

# PARTNERSHIPS

The Role of the Clinical Resource Nurse in Supporting New Staffs

## Objectives

- Define our learners
- Highlight our learning environment
- Identify frontline leadership development
- Showcase Clinical Resource Nurse role
- Discuss bringing role forward

## Learning Partnerships

- Who are the learners?
  - New graduates
  - Nurses new to pediatrics
  - Nurses new to organization
  - Nurses new to an area
  - Internationally educated nurses
  - Nursing Resource Team (NRT)
  - Nurses new to a role

## Provincial Services Health Authority (PHSA)

- What is PHSA?
  - One of six provincial health authorities
  - primary role to ensure BC residents have access to a coordinated network of high quality, specialized health services
  - BC Children's Hospital (BCCH) and Sunnyhill Health Centre (SHHC) is one of eight agencies

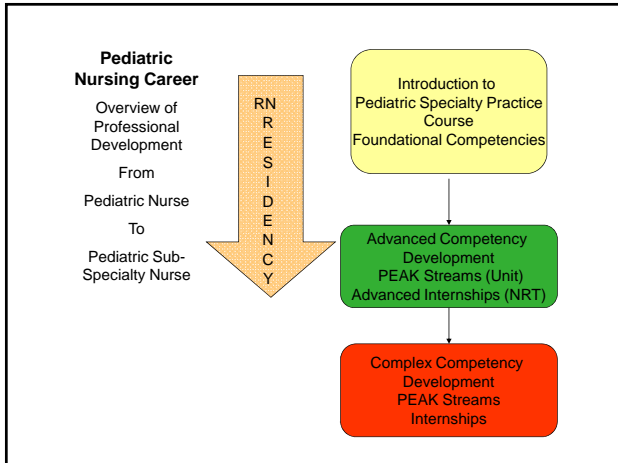
## Organizational Philosophy

- PHSA mission statement  
"Creating a learning culture by promoting the development of health care professionals through a commitment to excellence in education and training"

PHSA, 2010

## BC Children's Hospital

- Department of Learning and Development
  - Orientation
  - Continuing professional development
  - Leadership programs
- Focus is on learning partnerships
  - Preceptor Program
  - Mentor Program
  - Internship Programs



## Frontline Leadership Development

- Who are our frontline leaders?
  - CNC
  - CNE
  - CRN
  - QSL

## Frontline Leadership Development

- How did we get to where we are as leaders?
  - Frontline Leadership Series
  - Coach Approach
  - Professional Performance Reviews

## Clinical Resource Nurses

- History of role development
- Role responsibilities
- Feedback loop
- Day to day strategies
- Role challenges

## History of Role Development

- Changes in workplace environments
- Increased patient acuity
- New equipment
- Loss of senior staff
- Increased number of new nurses
- Hiring of new graduate nurses

## Role Responsibilities

- Why** have a CRN?
- What** is unique to the role?
- Where** does the role overlap?

## Why?

- Clinical Nurse Educators increasingly removed from the bedside
- Clinical Nurse Coordinators have increased demand of running larger, higher acuity units
- Senior staff relocation and resignation has resulted in loss of expert knowledge
- Senior staff burnout
- Limited support for bedside nurses

## What?

- Competency assessment and validation
- Advocate for resources
- Identify, access, and facilitate use of resources needed for immediate patient care
- Assist staff to utilize organizational resources to function within current means
- Advocate and participate in patient and staff safety initiatives
- Support and assist in change initiatives

## Overlap

- Unit flow - communication with CNC and team members
- Unit education - working with CNE
- Supporting a quality practice environment

## Formal Feedback Loop

- Orientation
- Competency Validation Day
- Bedside skills validation
- Shadow shifts
- Performance reviews

## Day to Day Strategies

How do we impart our expertise?

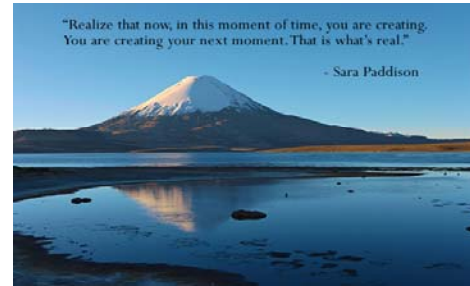
- Appreciation for current needs
- Role modeling
- Facilitate learning
- On the spot feedback
- Foster reflection/stimulate critical thinking

## Challenges

- Understanding the role
- Maintaining the role
- Accepting the role
- Meeting changing needs
- Managing competing priorities

## Going Forward

- Would your practice area benefit from someone working in this role?
- How can this role be supported without the budget to hire a CRN?
- What characteristics do you look for in a person who will fill this role?



## References

- Bradley, D. & Huseman, S., 2003. Validating Competency at the Bedside, *Journal for Nurses in Staff Development*, 19-4.
- PHSA, 2010. Strategic Plan 2010-2013.
- PHSA, Department of Learning & Development. Pediatric Nursing Orientation 2010 (power point presentation).