pre-Intervention	Post-Intervention
Physician Confidence in Nursing Workflow	47%	77%
Physician Confidence in Communication	56%	90%

