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Importance of Therapeutic Communication between Peers within the Intra-Operative Environment.

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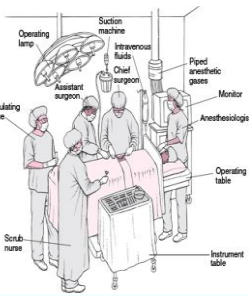
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Background

Poor nurse retention is a worldwide phenomenon, and the operating room is no exception to the issue. The operating room is a world all of its own. (Laflamme et al., 2019) Operating room nurses have very specialized training and can be difficult to replace. In an article published by the Health Care Manager, it is estimated that the average length of training for new OR nurses lasts between 6-12 months and can cost an average of \$64,000 to replace one nurse¹. (Laflamme et al., 2019) One significant factor in nurse retention in the operating room is the culture of the work environment, and how that culture affects team members, more specifically new nurses. Good relationships between nurses have been shown to have a positive impact on nurse retention. Using tools like therapeutic communication between peers, employee inclusion, and recognition for doing a good job are all strategies that can potentially increase nurse retention in the operating room.



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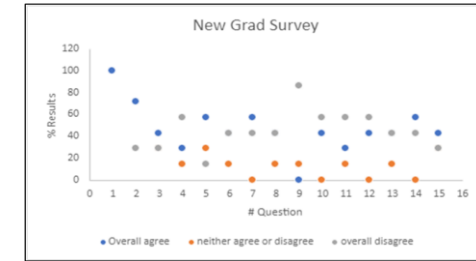
For staff in the intra-operative environment, does the initiation of therapeutic communication and civility workshops decrease the number of SafeLink entries and staff turnover when compared to the pre-civility workshop environment?

Methods

- ❑ A literature review was conducted using PubMed, EBSCO, and Google Scholar database.
- ❑ A survey was sent to OR staff members via Survey Monkey. The survey included questions on inclusion, communication, and workplace culture.
 - Initial survey sent to entire OR staff had 35 participants, with an 86% completion rate.
 - Revamped survey sent to 7 current nurse interns in the OR.
- ❑ The two surveys were analyzed for differences in opinions on the OR environment. We used the results comparison to assess the need for intervention, including civility workshop to improve the workplace culture for new nurse interns.

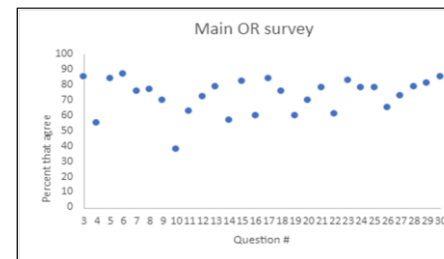
Results

- ❑ Of the 35 survey participants, 21 were nurses, 11 were surgical technologists, and 3 were perioperative surgical assistants. No anesthesia personnel or physicians completed the survey.
- ❑ Nurse Intern Survey: 7 participants with a 100% completion rate.
- ❑ According to the results of the initial survey, most participants enjoy their work environment and don't believe changes need to be made. On the other hand, the Nurse Intern Survey revealed that 50% of the nurse interns feel unsupported by their coworkers and more than 50% don't feel free to express their own opinions.
- ❑ Limitation: attempted to obtain the number of SafeLink entries within the last 3 years that were submitted based on behavior data, including incivility and issues with interprofessional communication.



Conclusion

- ❑ In conclusion, the results gathered in this study suggest that a civility workshop is not currently needed in the operating room. Our survey showed similar results to studies conducted in previous research that suggest overall nurse satisfaction ranged from 66%–96.2% (James-Scotter et al., 2019)
- ❑ Our study showed that 65% of the Main Operating Room survey participants were satisfied with workplace culture.
- ❑ 61% of the Main Operating Room survey participants agreed with being excited to come to work, while 57% of new graduate nurse survey participants disagreed with that statement. Our Nurse Intern Survey also showed that 57% of the survey participants disagreed with the statement of being satisfied with the workplace culture. The data correlates with a study conducted by Cram that senior operating room nurses were more likely to experience satisfaction in their roles compared to newer nurses. (James-Scotter et al., 2019)
- ❑ Studies show that feeling unsupported by coworkers and nurse management can have a negative impact on nurse retention. "We saw that to help retain nurses, team spirit and good relationships between nurses and their colleagues appear to be critical." (Laflamme et al., 2019)



Acknowledgements: Sydney Quintana BSN, RN

References:

1. Laflamme, K., Leibing, A., & Lavoie-Tremblay, M. (2019). Operating Room Culture and Interprofessional Relations: Impact on Nurse's Retention. *The Health Care Manager*, 38(4), 301–310. <https://doi.org/10.1097/HCM.0000000000000280>
- James-Scotter, M., Walker, C., & Jacobs, S. (2019). An interprofessional perspective on job satisfaction in the Operating Room: A review of the literature. *Journal of Interprofessional Care*, 33(6), 782–794. <https://doi.org/10.1080/13561820.2019.1593118>