



Lovin' Spoonful: Assisting Staff Along the Continuum To Excellence and Expertise

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Abstract

Providing feedback that is meaningful, goal oriented, palatable, and practical is essential in facilitating staff growth and development, but can be extremely difficult to do. Providing feedback to staff for the purposes of improving job performance, enhancing patient safety, and optimizing patient outcomes must have a well-defined purpose, provide opportunity for collaborative learning, and develop relationships over time. Coaching in the Lovin' Spoonful program it is creative, provokes thought, and inspires individuals to maximize their potential.

Introduction

Clinical leaders, those individuals at the front line mentoring and coaching staff in the clinical settings, often find themselves in situations that require providing feedback to staff. Information that must be relayed in order to accomplish these goals may have the potential to make the recipient feel less than "warm and fuzzy".

In these circumstances the question becomes, how do multiple clinical leaders with very different personalities and perspectives provide feedback to equally diverse staff in a consistent manner, track the conversations, monitor the results, and accomplish this in a positive way each and every time? The Lovin' Spoonful program was developed to accomplish these goals.

Lovin' Spoonful Program Goals

- Promote positive partnerships with staff
- Facilitate communication of information in a "win-win" fashion
- Provide opportunities to increase knowledge & skills
- Positively impact quality of care, job satisfaction & retention
- Promote organizational goals

Components of the Program

Invitation

An electronic invitation is sent requesting to meet with the staff member when a coaching opportunity is identified.

Feedback Form

A standardized form used in coaching sessions that allows for data collection, identification of action items, and promotes ownership of growth, development & system enhancements by staff.

Results

Results of the coaching session are sent electronically to the Nursing Director and staff member participating in the discussion.

Alerts

Alerts are sent to non-nursing directors. These issues are handled by the respective department director and results are not tracked.

Kudos

Electronic acknowledgement of staff is sent to the individual staff member and their director for situations involving excellence.

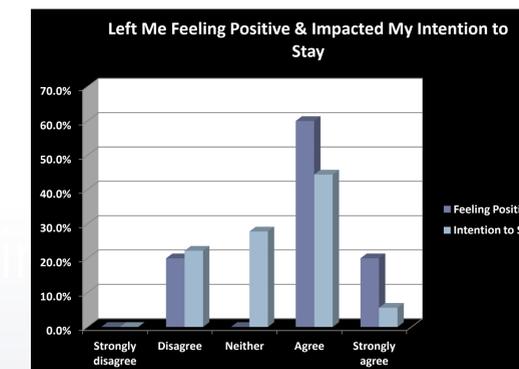
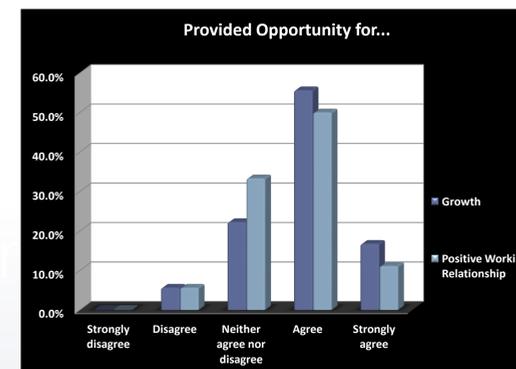
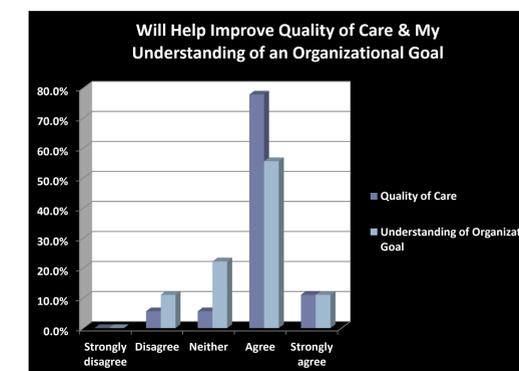
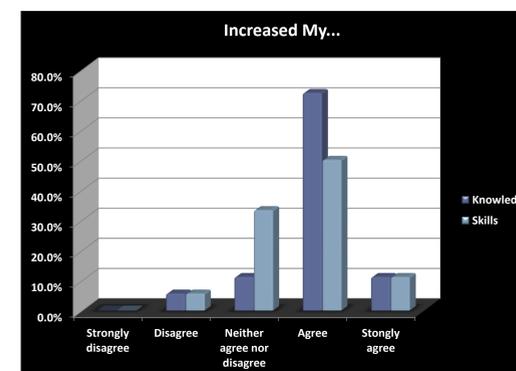
Participants

Any licensed nurse or nursing assistant employed within the inpatient or emergency department, or respiratory care practitioner may be invited to a coaching session. At the time of this publication, 41 coaching sessions have been initiated.

Surveys

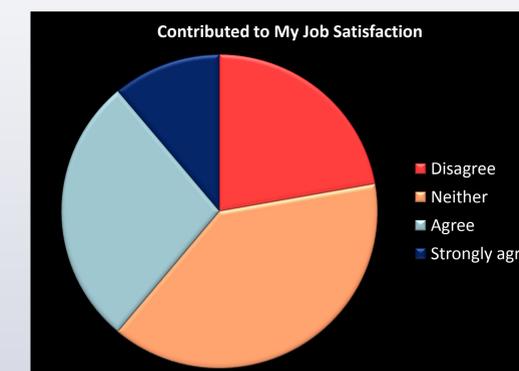
Participants are emailed a link to an on-line survey in order to provide their perceptions of the process, program, and results.

Survey Results – "My Most Recent Lovin' Spoonful Discussion..."



Participants to Date

Registered Nurse	94.4%
Respiratory Care	5.6%



Limitations

- 41 electronic invitations sent out to staff
- 37 of 41 (90%) of discussions completed
- 18 of 37 (48.6%) responded to the survey
- Focus is limited to inpatient nursing & respiratory staff

Conclusion

The Lovin' Spoonful Program has demonstrated efficacy in promoting positive work relationships, increasing knowledge, skills, and understanding of organizational goals. Participants overwhelmingly view their experiences as opportunities for growth and improving quality of care to patients, as well as having a positive impact on intention to remain an employee.

References

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