Improving Skills to Empower Front-Line Nurses
Building Will: Unleashing the Joy in Nursing Professionalism

Building Will: “Unleashing Joy in Professionalism”

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Objectives

• Define the Guiding Competencies of nursing: Communication, Care Management, and Critical Thinking
• Define the Core Principles of nursing: Professional Efficacy, Patient Advocacy, and Proven Practice and how they can be used to build will among colleagues for change
• Identify the difference between a “job” and a “calling”
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3 P’s of Nursing Principles

Professional Efficacy
- Integrity
- Belief in self
- Autonomy

Patient Advocate
- Ethical
- Compassionate
- Empathetic

Proven Practices
- Knowledgeable
- Responsible
- Research-based

3 C’s of Nursing Competencies

Communication
- Solution oriented
- Seizes opportunities
- Willingly speaks up

Care Management
- Sense making
- Coordinated knowledge
- Collaboration

Critical Thinking
- Creative
- Engages other professionals
- Considers consequences
Selected List Daily Reflections

- What was the most significant learning that occurred for you today? (e.g. content knowledge, procedural skill, interpersonal skill)? This is where you find your joy from

- When did you find yourself irritated? This is the source of passion

- Which team members did you work with today and what did you learn from this collegial work? This is using the Care Management Competency

- Evaluate the effectiveness of your communication skills today (clarity, timing, interpersonal judgment). This is using the Communication Competency

- How do you think your patient/family felt about your work today? How could you tell? This is using the Patient Advocacy Principle

- What is one thing you did today to assure the patient had a safe experience today? This is using the Proven Practices Principle and Critical Thinking Competency

- What experience occurred today that might have long lasting impact on your nursing future? This is using your Professional Efficacy Principle

How We Communicate

- Listserv Discussion: front_line_nurses_series@ls.ihi.org

- Please send questions or comments for the group to discuss to this address.