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## **It's Only 30 Minutes: Empowering Clinical Support Staff Through Nurturing and Education**

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# It's Only 30 Minutes: Empowering Clinical Support Staff Through Nurturing and Education

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Education Specialists at Lehigh Valley Health Network, Division of Education, committed to support the needs of their clinical support staff after witnessing an increase in turnover rates and mounting frustration to work harder and faster.

*LVHN defines clinical support staff as a caregiver who directly and indirectly supports the RN in the delivery of patient care.*

## Program Goals

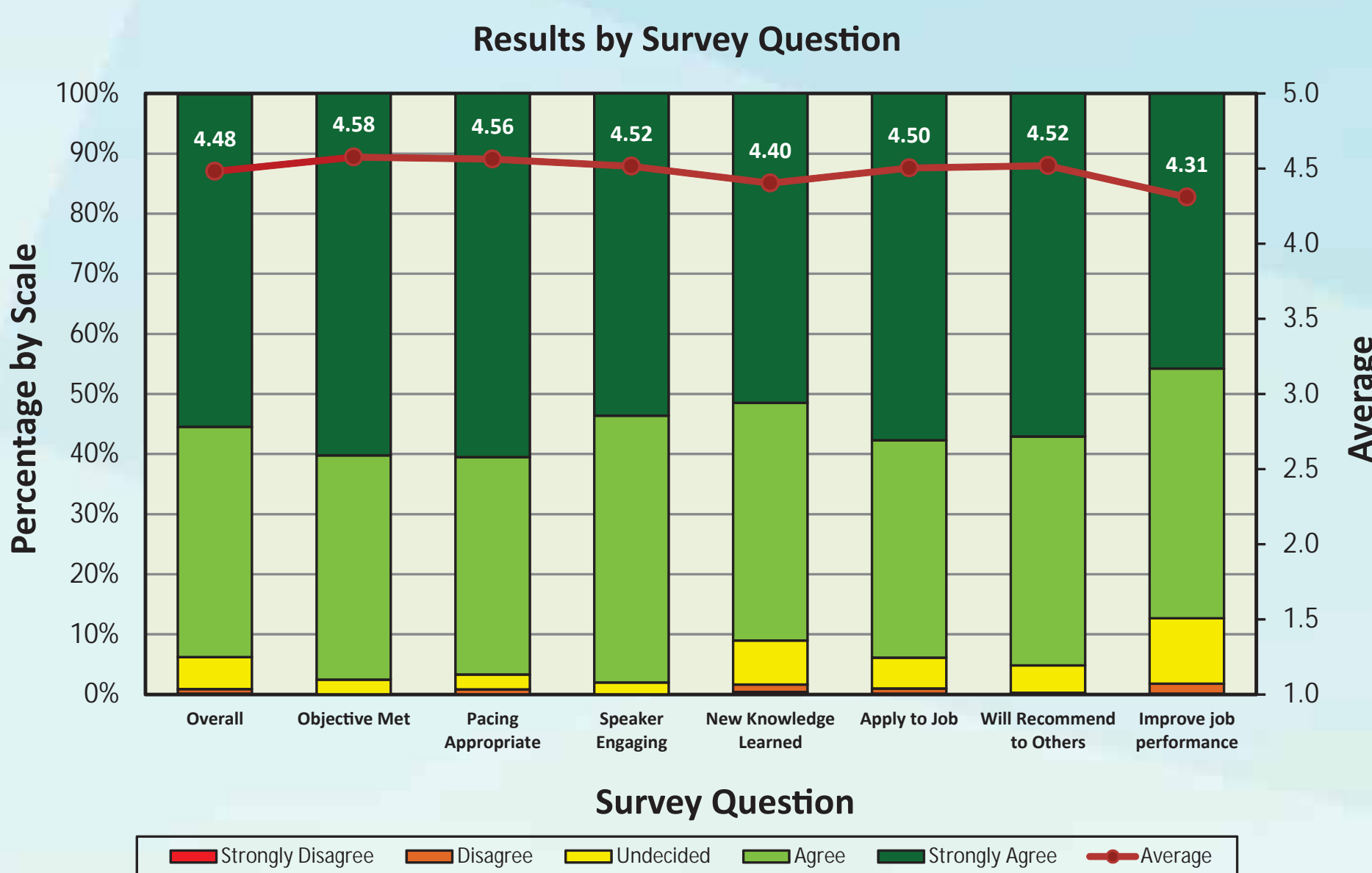
- Empower, nurture and educate
- Increase clinical competence, enhance personal and professional growth

## Class Description

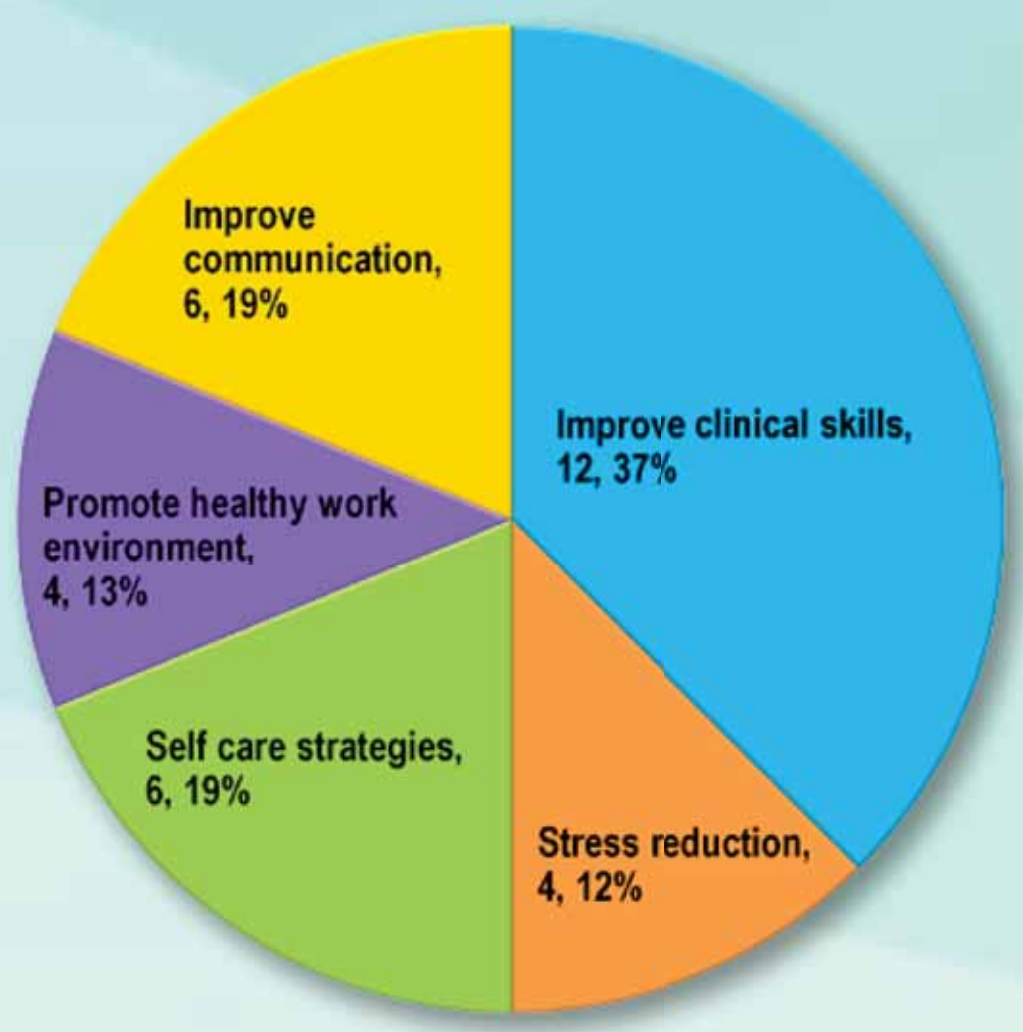
- Thirty minute sessions offered four times a month
- Multiple locations, all three shifts
- To include topics that enhance clinical skills, improve communication, reduce stress, and provide strategies for self-care & healthy work environment

*It was great to realize that I am on the right path. It feels good."*

### Results by Survey Question



### No. of Classes by Category



## What Can 30 Minutes Provide to Staff?

- Affirm importance of role
- Share experiences in a safe and nonjudgmental environment
- Acknowledge the need for care of self
- Practice communication skills
- Empower staff to recognize they have the ability to cope with multiple requests
- Discover creative options to handle stress when “everything seems urgent”
- Introduce mindfulness strategies for work and home
- Reinforce that clinical support staff are the foundation of quality patient care
- Guide staff toward healthier patterns of responding and to make better choices

*“I can apply what we discussed to my job and everyday life.”*

### Supporting Evidence:

- 1 Cohen,M.(2009). The Power of Self Management. Minneapolis: Creative Health Care Management.
- 2 Sherwood,G, Horton-Deutsch,S ( 2012). Reflective Practice: Transforming Education and Improving Outcomes. Indianapolis: Sigma Theta Tau International.

### Acknowledgements:

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## Outcomes

- 114 classes (March 2010 – March 2013)
- 877 participants attended
- Evaluation response rate 83%
- Overall satisfaction rate of 4.48 out of 5.00

*“Learning the value of stopping to breathe and meditate can refresh my outlook and mood.”*

Overall  
03/01/2010 - 03/01/2013

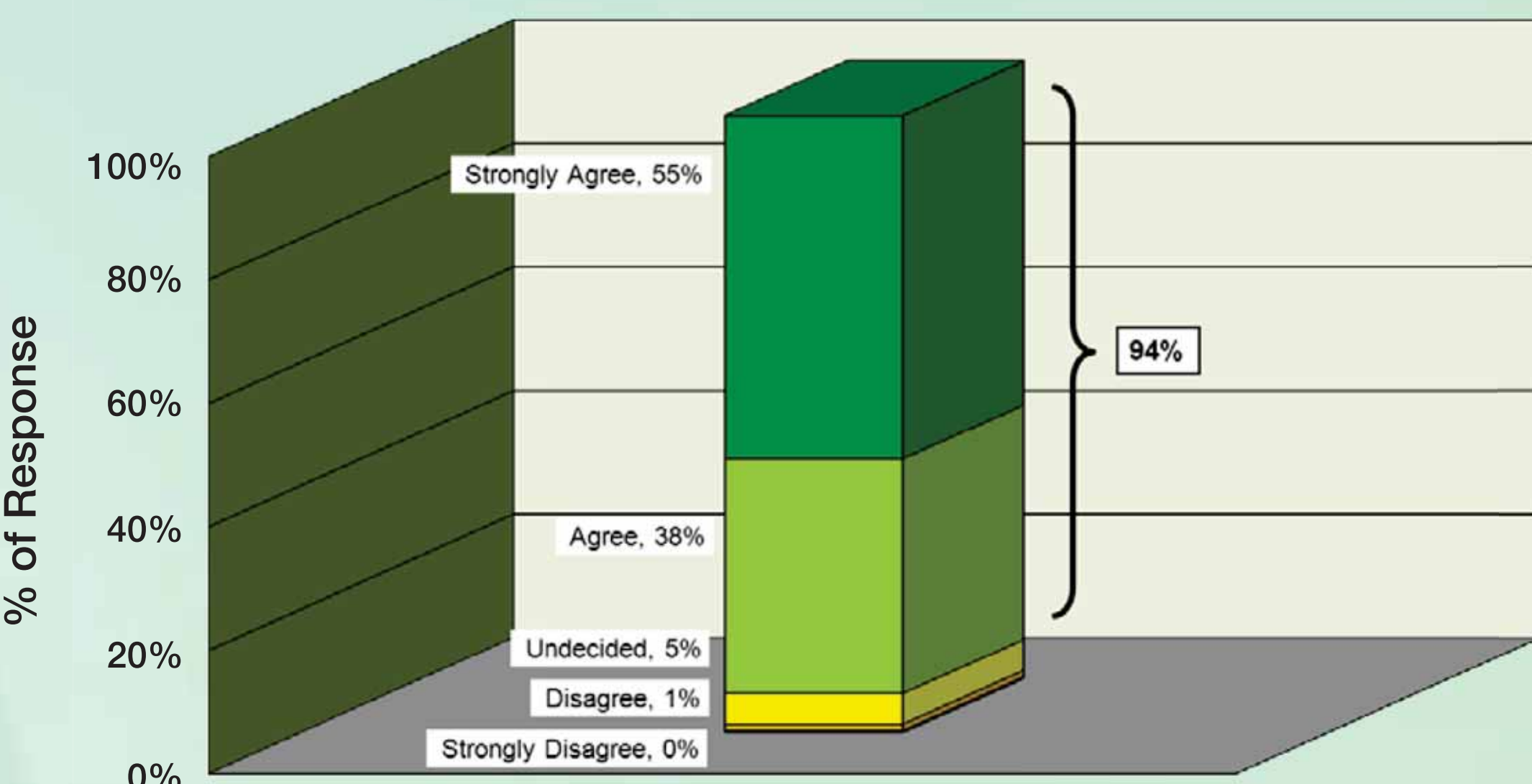


Chart summarizes data from all questions and all classes

## Lessons Learned

- Need for research in this area
- Importance of role modeling
- Support of program by management
- Sharing experiences as important as the topic
- End each session with a “take home message”
- Always bring candy!!

*“It was great to realize that I am on the right path. It feels good.”*

*“Remember to slow down...”*

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