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NARRATIVE TO PROMOTE WELL-BEING FOR NURSE LEADERS

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DISCLOSURE

We have nothing to disclose

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THE PROCESS



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DEMOGRAPHICS

6 PARTICIPANTS
All Female

5 OF THE 6
Either currently where CNO's of hospitals or had previously been CNO's
2 currently in state nursing advocacy positions

RURAL MIDWEST
All but one were practicing nursing leadership in rural areas in the state

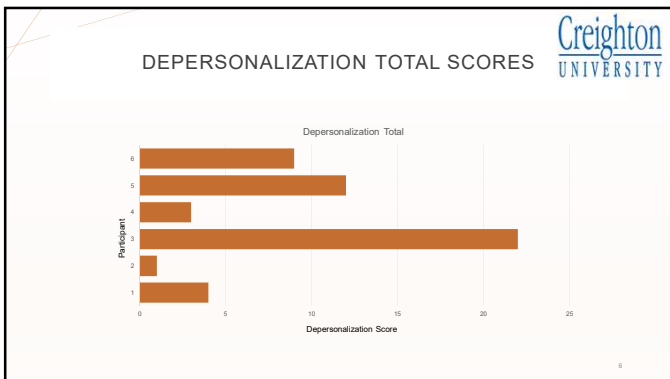
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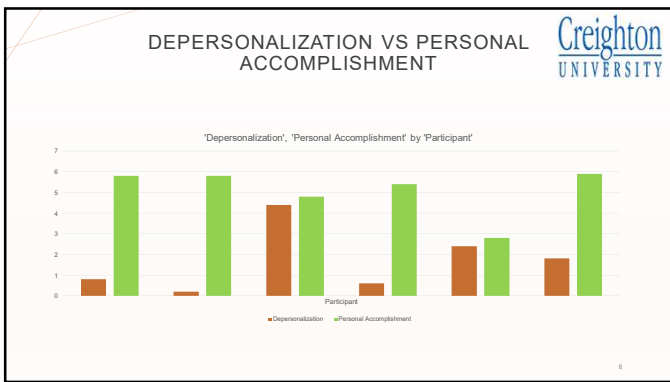
STRESS & BURNOUT MASLACH BURNOUT INVENTORY FOR MEDICAL PERSONNEL MBI-HSS (MP)

Emotional Exhaustion
Depersonalization
Personal Accomplishment

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NARRATIVE & STORYTELLING

- Powerful
- Activates collective memory
- Helps us reshape/rethink
- Participative

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EMOTIONAL EXHAUSTION

Participant	Employee Burnout Test Score
1	10
2	25
3	45
4	35
5	30
6	25

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STRESS AND COPING

"and we had a code blue come in, and it was a friend of the family, and I just felt so inadequate. First of all, it was emotionally devastating, but I just didn't feel like I could do a good job"

"and I knew that I had a choice. I could choose not to take the position, because of my friendship with my leader. If I didn't take it, here's the thing, if I didn't take it, I knew that my job... was on the line as well. It was completely a lose-lose situation".

"It was tough, probably the toughest termination I ever had to do, because of the nurse's longevity within the organization and the relationship she had with the medical staff"

"Oh my gosh, I'm a failure as a nurse, how could I have missed that"

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LISTENING

"for me, what that taught me as a leader, is step back, find out where the people you're leading are, make sure they trust you and you have the same goal in mind, so you can all mover there together"

"And it wasn't anything, Right? It was just listening and being empathetic and understanding"

"One of the things that still sticks with me, is the fact that she listened, she understood, and she had planned"


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SUPPORTING AND THE GREATER GOOD

- 🔍 "She gave me this perspective of all the right things to do, and how doing it right can make it so worthwhile"
- 🗨️ " all of the C-suite leadership backed me on what happened, which was an amazing thing for me to feel that kind of support "
- 👤 "We eventually even got to the stage where I referred her to employee assistance to see if maybe she would go and get some help through that "
- 📄 " We all had to dig in and really find doing what's right, even when it's the hard thing to do"

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RELATIONSHIPS

"we had to build trust and a relationship before any of us could have a successful leadership nurse relationship"

"And I was A young leader, it taught me that building a relationship first is absolutely necessary before I go in there and try and lead them or tell them"

"And to this day, now almost 20 years later, I still get cards at Christmas from them about what a difference it made. And they have an annual get together, and I'm always invited"

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LEARNING

"She made it truly not punitive. And she made it a wonderful opportunity to learn, obviously I certainly learned"

"And during that time, I learned a lot about being a CNO, I learned about what to do, what not to do, being a leader"

"But it's a process where you learn that doing the right thing is still the right thing to do"

"Not every experience is a good experience, but they certainly do prepare us for the future"

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APPRECIATIVE INQUIRY STORYTELLING AND BURNOUT

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LIMITATIONS

- Small sample size
- Saturation not achieved
- Burnout scale post intervention still pending

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