

Transcript

00:00:10 - 00:00:50 Lauren Moran

The NYU Langone Nursing Station podcast. This series will highlight nurses coming together to share information about daily professional practice and initiatives to improve patient outcomes. This session is eligible for contact hours and in disclosure in compliance with ANCC's Commission on accreditation: this educational activity does not include any content that relates to the products and or services of a commercial interest that would create a conflict of interest. My name is Lauren Moran. I'm a nursing professional development specialist at NYU Langone Hospital, Long Island.

00:00:50 - 00:01:31 Gabby Bolanos

Hi everyone, my name is Gabby Bolanos and I use she/her pronouns and I'm also a nursing professional development specialist here at NYU Langone Orthopedic Hospital. Thank you for joining us in today's episode, we will be discussing the topic of preceptorship. Preceptorship is a key component of successful professional transition. As nurses, we have all benefited from strong preceptor experience. I know I have. Some preceptor responsibilities include bridging the gap between theory and actual practice, orienting new hires to practice setting organizational and institutional policies, providing supervision of novice nurses on a one-to-one basis.

00:01:31 - 00:01:55 Lauren Moran

Yeah, and preceptors also provide critical feedback to novice nurses; they serve as a role model and they assist nurses with unit socialization. Good preceptorship truly benefits both the preceptor and the orientee. Today's panel, we have nurses from across the health system. They all have experience in preceptorship and they are here today to share their expertise.

00:01:55 - 00:02:14 Kelly Striegel

Hi everybody, good morning. Thank you for having me. My name is Kelly Striegel. I am a senior nurse clinician in the Neuro ICU at NYU Long Island campus. I have a masters degree and I'm certified as a clinical nurse specialist as well as stroke certified.

00:02:14 - 00:02:32 Guisela Alvarez

Good morning everybody. My name is Guisela Alvarez and I am an NPDS at the Tisch Kimmel campus. My role is orientation and preceptorship. Thank you for inviting me today and I'm looking forward to sharing some preceptor tips.

00:02:32 - 00:02:57 AnnMarie Dindial

Hi, good morning. My name is Anne Marie. I'm a staff nurse at NYU Langone Brooklyn. I currently work on Unit 5600 which is a Med surg telemetry and hemodialysis unit. We are also specially trained to perform personnel dialysis. I currently hold my bachelor's in nursing and working towards getting board certified as well as getting master's degree.

00:02:57 - 00:03:20 Krystaline Velez

Hi my name is Krystaline Velez and I'm happy to be here. I have been a nurse at NYU Orthopedic Hospital since 2018. I specifically work on the RUSK rehab unit. I have multiple nursing certifications that are related to my patient population, which includes rehab, gerontology, brain injury specialist; and I've also obtained my clinic Ladder 4.

00:03:20 - 00:03:38 Lauren Moran

Congratulations Krystaline. Thank you for joining us today. So we're gonna start our conversation with Kelly. So Kelly, I have a couple questions for you. First I wanna ask you, when did you start precepting and as a preceptor in our neuro ICU here at Long Island? What do you consider the priorities as a preceptor?

00:03:38 - 00:04:18 Kelly Striegel

Sure. So I'm a nurse about 15 years and my goal coming out of nursing school was to have a strong nursing foundation, in acute patient care. So I started off working in Med surg. I was there for about four years and from there I went on to the ICU. I gained critical thinking skills and I started precepting after about my first two years of working as a nurse. It was at that point that I felt confident in my own nursing practice and the knowledge that I had gained in those two years that at that point I was really excited to help train newer nurses into the field.

00:04:19 - 00:05:07 Kelly Striegel

There's a few priorities, when I precept. Number one goal setting with the new nurse, I always like to start with setting some goals, both short term, usually for the shift that I'll be working with them as well as long term for the course of their orientation. I'd like to provide expectations and responsibilities for what they'll be expecting. Also establishing a relationship with them by [using] clear communication, being able to answer questions and providing rationales of things of what we're doing and why we're doing it. And I always like to share with them some of my own experiences as a new nurse because I feel like it helps connect with them and it lets them know that I've been in their shoes before.

00:05:07 - 00:05:29 Lauren Moran

I'm really glad you mentioned goal setting because that's a huge part of that progression through orientation and that you mentioned sharing about your own experiences and forming that connection because that, you know we know is an essential part of that preceptorship relationship. And lastly, what do you feel are some essential characteristics for a preceptor to have?

00:05:29 - 00:05:54 Kelly Striegel

So I think it's essential to be a preceptor that's patient, encouraging and also supportive of the new nurse because they're coming in, I'm sure, with a lot of stress and anxieties. So it helps sort of put those at bay, but also having high expectations for them and acting as a role model because the preceptor is really setting the example for them going forward in their practice.

00:05:54 - 00:06:11 Lauren Moran

Thank you, Kelly. You mentioned some really essential characteristics, patience, encouraging and supportive; and having worked with you for a while in the neuro ICU as your NPDS and you, the preceptor, I can validate that you have all of those qualities and the nurses that work with you are very fortunate.

00:06:11 - 00:06:13 Kelly Striegel

Thank you Lauren so much.

00:06:13 - 00:06:24 Gabby Bolanos

Next we will move on to Guislea Alvarez. I just have a few questions for you. What can you tell us about first of all, the preceptor workshop that you help facilitate?

00:06:24 - 00:08:05 Guisela Alvarez

So the Preceptor Workshop is a four hour workshop and you will get 4 credits for CE'S for attending the workshop. It is live and it's held on our campus. I know Long Island and LOH also has sessions that they provide. It is grounded and based on Benner's foundational belief of bringing a nurse from novice to expert. That's regardless of whether you are precepting or orienting a new nurse or an experienced nurse. If they are entering a new unit, they are again a novice to this unit, so novice to expert is the foundation of the structure of our workshop. We do adult learning theories. We figure out how that Preceptor learns. Because how you learn is how you will teach. And that's important insight to have when you're teaching someone. We also do a lot about giving feedback. It's a difficult conversation sometimes, and we give you strategies to use and even script it out. I think my favorite part of the Preceptor Foundations program are the videos. Where the NPDSs

have recorded themselves in different situations as an orientee, as a preceptor, what they did well, what they need to improve on, what opportunities and how they would handle a situation. That's always a lot of fun. Everyone is very surprised that the NPDS are such great actors.

00:08:05 - 00:08:11 Gabby Bolanos

Thank you. And not to our self promote, but I am in one of those videos.

00:08:11 - 00:08:13 Guisela Alvarez

You are in several of the video, Gabby.

00:08:13 - 00:08:38 Gabby Bolanos

So if anyone wants to see me reenacting being a struggling Orientee, nervous about the first day on the unit, Tune in to your local preceptor class. Thank you so much Guisla for sharing that. And just to piggyback on the class that we offer across campus. Either including the class or outside of the class: What would you say are some qualifications for someone being pushed to precept?

00:08:38 - 00:10:03 Guisela Alvarez

If you're being asked to precept, it really means that your manager or your NPDS has seen something in you, meaning that they believe you have something to contribute to a new orientee or a new nurse on the unit. So take that as a plus. It would be great if you could take the preceptor program before, but it's not essential. You can precept without going to the great program that we provide. I would say one of the most important things about being prepared to be a preceptor is feeling confident and competent in your daily work and I think you have to be willing to learn and teach at the same time because you're going to learn A lot about yourself and you're going to learn a lot more things that you didn't even know you didn't know, right? That Orient is going to ask you things, and you're going to say, wait a minute, I know this is how we do it. Let's see how we are supposed to do it. So you learn a lot. You learn more than you teach. I guarantee you will learn a lot about your own personality and all the good that you have to offer the profession in terms of getting new nurses to that place, help [them] get good patient outcomes, which is really what it's all about.

00:10:03 - 00:10:18 Gabby Bolanos

Yeah, I definitely can relate to the asking questions that you were never exposed to or never heard before, especially as an educator: You'll get learners that ask you, you know, maybe

a question that you just never heard of before and you're like, oh, I never thought about that being a possibility.

00:10:18 - 00:10:35 Guisela Alvarez

Yeah, it's important to understand that's, you know, a good challenge, not a Defensive strategy on the orientee. It is a challenge and that's great and as a preceptor you have to be ready and able to accept those challenges and it'll make a better nurse.

00:10:35 - 00:10:58 Gabby Bolanos

Of course. And lastly, what do you see being a practice opportunity for preceptors? Maybe that you've noticed in either coaching preceptors one-on-one or like in commentary of the classes that you teach. What do you think is something that preceptors should kind of look into and work on or think about?

00:10:58 – 00:12:00 Guisela Alvarez

The biggest thing I hear all the time during class is that they are not alone in this. I think a lot of preceptors feel like they are alone and they have to decide quickly within X amount of weeks whether this nurse is safe to practice or not safe to practice. It's not a reflection of you if your Orientee needs more help or needs more time and that's what your NPDSs are here for, they are the people to go to if you need a new strategy. How do I handle this? This nurse is having difficulty completing XY or Z. What strategy can I use? You are not alone in this. This is not just you and the Orientee. You really have to pull in your NPDSs and your managers and your unit leadership. But you're not alone. And I think that's what I have to tell people all the time. You are not alone in this. It is not just your responsibility. It really is a team effort.

00:12:00 - 00:12:54 Gabby Bolanos

Yeah. And I just want to echo what you just said Guisela because I think that's a really important point for our listeners is that you know, if you are in a situation that you are precepting *(or being told that you need to precept) and feel a little uneasy or uncomfortable - reach out to those leadership resources that Guisela just mentioned. You know your clinical resource nurse, your clinical instructor, your NPDS, your nurse manager, assistant nurse manager. And it's nice when you are able to vocalize that kind of vulnerability because it just shows also that you really want to do a good job precepting. It doesn't hurt to ask questions about, you know, I have had nurses beforehand text me and reach out “Hey, I'm precepting this person tomorrow. Is there anything I should know

ahead of time ?” And again it is Important that you're always prepared and I think that will actually make you precepting an easier experience for you. Thank you so much Guisela for sharing.

00:12:54 - 00:13:23 Guisela Alvarez

I just want to say that Kelly said something great about establishing a relationship and that is so important, establishing that preceptor-orientee relationship because they are going to be part of your team member. So you want to maintain that relationship and when you're having difficulty teaching someone a certain procedure. Then you want to pull in unit leadership and your other resources like your NPDS.

00:13:23 - 00:13:43 Lauren Moran

Thank you to Guisela for sharing all of your unique insight as an NPDS who runs a preceptor workshop and just your experience throughout your nursing career. So our next couple questions are going to be AnnMarie. AnnMarie, can you tell us how long you've been a preceptor? And what made you want to precept?

00:13:43 - 00:15:19 AnnMarie Dindial

So I came on to NYUL angone Brooklyn about two years ago, and I've been a preceptor for about a year and a half. At first, admittedly, I wasn't too confident about my ability being a preceptor, as I haven't been a nurse for a very long time. But I am confident in the type of care that I provide and that I'm always striving to find out the answer to any little question that I may not know the answer to. I wanted to be a preceptor because I knew preceptors serve a huge role into oncoming nurses. I wanted to be the guiding figure, the supporting figure, to especially newer nurses, who are trying to navigate their nursing journey. I've met many new nurses who were extremely nervous, not confident in their skills, worried that they wouldn't make a lasting impact in nursing; but its very important that the initial phases that they see were supportive and [provide] guidance to really give them the opportunity to showcase their skills – an opportunity to instill confidence into them. And I think it's really important what Kelly and Guisela was talking about - establishing a good nurse preceptor relationship because these are relationships that you think about 20 years down the line. Like I remember my first preceptor, prior to coming into NYU, I used to work at a rehabilitation center. And I remember the kindness and the patience that my preceptor had. Any question that I had, I was comfortable to go to her and I feel so lucky and blessed to have that sort of person in my life. That's the type of person I want to be to other nurses.

00:15:19 - 00:15:44 Lauren Moran

That's great. I think for a lot of us, when we are asked to precept, we think back to that preceptor who was a role model and impacted us in such a positive way. We know that preceptorship has its challenges and it has its rewards, so I'm going to ask you AnnMarie first to talk about probably what's been the greatest challenge as a preceptor? Then if you can share what's been the most rewarding part about it for you?

00:15:44 - 00:17:20 AnnMarie Dindial

There's definitely challenges. Nursing is not an easy profession, but I always say it's a beautiful profession. There's so much you can do in nursing, and there's so many lives you can touch in different ways. It can be challenging when you're balancing a very heavy assignment and at the same time, you're supposed to explain different things to your preceptee. Can get overwhelming, but it's really important to just like, take a time out. Try your best - time constraints will always be there, but just you know a lot of time management helps make the day go by a little bit more smoothly. Also, different nurses have different styles of learning. Remember we are adults, we do adult learning, but some people are more visual. Some people prefer to read more. So what I do personally I like to do a combination of both. For all my orientees, I actually wrote down a worksheet with tips, tricks and advice. So I always print that out and give back to my precept. These especially on the 1st. So if you want to give this like a brief run over so you have an idea what the day is like, I like to have that down in terms of documentation, how to do admissions, how to do discharges, what to do in a code. So I'd like to give them at least a little resource that they can reflect on throughout the day. But regardless of these challenges, it's, you know, it's just something that we push through and we make the best out of it. And every day, regardless of what the day looks like, it's always a learning opportunity. So it's never a day wasted. It's always a good day to learn.

00:17:20 - 00:17:26 Lauren Moran

Thank you, and how about rewarding? What's been most rewarding about your experience as a preceptor?

00:17:26 - 00:19:02 AnnMarie Dindial

So in my short time of being a preceptor, I cannot tell you like how proud I am of my nurses. It's just so rewarding to see how clinically competent that they become and how they evolved from being shy and unsure of themselves, and to be confident - running into codes and to getting nominated for Daisy Awards. It's like it's so rewarding to see that I have contributed to someone's success and that I had some sort of positive impact into the nursing field. Especially, it touches my heart when nurses say I never forgot when you taught me this or I always look back when you tell me this. And it's like, so I'm just not

another person in their lives. I actually helped guide them make good decisions. I helped guide them making better clinical judgments and I always tell my preceptee because they always tell me all the time “What if I don't know everything by the time I get off orientation?” You will not. Honestly, you will not know everything. Nurses here for 20 years - They do not know everything because nursing and science are ever evolving. No one knew what to do with COVID. So, you know, don't worry about that. You just have to put your best foot forward. Commit to always looking for answers. Never settle. Always strive to, you know, look for something. If you don't know something, reach out. You have so many resources. You have resources online. You have your educators. And it makes me so proud to see how far all my nurses have come.

00:19:02 - 00:19:23 Lauren Moran

You spoke on so many beautiful things AnnMarie, the professional growth that you're seeing as a preceptor, watching your orientation start as a novice and progress towards an advanced beginner, and you also spoke about how important it is as a preceptor, how you make your orientee feel. Which I think that's an ode to Maya Angelou, right? That we remember how someone makes us feel. So thank you.

00:19:23 - 00:20:28 Gabby Bolanos

Thank you, AnnMarie. And I just want to echo. As an educator I also feel that same pride in my learners or students do well and are successful. Like I'm like: “I did that!” So I hope preceptors also take a lot of pride because you know, it's not easy work, it's not easy work. We kind of talked about earlier in the session - We do choose you to be a preceptor for a reason, because we do have the confidence that you are a highly qualified healthcare practitioner in our healthcare system. You know that you're going to give so much advice and assistance and help to our newer nurses, especially those new grads. And so thank you so much AnnMarie for sharing. Last but not least, we have Krystaline Velez. I just have a few questions for you. So what are some strategies that you found most effective in fostering this, like supportive and inviting safe learning environment (Sort of like the rapport that we keep on kind of touching upon throughout this episode)? Specifically, let's say if a new grad nurse because I know recently I had you precept one of my new grad nurses on your unit.

00:20:28 - 00:22:06 Krystaline Velez

Sure. So I think back to when I was a new grad nurse. Well, I think back when I was in Nursing school and I remember hearing the saying nurses eat their young, and that was such an intimidating thing to hear. And it made me very scared to start my nursing career because I think all of us have heard horror stories about some preceptors and their and

new nurses. So I think back to that time and remember how intimidated I was and how scared I was. I can only imagine what our new nurses are feeling. Fortunately, I had some wonderful preceptors as a new grad nurse that made me feel supportive. So I always told myself that if I were ever to be a preceptor that I would want to make them feel supported as well as most people have said. You know, establishing a good rapport with the preceptee is important. Once they come to the unit and they tell me they are a new grad nurse - I want to introduce them to kind of get that shyness out of the way. I want to show them that we're all human, that there's really nothing to be scared about, and I want them to feel so comfortable with me that they can ask me any and every question. I always tell them there's no such thing as like a quote-on-quote, like stupid question. I don't expect them to know everything, I think there is a big difference between what you learn in the textbook versus clinical experience and then an actual practice. I always touch it based upon that. Typically, I want to encourage them to have like a good work life, balance and importance of self-care. I just want them to feel comfortable that they can speak to me comfortably on the unit.

00:22:06 - 00:22:22 Gabby Bolanos

Thank you for sharing. I think AnnMarie kind of brought up this topic a little bit, but my next question for you is how do you balance the dual responsibilities of providing quality patient care while also guiding and mentoring a preceptee effectively?

00:22:22 - 00:23:50 Krystaline Velez

So I don't think people realize how much work goes into being a preceptor. It's almost like doing double the work. That was one of the challenges, as you know, being a preceptor. But for me, as I'm precepting my preceptees, I like to let them shadow me for a while. I want them to see the way I do things. I kind of show them and explain why I do things a certain way. I really want them to understand like good time management and really like the critical thinking aspect of it. And then I start to allow them to go off on their own, but while also being there to support them. It's kind of like I reverse it, I shadow them. I want to make sure that they're providing safe, quality patient care if there's ever a time where I feel that they are not providing safe care, I intervene, then I want to take them to the side and kind of explain to them why that wasn't safe. I'll also sometimes come to you, Gabby. I come to the nursing education [department]. I want everyone to kind of understand why this wasn't safe. Because again, I think we all have licenses and we all want to provide good patient quality patient care. And I think it's just important that as the preceptor, we allow the nurses to take contro eventually. However, it's all about safety and just providing positive feedback, but also sitting down with them and explain to them if things aren't safe

and why they're not safe, and so that they can understand and hopefully not make a mistake.

00:23:50 - 00:24:36 Gabby Bolanos

Thank you for sharing. Yeah, I think just that's a really good piece of advice, a good take away for our listeners today is that you know, if you ever are in a situation where you feel like either the assignment that you have with your Orienteer or kind of the you know how the orienteer is performing and it's going to possibly interfere with providing that quality patient care that we're known for across the system, that that's definitely a time that we need to stop, Speak up, you know, get leadership involved and figure out, you know, do we need to change the patient assignment? Do we need to lower the patient assignment? Just to ensure again that we're kind of meeting in the middle, both meeting the expectations and goals of preceptorship, but also that excellent quality care that we're known for across the system.

00:24:36 - 00:25:11 Guisela Alvarez

Krystaline, I think you brought up an excellent point about accountability. You said they have, We all have licenses, so you have to hold them accountable to their work and to trusting you that you're going to teach them. But you have to trust them that they're going to come to you when they are unsure or confused. But there is a certain amount of accountability and you have to hold them accountable as well. And that's fair, that's ok, It's an expectation.

00:25:11 - 00:25:58 Lauren Moran

Absolutely. This was a really great conversation. We want to thank all of our guest speakers for joining us today and sharing their wisdom and expertise. We hope our listeners found this discussion helpful and useful to their practice. If you are interested in becoming a preceptor, please reach out to your nurse manager and nursing professional development specialist. You may also find links to resources on our website for any questions or comments. Please e-mail #nursingstationpodcast. Also as a reminder, this session is eligible for 0.5 contact hours. A survey will be posted with the recording. Please access and complete the evaluation to obtain the certificate.