

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

Carol Sorrentino MSN, PMHCNS, BC
Lehigh Valley Health Network, Carol.Sorrentino@lvhn.org

Follow this and additional works at: <http://scholarlyworks.lvhn.org/education>



Part of the [Education Commons](#), and the [Medical Education Commons](#)

Published In/Presented At

Sorrentino, C. (2013, April 16-20). *It's only 30 minutes: Empowering clinical support staff through nurturing and education*. Poster presented at: The International Society of Psychiatric-Mental Health Nurses (ISPN) 15th Annual Conference, San Antonio, Tx.

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact LibraryServices@lvhn.org.

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

Carol Sorrentino, MSN, PMHCNS-BC
Lehigh Valley Health Network, Allentown, Pennsylvania



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

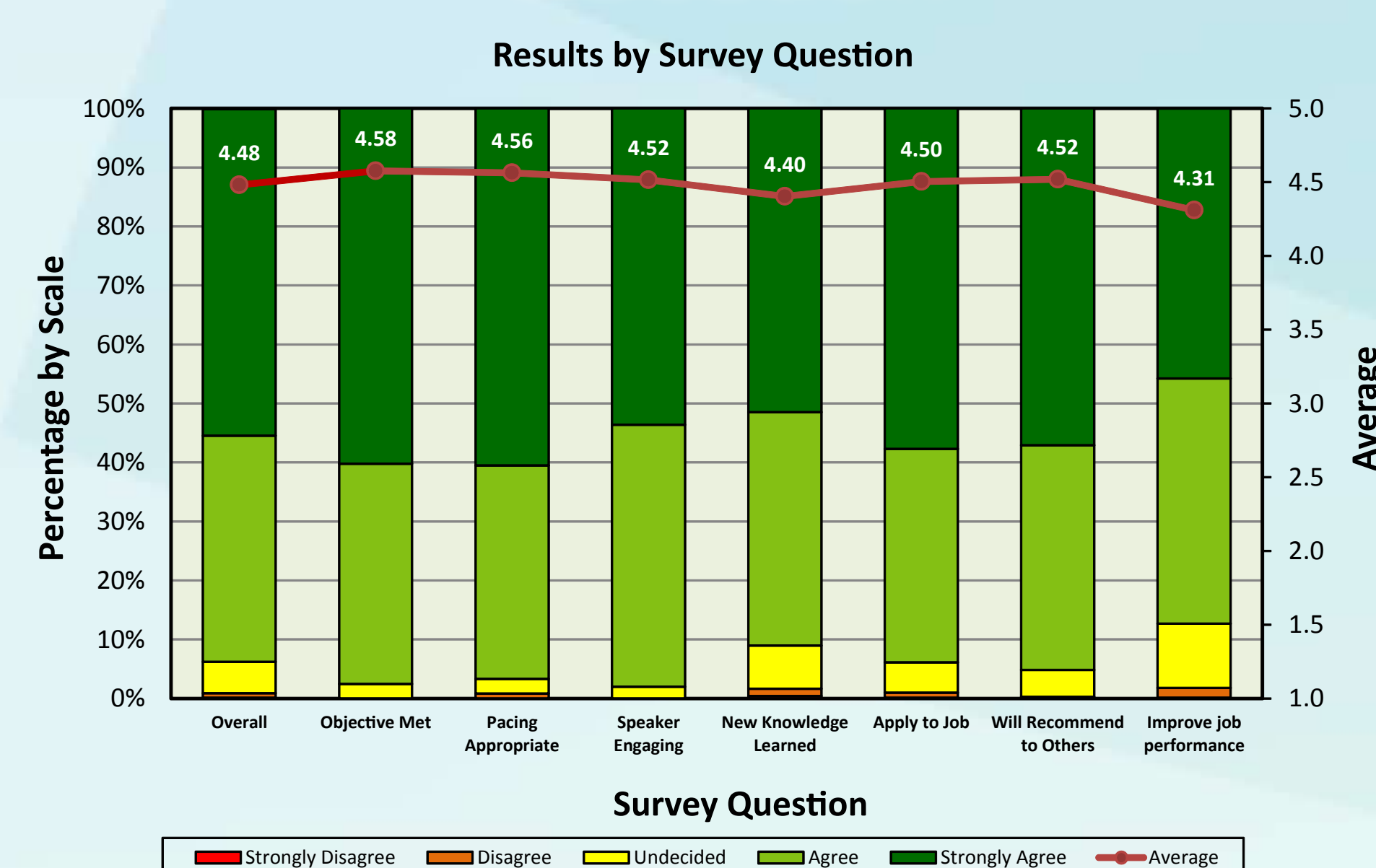
- Empower, nurture and educate
- Increase clinical competence, enhance personal and professional growth

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

"Being reminded to take a few minutes for myself."

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:

Education Specialist colleagues of Division of Education, LVHN & Kathy Hsu, Data Analyst, LVHN

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."

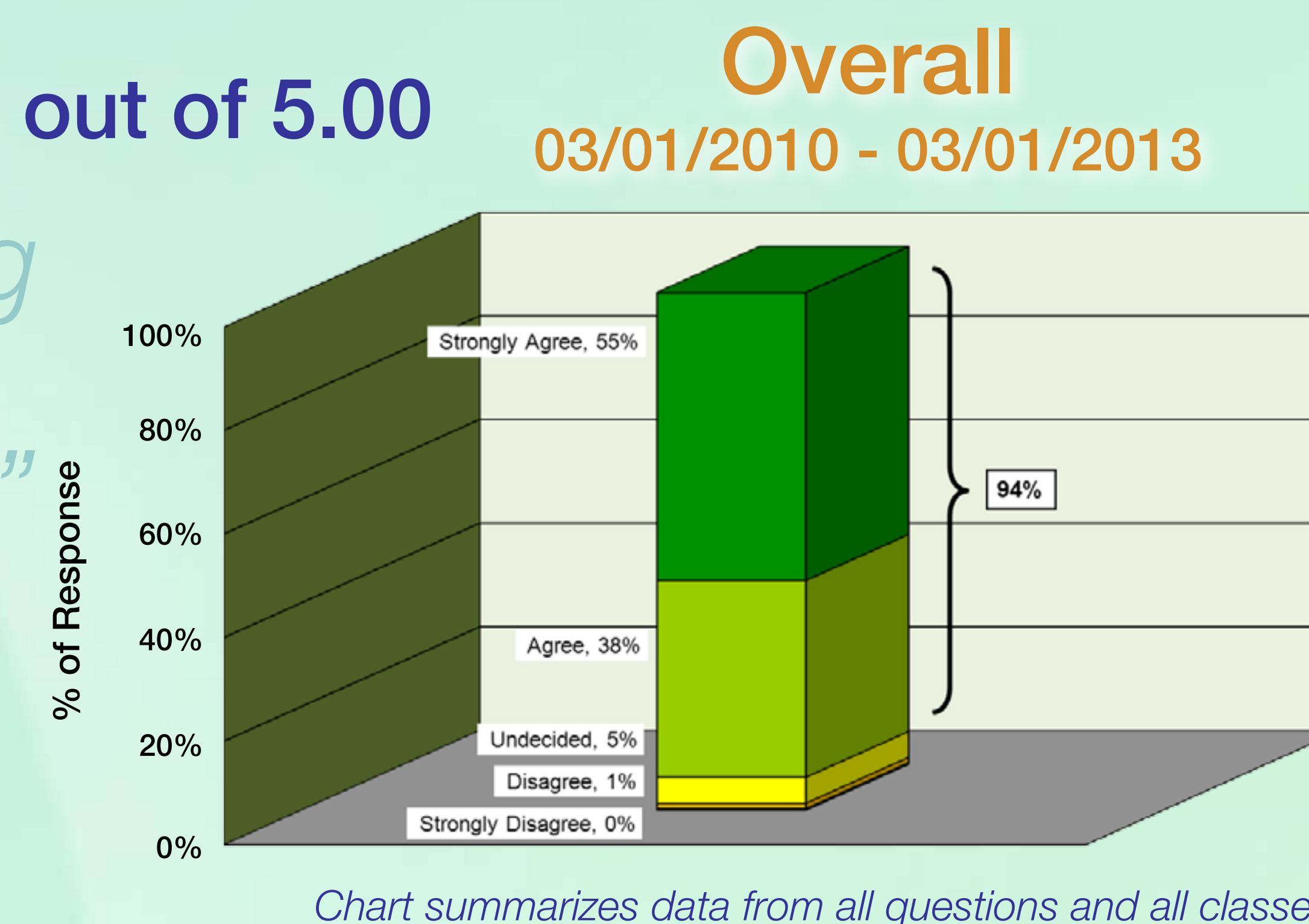


Chart summarizes data from all questions and all classes

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!!

© 2013 Lehigh Valley Health Network

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

"Remember to slow down..."

A PASSION FOR BETTER MEDICINE.™



610-402-CARE LVHN.org