



Objectives

At the end of the session the participants will be able to:

- Describe the benefits and obstacles of the Intern Nurse shadow experience.
- Identify clinical learning objectives for the Interns during their shadow experience.



UCLA Mattel Children's Hospital



- Ronald Reagan UCLA Medical Center
 - PICU, Acute Pediatrics, DOU, Oncology, NICU
- Santa Monica Medical Center, UCLA
 - Pediatrics, Step Down, NICU



Background

- 2018 – Walk a Mile Presentation at Society of Pediatric Nurses, Peds RNs shadowing interdisciplinary team members, units and departments at SM UCLA
- Fall 2022, Physician Leadership reached out to Nursing to coordinate pediatric interns shadowing nurses as part of their patient safety curriculum.
- The 2018 and 2022 Press Ganey Employee Engagement Survey results, highlighted a need for improvement in the "Interprofessional Relationship" domain.



Shadowing Objectives

- To promote teamwork and mutual understanding between nurses and physicians as a way of improving the work environment for all.
- To improve patient safety by enhancing communication between physicians and nurses.

Shadowing Objectives

- For interns to learn more about the care provided by nurses, including gaining familiarity with bedside skills.
 - Medication Administration
 - Suctioning
 - Set up nasal cannula
 - Central line care
 - Set up and cycle blood pressure cuff

Implementation

- Pediatric Interns completed pre-survey
- Day of the Shadow:
 - Pediatric Interns were assigned to a Pediatric, NICU or PICU unit at RR and SM campuses
 - Nurse completed the Pre-Survey
 - Intern shadowed the assigned RN from 730am – 930am
- Both Nurse and Intern completed post survey

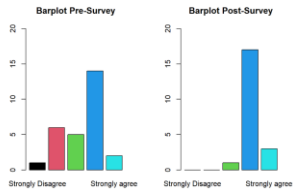


Intern Results

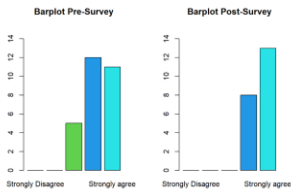
- 28 interns and 17 nurses participated in the shadowing experience

Intern Results
Statistically significant improvements in all survey questions
90% satisfied with experience

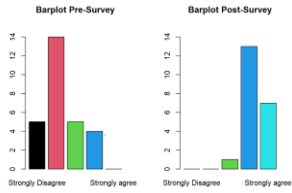
I understand the daily responsibilities of the NURSES I work with.



I am confident in the ability for residents and nurses to work together to resolve concerns or disagreements with patient care discussions.



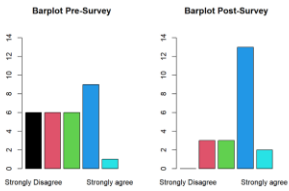
I understand the steps in the process of medication delivery from the time of order entry in Care Connect to the patient receiving the medication.



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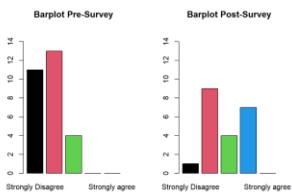
I know how to effectively use the suction machine to clear respiratory secretions from a pediatric patient.



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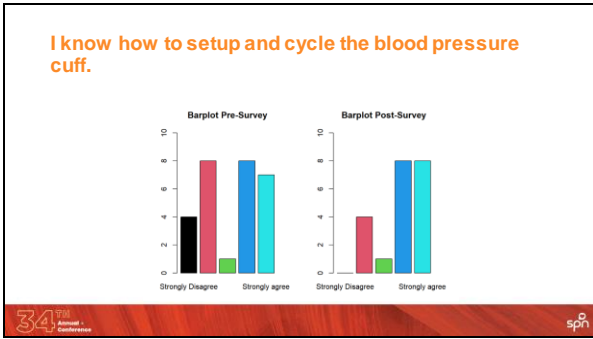


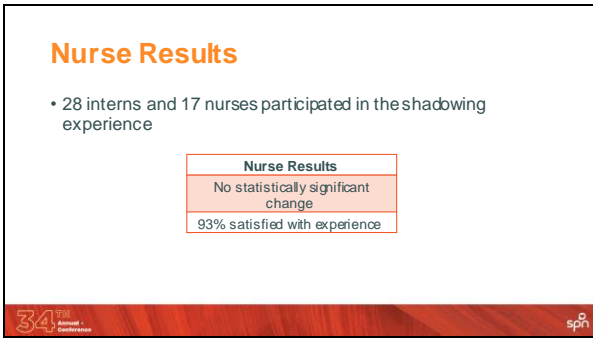
I understand central line care.

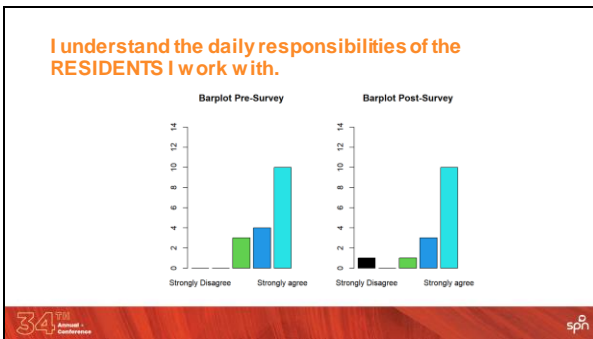


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Intern Feedback

- **Benefits**
 - Ability to connect and talk with nurses in a way that normal workflow does not allow for
 - Seeing the nurse's EMR, knowing what happens after an order is placed
 - I learned a lot about day to day and the patient care sequence from the nurses perspective as well as difficulties faced by nurses that could be partially alleviated by residents
 - Better understanding of what nurses do day to day and how positive they are in delivering wonderful patient care



Intern Suggestions

- Wish we had the experience even **earlier in the year.**
- **Too short.** Didn't get to see all the things I wanted to
- I would love to shadow in a unit with **more exposure** - unfortunately during our time, I didn't get to learn about line care or infusions or V meds, blood pressure, lab draws etc.



Intern Suggestions

- I don't know if **NICU** is the best experience for shadowing d/t specific touch times for babies. So a lot of my time was just waiting until the baby was awake.
 - January 2024 (v2) removed NICU
- I was paired with a **Travel Nurse**, and while she was amazing and accommodating. I feel like I added to the stress of her day, as she was not as familiar with the floor as some others may be.



Nurse Feedback

- *Love this experience!*
- **Benefits**
 - We are learning from each other and asking questions about the workflow
 - Seeing the difference in EMR screens
 - Clarification on both our parts, what we each have control over in terms of roles and what residents do outside of bedside and how their schedules look.
- **Suggestions**
 - Include other specialties (ex: Ortho surgery)
 - Consider shadowing nurses on night shift
 - Earlier in MD training
 - Consider different time of day/longer



Phase II - Nurse Shadowing

Implementation

- Two Nurse Residents completed pre-survey before shadow day
- **Day of the Shadow:**
 - 4 hours shadowing (0600 – 0800) (1200 – 1400)
 - SM Pediatric (medical surgical floor)
 - Resident completed the Pre-Survey
- Both Nurse Resident and Reside completed post survey



Phase II - Nurse Shadowing

- **Nurse Resident Feedback**
 - Programs such as this helps bridge the gap of lack of understanding. This shadowing is super helpful
 - I can better communicate with the MD team. I better understand their process and that better helps me with my plan of care for patients



Phase II - Nurse Shadowing

- Resident Feedback
 - To get to know the workflow of each role
 - Got to hear more about nursing experience
 - It would have been more helpful to either have RNs shadow a resident all day or at least the rounding and 1-2 hours immediately after because that is when we are the busiest (paging, putting in orders)
 - June 2024 (v2) will adjust times

Conclusion

- The Intern shadowing Nurse experience was associated with increases in
 - Team collaboration
 - Understanding of nursing roles, responsibilities and workflow
 - Perceived ability to work collaboratively to resolve patient care concerns
 - Knowledge of clinical care

Next Steps

- Continue to make adjustments to shadow experience based on feedback
- Expand Nurse shadowing Resident to other Pediatric areas
- Implement suggested changes to current work flow
 - Create time/space for introductions upon shift or rotation changes
 - More frequent face-to-face check-ins between nursing and physician teams
 - Improved infrastructure for communication tools

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Questions?



Thank you!

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