

WEBVTT

1 "Karla Estrella"

00:00:01.818 --> 00:00:21.060

All right. Hello listeners and welcome back to the nursing station podcast where we highlight nurses coming together to share information about daily professional practice and initiatives to improve patient outcomes across the NYU Langone Health System.

2 "Karla Estrella"

00:00:21.060 --> 00:00:37.410

Before we jump in, we want to remind our listeners this session is eligible for contact hours and in this closure, in compliance with ancc's commission on accreditation, this educational activity does not.

3 "Karla Estrella"

00:00:37.410 --> 00:00:55.590

Include any content that relates to the products and or services of a commercial interest that would create a conflict of interest. So in the nursing profession, there are many opportunities for professional growth within the clinical role.

4 "Karla Estrella"

00:00:55.590 --> 00:01:14.220

One of which, which is the charge nurse. The charge nurse plays a critical role in patient care, team coordination and leadership at the point of care. In this episode, we'll explore what it takes to be an effective charge nurse and the impact they have.

5 "Karla Estrella"

00:01:14.220 --> 00:01:34.944

On both patients and staff. Whether you're stepping into the role for the 1st time or looking to refine your leadership skills, this is the place for you. 1st, why don't we go around and do intro in introduction? Tell me your name and how long you've been a clinical nurse.

6 "Susan Jose"

00:01:34.944 --> 00:02:03.298

Hi, my name is Susan. I've been a nurse on a telemetry unit for the last, about eleven years. I love what I do and I enjoy, being a senior nurse on the floor and I'm so glad that I'm here today to talk about my experiences and share that with you guys.

7 "Rita Morgera"

00:02:03.298 --> 00:02:16.541

Hi, I'm Rita. I work at the NYU and Gone Brooklyn location. I've been a med search nurse for the past eight years there.

8 "Katherine Darcy"

00:02:16.541 --> 00:02:37.130

Hi, I'm Katie Darcy. I'm a senior nurse clinician at NYU Lango and Tish campus. I've been a nurse for almost eight years. I spent my 1st six years bedside in the pediatric ICU, and the past two years I've been in

the radiology departments and anesthesia team. So I've been a charge nurse in.

9 "Katherine Darcy"

00:02:37.130 --> 00:02:42.245

Both an inpatient and procedural settings.

10 "Karla Estrella"

00:02:42.245 --> 00:02:55.046

Thank you all for sharing. Can you share your personal experience the 1st time you took the role of charge nurses and how has your approach evolved since then?

11 "Susan Jose"

00:02:55.046 --> 00:03:22.840

Sure, so this is Susan. So like I said I've I have some experience being on the same unit, so I've watched, you know, the unit, change evolved and I'm happy that I was, you know, a part of that. And you know, the 1st time being a charged nurse, I was an office nurse, I felt like I wasn't prepared, to be there.

12 "Susan Jose"

00:03:22.840 --> 00:03:53.300

That role, but I did feel supported, you know, I had a senior nurse to help me and guide me and I'm so grateful for that. So definitely the support was there, but I definitely felt like, you know, the role wasn't defined per se. So I'm happy to say that, you know, now, there's so many measures in place to improve that, not only personally to make you feel that you're ready.

13 "Susan Jose"

00:03:53.300 --> 00:04:13.300

But to encourage your growth and to support you. So, we've had lots of unit initiatives over the years to support us. Like e.g., our manager is super involved, so we have a charge nurse newsletter that she puts out because she saw the need that we did need to be.

14 "Susan Jose"

00:04:13.300 --> 00:04:33.300

Supported and needed more information and guidance. So in that newsletter, she puts in all the information that we may need to support that role, some, areas where she gives a little shout out. It's, it's, it's a nice newsletter for us to.

15 "Susan Jose"

00:04:33.300 --> 00:05:03.499

You know, support that role and to learn more about that role and if there's any changes or any updates, she makes sure to let us know via this newsletter. And then over the years, things that, that have helped us, we've initiated a checklist so that the, you know, charge nurse is prepared and ready, as well as like a report sheet so that we can give off a charge nurse report over to the next charge nurse or.

16 "Susan Jose"

00:05:03.499 --> 00:05:25.279

To the nurse manager or assistant nurse manager that it will be taking over. And we have clear responsibilities. We've got a nice little binder, that gives us our, you know, a refresher on what our responsibilities are and how we can carry it out to the best of our ability. And then, a nice little thing that we started doing is we used.

17 "Susan Jose"

00:05:25.279 --> 00:05:58.489

Is to, you know, handwrite some of our reports. Now we're doing a 24 h sheet online. So everybody can access it. It's in real time and it's just easier to understand and, you know, easier to communicate across, you know, you know, everybody, between the supervisors, us, and, you know, and the managers. And then we also initiated a rotation of, of charge, so not one person is in charge all the time or.

18 "Susan Jose"

00:05:58.489 --> 00:06:18.489

You know, so that other people will have that encouragement and support to grow as well as have that opportunity to, you know, be able to have their leadership skills, being shown and, and worked on and supported. And then the best thing that I've.

19 "Susan Jose"

00:06:18.489 --> 00:06:52.459

Seen, that recently happened is the training. So that really standardized the involvement and really helped that, you know, novice nurse come out of their shell and be really, you know, like, you know, sharpened, sharpen their skills. The training really standardizes what a charge nurse really is and prepares you truly. So, to wrap that up, I truly feel like, you know, where I was when I 1st started and where I am now, I see that.

20 "Susan Jose"

00:06:52.459 --> 00:07:06.139

That there's many changes in myself as well as the unit and we are now, you know, definitely more prepared for that role of being a charge nurse.

21 "Karla Estrella"

00:07:06.139 --> 00:07:33.097

Thank you Susan for sharing the culture within your unit. I do love the structure portion where, it's a standard work for all the nurses that would be assuming the charge nurse in your unit and also love the newsletter, it's like a one stop shop for everyone if in case they have any questions. Anyone else wants to share?

22 "Rita Morgera"

00:07:33.097 --> 00:07:50.479

Hi yes, this is Rita. So to go based off what Susan was saying, my 1st time being a charge nurse was definitely overwhelming and stressful. Luckily I did have the support of my manager. Usually on our unit.

23 "Rita Morgera"

00:07:50.479 --> 00:08:15.359

The ANCC is usually charged, but whenever the ANCC is not scheduled, it goes down to the senior nurse. But over time I think just with experience, you know, and expanding your critical thinking skills and just getting used to how the unit flows, I think it just gets, I don't want to say easier over time, but you just get into like a routine. We have similar.

24 "Rita Morgera"

00:08:15.359 --> 00:08:30.899

Like routines and things that Susan mentioned, like the handoff report book, we have the binder, and that's done at the end of the shift, and then you go over it at the beginning of the shift with the new chargers that comes in and basically it just outlines.

25 "Rita Morgera"

00:08:30.899 --> 00:09:01.505

Everything on the floor that's important such as like lines, full risk, things like that. We don't have a newsletter, I mean it is a great idea, but pretty much it. And then you know you're always working on our unit. You're working kind of with always the same people, so you get accustomed to like what communication skills work with those type of people, so it just becomes easier over time, I feel.

26 "Karla Estrella"

00:09:01.505 --> 00:09:23.801

Thank you, Rita. It's definitely nerve wracking, doing it, assuming a new role for the 1st time, but like you mentioned, the more you do it, the more you gain your experience you get more comfortable within the role and it just becomes part of your day. Anyone else?

27 "Katherine Darcy"

00:09:23.801 --> 00:09:40.519

Hey, this is Katie. So in the beginning of being a charge nurse on the inpatient unit, I found that I was very concerned with the tasks that needed to be done, like checking the cards, going to huddle, taking the calls, making the assignment.

28 "Katherine Darcy"

00:09:40.519 --> 00:10:05.749

And that like I'd be so focused on that, that I wouldn't be as attentive to the clinical staff as I grew to as I learned the role more. And so the more often that you're charged the less time these tasks take, and the more you can I could focus on.

29 "Katherine Darcy"

00:10:05.749 --> 00:10:25.749

Supporting my clinical staff, and also realizing that like as a charge nurse, even though you're the only one for the night, you, you're not alone, that you have your staff there that not every phone call that comes in needs to be addressed by you. Like you can, your team is there to support you and you're there to support your team.

30 "Katherine Darcy"

00:10:25.749 --> 00:10:40.482

But I think that does take time and I think things like the classes to teach people how to use their teams well, would really like is really beneficial for someone 1st starting out being charged.

31 "Karla Estrella"

00:10:40.482 --> 00:11:09.183

Thank you Katie. I do love that team approach, even though you're stepping into this leadership role, you know that you can count on everyone within your team to help boost each other up. So I do love that one. In regards to conflict resolution, how do you handle conflict resolutions in your role as a charge nurse?

32 "Katherine Darcy"

00:11:09.183 --> 00:11:40.479

So, I think with conflicts rev resolution, it's very important to remember that for our patients and families that these are often the worst days of their lives and what seems like a minor concern based on your clinical judgment may feel life altering to them in this moment when they have very little power. I often find that if you are facing conflict with the patient family that most of the time a nice apology and if not.

34 "Katherine Darcy"

00:12:03.289 --> 00:12:26.061

I always wanna go back and reassure my nurse that she was doing the right thing prioritizing their safety and the meds and the other things but that we also need to comfort the family cause everyone gets frustrated in these high stress situations.

35 "Karla Estrella"

00:12:26.061 --> 00:12:56.318

I agree because of the unique environment that our patients are in and we're all in, it's important to just take that moment and take a nice deep breath and know that like it's nothing personal against you. You know, we're just here to keep our patients safe and, also keep our staff safe. Anyone else want to share their experience on how to handle conflict?

36 "Susan Jose"

00:12:56.318 --> 00:13:12.779

I actually, really love what Katie said. I think it's really important that we remember where the patients are coming from. We always forget that because we're so, you know, we don't want to forget that, but it's something that.

37 "Susan Jose"

00:13:12.779 --> 00:13:32.779

You know that we sometimes, you know, put to aside because we're super focused and we prioritize their health, you know, and we're, we're so worried about managing their health and the patient as a whole that sometimes we forget how frustrating it is to be on the other end of.

38 "Susan Jose"

00:13:32.779 --> 00:13:52.949

Waiting and, not getting answers and you know just the stress of the family members, you know, they need to go to work or, you know, how are they going to cope with this after they come home? So many factors, right, that.

39 "Susan Jose"

00:13:52.949 --> 00:14:11.489

Going to a patient, and their family members and, you know, their care as a whole that anxiety and pain and how they respond to this in this crucial situation that they're in.

40 "Susan Jose"

00:14:11.489 --> 00:14:31.489

It's a difficult, it's a difficult situation for them and I love that Katie mentioned that we have to kind of remember, where they're coming from and although we're super busy and we obviously are prioritizing the care of the patient in one aspect that we also have to remember.

41 "Susan Jose"

00:14:31.489 --> 00:14:51.489

How they feel. So with that being said to just add on to that, just having a, with conflict resolution, sometimes it's just about open communication, you know, like being attentive to, you know, what's really bothering them, and sometimes they just need someone to listen to. And again, we are.

42 "Susan Jose"

00:14:51.489 --> 00:15:20.089

We're so responsible for so many things going on that unit, especially if we're a charge nurse. We're thinking about a hundred things, so it's important to have that open line of communication, but at the same time to call on your help. So managing up, whether that's a supervisor, you know, patient relations, you know, they're happy when they get to talk to somebody who will be able to.

43 "Susan Jose"

00:15:20.089 --> 00:15:39.899

Help them resolve their, issue or their situation. So when you what I found with my person like personal experience is that like when you do call patient relations or when you do get a supervisor involved, they do feel like we are.

44 "Susan Jose"

00:15:39.899 --> 00:15:59.899

Caring about them, you know, on a deeper level and that their needs do matter, and that, and the reality of it is that some of these situations are out of our hands, but that when we, you know, gauge like who is able to help us, that they are more re.

45 "Susan Jose"

00:15:59.899 --> 00:16:19.899

Respectful of that. And then, even like understanding that, yeah, you may need to call security, we may need to look at policies, but not forgetting, you know, our, our boundaries with the help of, you know,

with the help of our support system that we have. And then also within our communication.

46 "Susan Jose"

00:16:19.899 --> 00:16:48.379

To just make sure that we're staying focused, and then, you know, providing rationales and, looking at, you know, staying on go on the goals that we want for this conversation and for their care. And so then that kind of leads to effective communication. I think that's like the key thing to conflict resolution in my personal opinion, you know, even, even with like.

47 "Susan Jose"

00:16:48.379 --> 00:17:12.229

You know conflicts among staff, you know, it's important to just have that listening ear, get down to their level, you know, your presence like really matters when you're taking the time to speak to them. You're acknowledging that, you know, their issues do matter. So also like resolve.

48 "Susan Jose"

00:17:12.229 --> 00:17:37.729

Solving the issue at that time instead of waiting and confronting that issue, head on, and getting the people that you need to get involved to de escalate the situation and show them that they, you know, what they requested that it does matter and that we are there to support them. And just to be of an encouragement to them as well, like whether it's.

49 "Susan Jose"

00:17:37.729 --> 00:18:00.409

The staff or the patient, you know, just encouraging them that, you know, we have goals and we want to help support that. And then things can go, go wrong, you know, obviously, and that's why it's important to, you know, talk about boundaries and to talk about, what kind of support system that we do have.

50 "Susan Jose"

00:18:00.409 --> 00:18:16.044

And, bringing up policies et cetera, to help support you as being the charge nurse and making sure that, you know, the patient's needs, the staff needs are put 1st.

51 "Karla Estrella"

00:18:16.044 --> 00:18:41.619

I do love that escalation piece where, you know, when you're in this role, sometimes it feels there's like that pressure of like fixing everything, but also going back to what you mentioned, like you're not alone like there are your directors, your nurse administrators that are here to support and assist you.

52 "Karla Estrella"

00:18:41.619 --> 00:18:57.416

In every way to help with any conflicts or challenges that are happening in your unit. So, I do definitely thank you for that. And, anyone else in regards to conflict res of resolution?

53 "Rita Morgera"

00:18:57.416 --> 00:19:22.119

I mean pretty much everything was talked about, but I do agree definitely with the escalating, it makes staff feel supported as well as like the patient and the family because they do want to see that, you know, they're being listened to. That's very important. And especially also like Susan mentioned like conflict between staff members, you know, cause you are working with like a big.

54 "Rita Morgera"

00:19:22.119 --> 00:19:39.816

Interdisciplinary team with different personalities and as charge nurse, it's important that, you know, you're able to give everyone that support, not just the patient and the family. So, that's why it's important.

55 "Karla Estrella"

00:19:39.816 --> 00:20:02.154

Segue in right to communications and making sure we're transparent, like, within like the entire team. How is effective communication crucial and what does that look like daily for a charge nurse?

56 "Rita Morgera"

00:20:02.154 --> 00:20:19.919

That's essential, like that's a given. You have to be able to communicate, like I mentioned with pretty much everybody on the unit. During rounds you have different departments that come together that all work together to ensure patient safety and the care of the patient.

57 "Rita Morgera"

00:20:19.919 --> 00:20:38.369

So, I mean, I just feel like if you can't communicate, then it's going to cause a lot of issues on the floor between patients, families, doctors, the aids. It goes into like when you delegate to the aids as well. Everything comes.

58 "Rita Morgera"

00:20:38.369 --> 00:20:58.369

Back down to the charge nurse, and so yeah I'm pretty I'm pretty good at communicating. There are many different personalities that you have to deal with and like Susan had mentioned before.

59 "Rita Morgera"

00:20:58.369 --> 00:21:05.664

Bringing up policies and things like that to like back you up is very helpful.

60 "Karla Estrella"

00:21:05.664 --> 00:21:27.046

Yep, and just staying neutral and staying with the facts always help cause it's less emotions involved and you're just stating the fact and,

you're more likely to come with a resolution with that so that NO one's thinking you're picking sides or you have your favorites.

61 "Rita Morgera"

00:21:27.046 --> 00:21:42.159

Yes, and also we on our unit, what we do is like during rounds we talk about like discharges and the plan of care that we have for patients and then after rounds, the manager, the charge nurse and the doctors, as well as like the case manager and the.

62 "Rita Morgera"

00:21:42.159 --> 00:22:13.706

Social work they go to see the patient and they talk together. So there is not like there isn't any miscommunication of the patient saying oh well the dr. told me this and you know, and then you have to go back to the dr., so that's also something that we do on our unit. Especially when it comes to like preparing discharges and things. It's very important that the patient understands what's going on and what are the next steps. So we do go in as a team to speak to the patient and the family as well.

63 "Karla Estrella"

00:22:13.706 --> 00:22:24.899

With that interdisciplinary approach, how important is clear communication and how do you manage that?

64 "Susan Jose"

00:22:37.670 --> 00:22:59.969

Oh, I'm sorry that my internet kind of timed out there. So clear communication like you know Rita had mentioned, it's so important because, not only, you know, are you talking about your goals like she mentioned, staying, you know.

65 "Susan Jose"

00:22:59.969 --> 00:23:18.539

Staying with what the patient, is there for and, you know, what their issues were and staying on, you know, staying focused on that conversation and like you mentioned, providing the facts and providing the rationale. I think it's.

66 "Susan Jose"

00:23:18.539 --> 00:23:38.539

It's so important to just like she's mentioned, to have your support system, your team with you because as much as the charge nurse can share what the facts are, they want to know how that's going to personally affect them. So like what the next steps are and.

67 "Susan Jose"

00:23:38.539 --> 00:24:00.649

Fortunately, those answers come a lot from, you know, the team, the doctors, the, maybe case management, but just being able to be that person who gets the interdisciplinary team involved, that's a big role, you know, and, if you're, you know, you.

68 "Susan Jose"

00:24:00.649 --> 00:24:31.909

That doesn't have already like a, a way to an easy way to communicate, you know, it becomes harder. So, you know, we have the epic system now where we can reach out to providers, we can page them. We can have, you know, set rounds like Rita had mentioned. You know, on our units specifically we have, you know, rounds in the morning and in the afternoon, and, you know, all the teams are present.

69 "Susan Jose"

00:24:31.909 --> 00:24:51.909

So they're able to talk about what the plan is for the day. And a lot of times, you know, we've got patient family members that are concerned, and like I mentioned before, like, how are they going to carry on with their care afterwards, right? So, getting like social work and case management and, all those teams involved is so important and doing it in a time.

70 "Susan Jose"

00:24:51.909 --> 00:25:11.909

Timely way is even more important. So when they do have those questions, you know, and, getting their contact information and, and getting the team together and initiating that conversation, to make sure that their goals are gone over and what they want out of that conversation, that con.

71 "Susan Jose"

00:25:11.909 --> 00:25:35.219

Those goals are met is so important and, and yeah, it's it's important to, like I mentioned before, to call on your team. So like having even patient relations being involved on our unit we have patient relation rounds, you know, that team comes pretty much every day to.

72 "Susan Jose"

00:25:35.219 --> 00:25:52.589

See how they can, you know, they round on the patients and they see how they can be proactive about helping and you know before issues arise that they're able to tackle those issues and.

73 "Susan Jose"

00:25:52.589 --> 00:26:12.589

You know, get the family prepared and get the patient prepared for what's gonna be happening next and that if there are any issues that it's resolved in a more of a timely fashion than waiting and not giving them that opportunity. Sometimes the patients don't have that.

74 "Susan Jose"

00:26:12.589 --> 00:26:32.779

Like, you know, they might be thinking of something and they're not able to express that because they feel like they aren't given that opportunity, so this kind of gives them that opportunity as well as our management rounds. Our managers do rounds morning and afternoon again to do the same thing with making sure that.

75 "Susan Jose"

00:26:32.779 --> 00:27:02.029

Issues are taken care of before they come up as a bigger problem and resolving it. So effective communication I think starts earlier on before, you know, and that conflict resolution starts earlier on before it, it can become like a bigger issue. And I think that's the most important thing. And as a charge nurse, it's great because you're able to facilitate that as well and see those needs.

76 "Susan Jose"

00:27:02.029 --> 00:27:14.118

In 1st hand, they might, you know, ring the bell and want to speak to a charge nurse and you're able to, you know, be that 1st person to listen to those issues and then bring the team together.

77 "Karla Estrella"

00:27:14.118 --> 00:27:36.987

Thank you, Susan. Yeah, for sure like collaboration amongst like different disciplines, it's definitely crucial to make sure that we're close closing the loop across all angles. I do want to circle back with Katie in case she wants to add any additional ways for effective communication.

78 "Katherine Darcy"

00:27:36.987 --> 00:27:54.229

Oh, thank you. So, I I think that both Susan and Rita have hit it on the head that like setting expectations is so important for communication, in pro the procedural areas where I work now.

79 "Katherine Darcy"

00:27:54.229 --> 00:28:21.919

A lot of what the charge nurse is doing is managing the schedule and setting expectations early on in the day and Sorry, I think I hear a bit of an echo, but setting early setting expectations early on in the day so that everyone knows what the day is going to look like. There's NO surprises that the kid's going to go that like a child's going to go in the afternoon, and then the teams can communicate with the families up to.

80 "Katherine Darcy"

00:28:21.919 --> 00:28:56.299

Stairs or if we're having outpatients that day that our families understand if we're ahead of schedule or behind schedule, it really sets us up to be in a better place and avoid so much conflict, and it's something that we actively work on as charge nurses on our unit. And the other thing Susan mentioned how there's so many different forms of communication in, in our hospital. I think an important thing for the charge nurse, and it's a skill it.

81 "Katherine Darcy"

00:28:56.299 --> 00:29:18.739

It's not something that is necessarily like innate and people it's to know when like you need to pick up a phone and talk to somebody now versus using epic chat or internal messaging system which may not be seen immediately and I think that that's a very important skill for anybody who's a charge nurse to, to know which.

82 "Katherine Darcy"

00:29:18.739 --> 00:29:25.392

The best form of communication for the issue at hand.

83 "Karla Estrella"

00:29:25.392 --> 00:29:46.129

I agree especially leveraging our S bar, right? Our favorite S bar or using our cuz when we're uncomfortable or we think there's, this is a safety issue and needs to be addressed right away. Those are the two most common ones that we definitely use a lot.

84 "Karla Estrella"

00:29:46.129 --> 00:30:09.259

Up here at NYU Langone for sure. Speaking of skills, in regards to the charge nurse workshop that we have available here for our NYU Lango nurses, how has this workshop helped you in your development as a leader and what key takeaways have been most impact?

85 "Karla Estrella"

00:30:09.259 --> 00:30:11.631

For you.

86 "Susan Jose"

00:30:11.631 --> 00:30:30.899

So, I love, 1st of all, that the workshop, is online, and that it's easily accessible, so that's, that's the 1st thing. And you know that there's lots of dates that you can choose from and, and it's great, you know.

87 "Susan Jose"

00:30:30.899 --> 00:30:48.269

It's, it's, like I said before, it really standardizes what a charge nurse is, what they do, what our goals are, what the clear goals are, and it really helps you kind of see, the bigger picture of.

88 "Susan Jose"

00:30:48.269 --> 00:31:08.269

You know what you're there to do and how to fulfill the those goals, you know, most efficiently and effectively. So like I loved that, there were, you know, exercises, real examples, and resources that we can use, you know, strategies of.

89 "Susan Jose"

00:31:08.269 --> 00:31:29.189

How to, you know, of how to combat like you mentioned conflict resolution. And, you know, I loved that it was engaging. You're able to ask questions, you're able to, you know, talk about scenarios that you've been in.

90 "Susan Jose"

00:31:29.189 --> 00:31:49.189

You know, there was a time that, you know, they talked about, you know, issues, that have, that have happened to them and other examples and how

you're really able to resolve those situations the best way possible, right? And, a lot of it is about.

91 "Susan Jose"

00:31:49.189 --> 00:32:16.039

Teamwork and about, you know, communication and, another thing that I felt like that I wasn't, you know, that I, that I wasn't too familiar on or that I didn't feel like I knew well on how to do was delegation. I feel like that's something that I struggled with, starting off in my career.

92 "Susan Jose"

00:32:16.039 --> 00:32:31.499

And as a charge nurse, it's a real skill, you know, and that's some, that's a strategy that they talk about, and that it's an important, you know, part of your scope of practice actually and your skill.

93 "Susan Jose"

00:32:31.499 --> 00:32:50.129

And experience and, that you form over time, right? And that you learn and the importance of it. So, I think that was like the biggest key takeaway for me on how to, you know, use that role, to not.

94 "Susan Jose"

00:32:50.129 --> 00:33:06.779

Do everything that you possibly can, but to also use the people around you and to delegate, so, on how to, you know, be the most, the most effective.

95 "Susan Jose"

00:33:06.779 --> 00:33:26.779

Charge nurse that you can be. And then how you can engage staff, how you can escalate and manage up per se, you know, and how, how you're able to do those, those key skills. So the, the class was so, so.

96 "Susan Jose"

00:33:26.779 --> 00:33:52.699

Helpful with that. And then another key thing was being self aware and checking in with yourself, and I think we, we tend to forget that because when we take on that role of being a charge nurse, we feel like we're letting people down. I don't know if that's just me, but I feel like I have let somebody down or like I'm not doing the best that I can do when something doesn't go right.

97 "Susan Jose"

00:33:52.699 --> 00:34:10.679

You know, and then, you're learning so much about people and the things that they're going through and and as a charge nurse, you're the person that hears that 1st hand. So you do have to be self aware.

98 "Susan Jose"

00:34:10.679 --> 00:34:26.879

Resilient and checking in with yourself while being in charge, understanding that some of your views are not the same as other people's views and that's ok. And embracing, you know, changes and embracing.

99 "Susan Jose"

00:34:26.879 --> 00:34:46.879

You know everything that comes with a growing unit, you know, and you know the time's changing and being that person that is truly a leader and putting maybe your, you know, your thoughts to the side and really truly thinking of how the patient feels or how that staff member feels and putting yourself in their shoes.

100 "Susan Jose"

00:34:46.879 --> 00:35:11.419

And, you know, really focusing on what is the outcome of this conversation? What is the outcome of this issue? What is my goal and and reflecting on that and just being a resource for your staff and, you know, for patients during that stressful time. So being ground.

101 "Susan Jose"

00:35:11.419 --> 00:35:30.779

Did is really knowing who you can count on and delegating and who your team is and what your resources are and because at that time you're the person that they really do look to, for that initial.

102 "Susan Jose"

00:35:30.779 --> 00:35:50.779

You know, for that initial help or for that initial year to listen, and, and then, you know, learning about situational awareness and, how to truly use your leadership skills. So I really felt like the workshop really went over a lot of skills and, and it's so helpful.

103 "Susan Jose"

00:35:50.779 --> 00:36:10.779

Because everything that you speak about in that class is not just what you can use as a charge nurse, but what you can use daily and to grow as a person and as a nurse, so I found it to be really helpful and I really encourage everybody to take this class and it's, it's a wonderful thing.

104 "Susan Jose"

00:36:10.779 --> 00:36:23.630

That our hospital provides, so I definitely think people should take advantage of it and, you know, be as prepared as you can for not just that role, but as a nurse as a, as a whole I feel.

105 "Karla Estrella"

00:36:23.630 --> 00:36:45.832

Thank you Susan, for sharing all the benefits of attending a charge nurse workshop here at NYU Langone for our staff. Speaking of skills, what are the top three other skills do you believe that are essentials for a charge nurse to be successful?

106 "Katherine Darcy"

00:36:45.832 --> 00:37:03.959

I'm I'll take this one 1st. So I think that three skills would be sorry flexibility, patience and good time management. The charge nurse role changes.

107 "Katherine Darcy"

00:37:03.959 --> 00:37:23.959

In a, in a nanosecond. You, you think you're doing this and then all of a sudden you gotta call for three admissions and you gotta go find beds and move patients and then there's another thing going on somewhere else on the unit and you need to be able to flex with the whatever situation gets thrown at you. Patient.

108 "Katherine Darcy"

00:37:23.959 --> 00:37:49.849

Patients for yourself and patients for others. You're working with so many people at in different stages of brief for the families that are dealing with a sick child, a sick patient, we're dealing with high stress doctors who are trying to take care of so many patients at once, all of your staff, everyone's trying to do their best, but patients goes a long way.

109 "Katherine Darcy"

00:37:49.849 --> 00:37:59.533

And good time management is always a great skill to have and will help you succeed as a charge nurse.

110 "Karla Estrella"

00:37:59.533 --> 00:38:08.453

Thank you, Katie. What about you Rita? Any other skills you think are beneficial?

111 "Rita Morgera"

00:38:08.453 --> 00:38:35.810

You know, as we talked about communication I think is the most essential skill to have, and then going based off what Katie said, time management, a lot of times we also have our patients that we're taking care of, as well as knowing what's going on the floor and dealing with all the family members and all the doctors and things like that. And I do think that you need to.

112 "Rita Morgera"

00:38:35.810 --> 00:38:58.910

Be like empathetic. Empathy is a is also an essential skill because you need to be able to understand where people are going through. As we mentioned before, like these are patients and families that are probably dealing with a very difficult time in their lives and life changing sometimes. So it's important that we provide support.

113 "Rita Morgera"

00:38:58.910 --> 00:39:05.447

So pretty much everybody who comes through the unit.

114 "Karla Estrella"

00:39:05.447 --> 00:39:09.833

Thank you, Rita. What about you Susan?

115 "Susan Jose"

00:39:09.833 --> 00:39:36.000

I have to agree with everything that Katie and Rita mentioned. I totally agree with the patience and the empathy. I think that's key because those are those are the things that you have to have in order to effectively communicate, and then number two would I definitely think is like situational awareness, and.

116 "Susan Jose"

00:39:36.000 --> 00:39:54.150

Understanding, you know, what your role is, being fully prepared and understanding who you have in your corner to support you and understanding what the goal is and how to direct that conversation or that conflict or.

117 "Susan Jose"

00:39:54.150 --> 00:40:09.210

Or, you know, the issue that you're facing. And then three, I think is communication again that we've stressed throughout this whole podcast and effective communication at that and.

118 "Susan Jose"

00:40:09.210 --> 00:40:28.110

You know, just understanding that you, your presence, that your, you know, that, the, the time that you take to listen and being an active listener and you know all those things help you be prepared for to be, you know, the best chargers that you can be.

119 "Susan Jose"

00:40:28.110 --> 00:40:45.630

And, I loved that, that Katie had mentioned time management because it's so crucial and using your resources and using that delegation and all those skills that you have, will help you with time management because.

120 "Susan Jose"

00:40:45.630 --> 00:41:05.630

You know, prioritizing things, you know, everybody believes that their, you know, situation is, you know, more important than somebody else's and, being able to, you know, get your resources together and using your support system.

121 "Susan Jose"

00:41:05.630 --> 00:41:29.640

And managing up like those are the critical skills that you use to properly have time management so that you can honestly reach all of those levels of priority and reach all the patient issues and reach all those staff issues and whatever else you're going through, the tasks on your list, on your checklist and.

122 "Susan Jose"

00:41:29.640 --> 00:41:50.574

You know, being able to do those things, you need these skills and, each of them are so important. So I'm so glad that we were, you know, that all of us, you know, agree on that and that we all believe that this is, these are the important things that make a charge nurse great.

123 "Karla Estrella"

00:41:51.390 --> 00:42:11.390

Thank you, Susan. I agree that all of these skills that we discussed are all crucial and not just in our professional development, but as we progressed in our leadership roles, they're very important to enhance as we continue.

124 "Karla Estrella"

00:42:11.390 --> 00:42:31.110

You in our professional development. With that being said, thank you all to our speakers today for sharing your passion, and your experiences in this leadership role of charge nurse and thank you for.

125 "Karla Estrella"

00:42:31.110 --> 00:42:51.110

Everything you do for our patients across the NYU Lango and health system. And as a reminder to our listeners, this session is eligible for .5 contact hours and a survey will be posted with the recording, so please access and complete the evaluation to

126 "Karla Estrella"

00:42:51.110 --> 00:42:52.710

Obtain the certificate.