

WEBVTT

1 "Kelly Laurent" (1617534720)

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Welcome listeners to 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. My name is Kelly Laurent and I'm a nursing quality specialist at the Tish Kimo campus.

2 "Kelly Laurent" (1617534720)

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In today's episode, we will be discussing a very important topic with our nurse leaders across NYU Langone Health. Cultivating connections within the nursing community. This session is eligible for contact hours and in disclosure in compliance with ancc's commission on accreditation.

3 "Kelly Laurent" (1617534720)

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4 "Kelly Laurent" (1617534720)

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At NYU Langone Health, the vision of our workplace culture and inclusion committee is to create a culture where all employees can be engaged and bring their authentic self to work. This enables the organization to achieve its mission.

5 "Kelly Laurent" (1617534720)

00:01:09.390 --> 00:01:26.910

To serve, to teach, and to discover. Overall, their purpose is to strive to make the workplace better for all by creating an environment of acceptance. This culture of engaged people has the potential to deliver organizational and service excellence.

6 "Kelly Laurent" (1617534720)

00:01:26.910 --> 00:01:46.910

So we are so fortunate today to have a few of our cross campus vice presidents of nursing and patient care services join us today. We would like to discuss ways to support our leaders and clinical staff to establish a culture in which our differences are valued and celebrated. So before we would begin, I'd like to introduce, and start.

7 "Kelly Laurent" (1617534720)

00:01:46.910 --> 00:01:56.483

With some introductions with our vice presidents of nursing and patient care services. 1st I have Lauren, so go ahead Lauren and introduce yourself.

8 "Lauren Stoerger" (1897856000)

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Hi, my name is Lauren Stoger and I'm the vice president of nursing and patient Care Services at the NYU Lanegown Long Island campus. Thank you.

9 "Kelly Laurent" (1617534720)
00:02:09.579 --> 00:02:12.641
Next I have Kimberly.

10 "Kimberley Ennis" (4072968192)
00:02:12.641 --> 00:02:22.921
Hi, everyone, and so happy to be here today. My name is Kimberly Annis. I am the vice president of nursing and patient care services at Langhorne orthopedic Hospital.

11 "Kelly Laurent" (1617534720)
00:02:22.921 --> 00:02:26.140
Thank you. And next I have Kathy.

12 "Kathryn Lang" (1884544512)
00:02:26.140 --> 00:02:33.102
Good morning, everyone. My name is Kathy Lang and I'm the vice president of Nursing and patient Care Services at our software campus.

13 "Kelly Laurent" (1617534720)
00:02:33.102 --> 00:02:46.244
It's great to have you all here together. So, I would like to start my 1st question for Lauren. How did nurse leaders foster a workplace where team members feel connected, supported, and valued?

14 "Lauren Stoerger" (1897856000)
00:02:46.244 --> 00:03:08.010
Thanks Kelly. Nurse leaders can foster a workplace where team members feel connected, supported, and valued by really being intentional about relationships, communication, and recognition. It starts with really creating a culture of psychological safety where nurses feel comfortable speaking up, sharing ideas and expressing concerns without fear of judgment.

15 "Lauren Stoerger" (1897856000)
00:03:08.010 --> 00:03:28.010
Leaders can model this by being authentic, approachable, actively listening, and showing empathy. The way to create connection is through that shared purpose and collaboration when those leaders align a team around a common mission, like delivering exceptional patient care and encourage teamwork. It strengthens by.

16 "Lauren Stoerger" (1897856000)
00:03:28.010 --> 00:03:49.700
And relationships. Support comes 1st from investing in professional development, mentoring and advocating for resources that help nurses thrive and feeling valued, that's about acknowledgment. So celebrating wins, big and small, recognizing contributions and tailoring appreciation to what matters most to each and.

17 "Lauren Stoerger" (1897856000)

00:03:49.700 --> 00:04:05.704

Individual, whether it's a shout out in a huddle or a quiet thank you note, those moments really reinforce with each team member that they matter ultimately leading to nurses feelings seen, heard, and empowered.

18 "Kelly Laurent" (1617534720)

00:04:05.704 --> 00:04:13.470

Yeah, I completely agree with that and that will definitely help with retention, with our nursing workforce and just.

19 "Kelly Laurent" (1617534720)

00:04:13.470 --> 00:04:33.470

Addressing what is the way they want to receive the recognition. I like how you said whether it's a shout out or thank you, a small thank you, some some people prefer quiet recognitions and other prefer the shout out. So, so Catherine beyond administrative tasks, what broader responsibilities do nurse leaders have in.

20 "Kelly Laurent" (1617534720)

00:04:33.470 --> 00:04:35.822

Being the healthcare environment and culture.

21 "Kathryn Lang" (503245824)

00:04:35.822 --> 00:04:53.009

Thanks Kelly. That's a great question. Nurse leaders are our biggest role is to also be an advocate for high standards of care ensuring patient safety satisfaction, and that we incorporate evidence based practice into our practice and that we prioritize it.

22 "Kathryn Lang" (503245824)

00:04:53.009 --> 00:05:13.009

We play a vital vital role in shaping the vision and mission of health care organizations. We cultivate a supportive and inclusive workplace environment. We mentor our staff with professional development opportunities and the development to empower our staffs at the bedside to really be.

23 "Kathryn Lang" (503245824)

00:05:13.009 --> 00:05:33.009

Be that advocate and champion for the patients that we serve. Lastly, we also go beyond the confines of health care organizations that were aware of like hospitals and community centers, but to really go into the communities to promote health education, prevention, and.

24 "Kathryn Lang" (503245824)

00:05:33.009 --> 00:05:37.900

That we look to really work on public health initiatives.

25 "Kelly Laurent" (1617534720)

00:05:37.900 --> 00:05:45.641

Thank you for that. Kimberly, what challenges or barriers exist in building a strong nursing community?

26 "Kimberley Ennis" (4072968192)

00:05:45.641 --> 00:06:14.519

Kelly, thank you. I think that's a really great question. I think building a strong nursing community can be complex and the challenges often vary from organization to organization, from department to department or from unit to unit. And it really depends on the existing cultures, the historic leadership styles, and then, you know, team dynamics, which all really plays a role in the strength of that nursing community, whether it's for the hospital or the particular department.

27 "Kimberley Ennis" (4072968192)

00:06:14.519 --> 00:06:32.999

And one of the most significant barriers I, I see emerging in recent years is the generational and cultural diversity within the nursing workforce. Today's nursing teams often include multi generations, each requiring different communication styles.

28 "Kimberley Ennis" (4072968192)

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And many have different values and expectations and outlooks on work and also on life. And these differences can lead to misunderstanding and friction if not really proactively addressed by leaders. So leaders need to work to overcome these barriers by, you know, focusing on shared values and.

29 "Kimberley Ennis" (4072968192)

00:06:52.999 --> 00:07:15.769

Common goals rather than differences. Creating spaces for open, informal dialogue, whether it's at the unit or departmental level or also at the organizational level, I think this helps to really bridge gaps and foster mutual understanding among the different teams. It also is essential for leaders to clearly communicate. I think lack of transparent.

30 "Kimberley Ennis" (4072968192)

00:07:15.769 --> 00:07:36.109

Communication can become a barrier in building a strong nursing community, especially when communication does not also reach all staff and next clarity and particularly staff that are on the off shifts, whether it's nights or weekends, right? So to overcome that barrier, it's important to create space or.

31 "Kimberley Ennis" (4072968192)

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Forums for frequent communications, and this can include shared governance councils, frequent town halls, newsletters, staff meetings, one to one check ins with staff and with leaders and also frequent rounding, but frequent rounding on all shifts. And I think by combining these communication styles and, and, and plan, we could model openness and leaders can.

32 "Kimberley Ennis" (4072968192)

00:08:01.519 --> 00:08:11.244

To really cultivate a culture of trust engagement, and shared purpose and will build a stronger engaged nursing community.

33 "Kelly Laurent" (1617534720)

00:08:11.244 --> 00:08:30.064

Thank you for that. We've done a lot of work with shared governance over the past two years, and I do think it does help the nurses where they feel like their voices are being heard. We have advanced retreats just specific to that and I know we've come a long way, so I appreciate that comment.

34 "Lauren Stoerger" (1897856000)

00:08:30.064 --> 00:08:50.749

I think Kelly to add to that, you know, the nursing professional governance structures, they I think even more than practice, they build those relationships. Nurses can learn from one another. They can share successes and challenges and develop, you know, a shared vision around quality safety and professional standards. And so it's a way.

35 "Lauren Stoerger" (1897856000)

00:08:50.749 --> 00:09:01.921

Way that they're elevating their voices that might otherwise go unheard especially when the councils are inclusive and represent diverse roles and backgrounds. I agree.

36 "Kelly Laurent" (1617534720)

00:09:01.921 --> 00:09:11.085

So as vice Presidents of nursing, what key recommendations would you offer to the next generation of nurses entering this profession?

37 "Kathryn Lang" (503245824)

00:09:11.085 --> 00:09:40.839

You know, as I speak to new nurses coming into this role, I may ask that question frequently Kelly. And you know what I really talk about is that as you come into this poll, we need to make sure that we celebrate small wins every day, that we stay passionate about our career and why we're entering the position and that they understand that we also, as professional registered nurses, we need to embrace lifelong learning to continue to support.

38 "Kathryn Lang" (503245824)

00:09:40.839 --> 00:09:44.864

Ford our evolution as experts at the bedside.

39 "Kimberley Ennis" (4072968192)

00:09:44.864 --> 00:10:04.279

And I think to really add to that theme, I think I absolutely agree with Kathy, you know, we, as a organization, and I just think as a nursing profession, we really value that. But I also want to add particularly for the new generation, not to feel pressured. And I say that because I often hear nurses.

40 "Kimberley Ennis" (4072968192)

00:10:04.279 --> 00:10:34.549

I'm going back to school because I feel like I have to rather than because it aligns with my goals and my passion, and my advice is simply pause, breathe. Take time to explore what truly fulfills you. Your

journey is your journey. It's your unique, you're running your own races, you're gonna have your own challenges, and you're gonna find your passions. And you know, to move forward on your own timeline and not on someone else's, one of my favorite quotes I would like to share.

41 "Kimberley Ennis" (4072968192)

00:10:34.549 --> 00:10:54.549

With my mentees is to find yourself, you must lose yourself in the service of others and we do that a lot in nursing. So, you know, nursing will take your places. You will, you know, you will, that you will explore, you in places that you've never imagine. So if you allow yourself the space and the grace to grow into that.

42 "Kimberley Ennis" (4072968192)

00:10:54.549 --> 00:11:00.801

That you will get there. So, and I think it aligns also on another end of what Kathy just stated.

43 "Lauren Stoerger" (1897856000)

00:11:00.801 --> 00:11:21.389

Very similar, you know, response of what I tell nurses coming in. I think it's important that they stay curious and, and not to lose that compassion. You know, staying curious about, we always will have new evidence, technology approaches, you know, the field is ever evolving, but not to lose sight of that.

44 "Lauren Stoerger" (1897856000)

00:11:21.389 --> 00:11:41.389

Human connection and the heart of our work, the compassion for our patients, for families and colleagues that that's what carries you through the most challenging moments. I think also to remember that the your voice and value matter, and you're entering a profession that's trusted, vital, and.

45 "Lauren Stoerger" (1897856000)

00:11:41.389 --> 00:11:57.483

Advocating for yourself, your patience, your profession, whether it's speaking up at a huddle or contributing in a larger system meeting and some of the professional governance structures we spoke about, your, your perspective matters and it's important that you don't stop sharing.

46 "Kelly Laurent" (1617534720)

00:11:57.483 --> 00:12:15.623

Excellent points. So just, my final question, what practical strategies have you found most effective in creating and sustaining a sense of nursing community across all teams and settings?

47 "Kimberley Ennis" (4072968192)

00:12:15.623 --> 00:12:35.869

So I think one of my suggestions would be one leading with authenticity. It's important to lead authentically as you build connection. It helps you builds real connections, it also help with building trust, not just with staff, but also with patients you interact with.

48 "Kimberley Ennis" (4072968192)

00:12:35.869 --> 00:12:55.869

With other disciplines. And the other thing I will say, you know, in creating that, that practical strategy would be embrace advocacy. Advocacy is the heart of nursing, and as we, as that we, but as nurses begin their career, they need to remember their voice matters, speak up for patients.

49 "Kimberley Ennis" (4072968192)

00:12:55.869 --> 00:13:24.625

Safety ethical practice, system improvements, don't hesitate to question processes or bring forward new ideas. Advocacy is not just about standing up for patients, it's also about signing up for your colleagues and your profession and yourself, and your couraged speak up can really lead to lasting positive change, sustainable changes in the nursing community and across the teams.

50 "Lauren Stoerger" (1897856000)

00:13:24.625 --> 00:13:49.759

I know we spoke about professional governance a little bit before, but I think that that is really a such a powerful strategy for building and creating a sense of community across the teams and and across all of the settings. You know, nurses when they're actively engaged in decision making, it's about their practice. So it really fosters that sense of ownership and accountability and connection, and the professional government.

51 "Lauren Stoerger" (1897856000)

00:13:49.759 --> 00:14:09.759

Structures really create these formal spaces where nurses from different teams can be involved and adding to Kimberly's point about advocacy, there are opportunities even outside and local organizations, regional organizations statewide at not at the national level. So really finding that way to be involved because every nurse.

52 "Lauren Stoerger" (1897856000)

00:14:09.759 --> 00:14:29.861

Is a leader. And when nurses see their input reflected in policy change and workflow improvements or in patient care innovations, it really strengthens their sense of belonging and purpose, and so it's not just about having that seat at the table, but really knowing that your voice is shaping the future of nursing.

53 "Kathryn Lang" (503245824)

00:14:29.861 --> 00:14:50.479

You know, and adding to what both Lauren and Kimberly have already discussed, you know, we talk a lot about making sure that the staff understand what clear and open communication is. You know, how do we advocate for the patients at the bedside? Also for team members, right? If we feel that something is not going right, you know, how do you.

54 "Kathryn Lang" (503245824)

00:14:50.479 --> 00:15:09.899

We stop the line and say let's talk about this. We've talked about psychological safety, but I can't underscore that Kelly enough. You know, we really want our teams to understand that when they speak out that there will be psychological safety and leaders there to be able to support them in those discussions.

55 "Kathryn Lang" (503245824)
00:15:09.899 --> 00:15:29.899

To be able to cultivate that community of belonging and to lead that by example, that, you know, everyone at the table, as Laurence said, makes a difference and that everyone needs to be heard. And we need to listen with, with openness and our ability to say, ok, so what can we change in this process to make it safer for patients staff.

56 "Kathryn Lang" (503245824)
00:15:29.899 --> 00:15:49.899

Open families. And the last strategy that we have really started to implement is the use of technology to be able to connect across the settings because, you know, we're, we are a vast enterprise, right? And we want to be able to connect at each of the sites and to use technology has really supported that ability for teams to connect.

57 "Kathryn Lang" (503245824)
00:15:49.899 --> 00:16:05.023

Act on a real local level, and I think that has really been a strategy that has really invigorated the nursing teams to be able to reach out to their colleagues to say, hey, what do you think or how are you working on this?

58 "Kelly Laurent" (1617534720)
00:16:05.023 --> 00:16:25.579

Yeah, I agree with all those points, also using HRO principles I like how we mention that and peer support too, so just supporting staff when they are involved in situations that are, you know, they feel that they need support, that that we do have peer support to help and after every RCA, they do put up that peer support.

59 "Kelly Laurent" (1617534720)
00:16:25.579 --> 00:16:51.240

This is how we're here to support you. This is not about finger pointing blaming, we're here to make system improvements and I think getting that message home is essential and I'm glad we discussed that today as well. Before we conclude, any last remarks you'd like to share with our listeners, we do I do appreciate all you coming today and spending time with us.

60 "Kimberley Ennis" (4072968192)
00:16:51.240 --> 00:17:19.359

So I do have one last advice and plug Kelly for listeners is NO matter if you're a novice or you're an experienced nurse, seek mentorship. No one exceeds in any career or nursing alone without mentorship. Seek up mentors who will challenge you, guide you, and inspire you, be open to feedback. Listen carefully, learn from their experiences. Over time it will, you know, paid forward also by becoming a mentor yourself.

61 "Kimberley Ennis" (4072968192)

00:17:19.359 --> 00:17:55.500

The mentorship strengthens our profession really and fosters collaboration and builds the confidence and resilience every nurse seeks and thrives for. So and also preceptorship is not mentorship. So I know that the NC three group does a beautiful job in terms of ensuring we have mentorship programs and there are so many programs of course across our organization and outside the organization, so to ensure they're tapping into those programs and, getting a mentor but also in the future of becoming a mentor.

62 "Kelly Laurent" (1617534720)

00:17:55.500 --> 00:18:13.679

And I know with our back to shared governance, the MPDC, the nursing Professional Development council, they're working on mentorship and for this year's goal, so hopefully that will entice more people to join, become mentors or become mentees, and will help with that as well.

63 "Kelly Laurent" (1617534720)

00:18:13.679 --> 00:18:33.679

Okay, so thank you all for joining today. It was wonderful to hear from our nurse leaders who are so well versed in issues related to culture community and connection. We hope that our listeners found this discussion helpful. For any questions or comments, feel free to email our hashtag nursing station podcast, and as a reminder.

64 "Kelly Laurent" (1617534720)

00:18:33.679 --> 00:18:52.643

Reminder this session is eligible for .5 contact hours. A survey will be posted with this recording. Please access it and complete the evaluation to attain your certificate. So thanks again for joining. It was wonderful talking to you guys. I appreciate you taking the time with to listen to us today, to speak to us today.

65 "Kathryn Lang" (503245824)

00:18:52.643 --> 00:18:54.823

Thank you.

66 "Kimberley Ennis" (4072968192)

00:18:54.823 --> 00:19:08.724

Thanks Kelly. Thank you.