Integrating resiliency and diversity, equity and inclusion (DEI) training into orientation for new healthcare workers a quality improvement project

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The Case for Change - Background

- Healthcare workers suffer mental health effects from the COVID-19 pandemic
  - Increased burnout, turnover, decreased engagement
- Co-occurring social unrest increased tension (e.g., Black Lives Matter)
- Pandemic-induced healthcare disparities
Purpose/Aims

To examine caregiver perceptions following enhanced onboarding training.
Methods/Approach

Resiliency:

- Recorded presentation “Building Resilience: Understanding and Navigating Stress in a Health Care Setting” by Katie Anderson LMHC, Family Therapist
- Utilized Trauma Exposure Response Wheel copyright 2017 van Dernoot Lipsky ©
- Interactive activity to discuss and plan self-care
- 1-hour presentation
Methods/Approach

Diversity, Equity and Inclusion

- Reviewed evidence to include other presentations
- Developed an interactive exercise, challenging caregivers to explore potential implicit bias
- Developed an educational portion following the learning activity
- Included perspectives from 2 diverse groups; ESL and non-binary individuals
- 1 hour presentation
Evaluation Method

• No requirement to complete

• Developed utilizing RedCap
  o Collaborated with Nursing Scholar on question development

• Electronic access through QR code

• Participants given time at end of training to complete surveys
Results

N = 69
65% were Registered Nurses
28% were Nursing Assistants
Evaluation - Clinical Caregivers

‘Following today’s resiliency presentation, I have a plan for my own self-care’

N= 69
45% Strongly Agree
52% Agree
3% Disagree
'After attending the diversity, equity and inclusion session today, I will be more aware of my interactions with patients and caregivers’

N= 69

41% Strongly Agree
58% Agree
1% Disagree
Conclusion

Providing resiliency training offers an opportunity to develop or enhance a self-care plan during onboarding to incorporate during their transition and ongoing practice.

Incorporating interactive education on DEI increases awareness of potential (or implicit) bias and the impact of healthcare disparity during interactions with caregivers and patients.
Implications for Practice

NPD Practitioners:

• Should remain appraised of societal implications that may impact their stakeholders

• May grow professionally by integrating these skills into their own practice

Healthcare Organizations:

• Integration of these concepts for all caregivers in response to societal demands may enhance patient experience
Enhancements

• Including an introduction celebrating and recognizing our presence on native ground

• Including all new caregivers; clinical and non-clinical
Content alignment with updated NPD
Scope and Standards of Practice
Standard 9.
Respectful and Equitable Practice

The nursing professional development practitioner practices with cultural humility and inclusiveness.
Standard 9 Competencies:

1. Engages in cultural humility for personal growth in cultural sensitivity.

2. Incorporates cultural humility, demonstrates respect and empathy within all NPD roles and responsibilities.

3. Influences structures, processes and behaviors to improve social equity in all interprofessional practice and learning environments.

4. Designs all NPD activities with consideration for the population of health consumers/partners served, includes but not limited to, respectful communication; shared decision-making and the population's healthcare disparities, social determinants of health, digital access and cultural practices.

5. Supports the needs of diverse learners through inclusive learning activities and materials.
Standard 9 Competencies:

6. Demonstrates DEI in NPD practice

7. Incorporates the use of data within NPD activities to decrease racial and ethnic disparities.

8. Enacts strategies to identify and eliminate microaggressions and unfavorable biases and stereotypes.

9. Role models culturally humble and sensitive behaviors

10. Resists systemic racism, sexism, ageism, classism and other forms of injustice.

11. Serves as an ally to members of marginalized groups in interprofessional practice and learning environments.
Thank you!

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References


NPD Practice Model [https://www.youtube.com/watch?v=dJkwWQCRRrs](https://www.youtube.com/watch?v=dJkwWQCRRrs)

Nursing Professional Development Scope & Standards of Practice 4th Edition; Publisher Association for Nursing Professional Development 2022


van Dernoot Lipsky Trauma Exposure Response Wheel copyright 2017